

ATTENTION: Please read this User Agreement before using the unicore.one System and unicore.one software tools, including the ticketing widget. Use of the named items will constitute your agreement to the terms of this User Agreement. If you do not agree to the terms of this User Agreement, do not use the functions of the unicore.one System and unicore.one software tools, including the ticket widget.

USER AGREEMENT

Revision dated 01.01.2025

The unicore.one System, on the one hand, and the Buyer, who has accepted the terms of use of the System and has started using the System, have entered into this User Agreement as follows:

1. Terms and definitions

1.1. In this User Agreement, unless otherwise expressly implied from the text, the following terms shall have the meanings indicated below:

Ticket	A form, whether electronic or hard copy, containing information established by law and confirming the right of its holder to attend the relevant Event.
Widget	rogram code (interface element) connected to the System for use on the Site or third-party sites by the Buyer for the purpose of taking actions to purchase Tickets
Event	Events in the field of culture, art, education (training), recreation, as well as social events, or any other events organized and conducted by the Organizer or entrusted the Organizer to organize the sale of Tickets to the Buyer.
Organizer	A legal entity or individual organizing Events or providing Services and transferring tickets to the System for distribution. LLP/IE who left legal information about themselves in the personal cabinet of the System.
System	An automated ticketing system, including a specialized hardware and software complex designed to work with the information resources of the System, to sell Tickets for Events and Organizer's Services, as well as to form databases of sold Tickets, including the web-portal www.unicore.one , embedded widgets on web-portals-partners and the Organizer.
Buyer	A natural or legal person purchasing paid or free services from the Organizer through the System
Advertising Partner	A person who has duly concluded an agreement with the

System (an agreement with an advertising partner) and is a ticket distributor or an advertising partner providing services for dissemination of information about the Event.

Site	A set of information, texts, graphic elements, design, images, photos and videos, databases and other results of intellectual activity, including the System, contained in an information system that ensures the availability of such information on the Internet at the domain name unicore.one.
System	A computer program called "unicore.one", the exclusive right to which belongs to the System, designed for interaction between Organizers, Advertising Partners, Partners, the System and the Buyer, including through the Widget.
Agreement	This User Agreement
Parties	System and Buyer

- 1.2. All other terms and definitions appearing in the text of the Agreement shall be interpreted by the Parties in accordance with the laws of the Republic of Kazakhstan and the usual rules of interpretation of the relevant terms established in the Internet.
- 1.3. The titles of the headings (articles) of the Agreement are intended solely for convenience of use of the text of the Agreement and have no literal legal meaning.

2. Conclusion of the Agreement

- 2.1. The Agreement is posted on the Internet at the permanent address <https://unicore.one/docs/license.pdf>, as well as available upon registration on the Site or purchase of a Ticket, which contains all material terms and conditions of the Agreement and is an offer of the System to conclude the Agreement with the Buyer using the Site, the System or the Widget on the terms and conditions specified in the text of the Agreement. Thus, the text of the Agreement is a public offer. The proper acceptance of this offer in accordance with the Buyer is considered to be the consecutive realization by the Buyer of any of the following actions:

- 2.1.1. Familiarization with the terms and conditions of the Agreement;

- 2.1.2. Marking a symbol in a special field under the heading “I accept the terms and conditions of the User Agreement”;
- 2.1.3. Start using the functions of the Site or Widget;

3. Subject of the Agreement

- 3.1. The System grants the Buyer a royalty-free simple (non-exclusive) license to use the Site and the Widget for their intended purpose, as provided by the explicit user functions of the Site and the Widget.
- 3.2. The license specified in clause 3.1 of the Agreement is granted to the Buyer for the period during which, and within the territory in which, the Site and the Widget remain available to the Buyer.
- 3.3. For the avoidance of doubt, the Buyer is prohibited:
 - 3.3.1. to circumvent the technical limitations set forth on the Site and the Widget;
 - 3.3.2. to study the technology, decompile or disassemble the Site and the Widget beyond the extent expressly permitted by the laws of the Republic of Kazakhstan;
 - 3.3.3. create copies of copies of the Site and Widget, as well as the external design of the Site and Widget;
 - 3.3.4. change the Site and the Widget in any way;
 - 3.3.5. perform actions aimed at changing the functioning and operability of the Site and the Widget;
 - 3.3.6. perform the above actions with respect to any part of the Site and Widget, including the System;
 - 3.3.7. transfer the rights under the Agreement to a third party;

4. Functions of the Site and Widget

- 4.1. Through the Site, the Buyer has the opportunity to receive information about the Events posted by the Organizers, search for Events, purchase Tickets online from the Organizers, Advertising Partners and the System, i.e. to conclude the relevant Purchase and Sale Contracts, register on the Site to use additional functions of the Site.
- 4.2. Through the Widget, the Buyer can purchase Tickets from the Organizers and Advertising Partners on third-party websites.

5. Avoidance of Discrepancies

- 5.1. The System is not the Organizer of the Events posted on the Website, unless otherwise specified in the description of such Events.
- 5.2. Purchase of Tickets by the Buyer shall be made by bank payment card.
- 5.3. The Seller of Tickets, regardless of whether it is the Organizer, the Distributor or the System, before the Buyer makes payment, shall inform the Buyer about the Event, the cost of the Ticket, the service fee payable in excess of the cost of the Ticket, the total amount payable by the Buyer, as well as other information in accordance with the requirements of the legislation of the Republic of Kazakhstan. The Ticket purchase agreement shall be concluded with the Buyer on the terms and conditions of such provided information.
- 5.4. The return of Tickets is possible on the Organizers' terms.
 - 5.4.1. The Organizer shall independently decide on the return of funds to the Buyers for the Tickets under the relevant applications, taking into account the following:
 - 5.4.1.1. In case when the return of the Ticket is motivated by the cancellation or postponement of the relevant Event, the Organizer undertakes to refund to the Buyer the money paid by him/her for such Ticket, except for the service fee, commission of banking and non-banking credit organizations for making (securing) the Buyer's payment for the Ticket (acquiring commission), the Organizer's expenses for the use of the System and involvement of Distributors (including the System);
 - 5.4.1.2. In case the return of the Ticket is motivated by the Buyer's unilateral refusal to attend the Event not later than 5 (five) working days before the Event, the Organizer undertakes to return to the Buyer the money paid by him/her for such Ticket, except for the service fee, commission of banking and non-banking credit organizations for making (securing) the Buyer's payment for the Ticket (acquiring fee), the Organizer's expenses for the use of the System and involvement of Distributors (including the System);
 - 5.4.1.3. In case the return of the Ticket is motivated by the unilateral refusal of the Buyer to attend the Event later than 5 (five) working days before the Event, the decision to refund the money for the Ticket to

such Buyer shall be made by the Organizer. The Organizer shall bear the risk of the Buyer's claims related to any refund decision.

5.4.1.4. Any claims related to the refund shall be borne by the Organizer who performs the refund for the tickets.

5.4.1.5. The system is not responsible for the quality of services rendered to the Buyer by the Organizer, and does not guarantee any refunds by the Organizer.

5.4.2. The refund shall be made to the Buyer of the Ticket in the manner determined by the Organizer and communicated by it to the Buyer.

6. Buyer's Personal Data

6.1. The Buyer gives its consent to the System to process information, including personal data provided when using the Website and the Widget, namely:

6.1.1. first name, last name;

6.1.2. e-mail addresses;

6.1.3. telephone numbers;

6.1.4. any other data entered by the Buyer during the purchase and requested by the organizer, including files attached to the form.

6.2. Processing of personal data means recording, systematization, accumulation, storage, clarification (update, change), extraction, use, transfer to third parties (distribution, provision, access), including cross-border, depersonalization, blocking, deletion, destruction of personal data that do not fall under special categories, the processing of which, according to the current legislation of the Republic of Kazakhstan, requires the written consent of the Buyer.

6.3. Processing of personal data shall be performed for the purpose of performance of obligations under the Agreement by the Parties, registration of the Buyer on the Website, conclusion by the Buyer of contracts for the sale of Tickets with the System, Distributors or Organizers, participation in the Event, sending messages of informational and other nature to the Buyer's e-mail address, as well as subsequent use of this base by the Organizer for any purpose.

6.4. The Buyer may at any time withdraw consent to the processing of personal data by sending a written notice to the System to the address specified in Clause 1.1 of the Agreement by registered mail with acknowledgement of receipt. At the same

time, the System shall be entitled to continue processing of the Buyer's personal data in cases provided for by law.

- 6.5. The Buyer consents to receive advertising materials from the System, its affiliates, Advertising Partners, Organizers, or from other persons on behalf of the System, to the e-mail address and contact phone number, or by any other means specified by the Buyer when registering on the Site or purchasing a Ticket. Consent to receive promotional materials may be withdrawn by the Buyer at any time by sending a written notice to the System to the address specified in Clause 9.3.1 of the Agreement.
- 6.6. The Buyer consents to the System to transfer to the Ticket seller (Organizer, Advertising Partner or their cashiers) the personal data specified in clause 6.1 of the Agreement for the purposes of selling the Ticket.

7. Limitation of Liability

- 7.1. The Site and Widget are provided "As it Is". The Buyer bears the risk of using the Site and the Widget. The System, Advertising Partners, Organizers, wireline and wireless communication operators, through whose networks access to the Site and the Widget is provided, administrators and owners of sites where the Widget is placed, affiliates, suppliers, agents of the System do not provide any guarantees in respect of the Site and the Widget.
- 7.2. The System does not guarantee that the Site and the Widget meet the Buyer's requirements, that access to the Site and the Widget will be provided continuously, quickly, reliably and without errors.
- 7.3. Software and hardware errors, both on the side of the System and on the side of the Buyer, which resulted in the impossibility for the Buyer to access the Site and the Widget, are force majeure circumstances and the basis for exemption from liability for non-fulfillment of obligations by the System under the Agreement.
- 7.4. The System shall be entitled to assign rights and transfer debts under all obligations arising from the Agreement. The Buyer hereby gives its consent to assignment of rights and transfer of debts to any third parties. The System shall inform the Buyer about the assignment of rights and/or transfer of debt by placing relevant information on the Website.

8. Dispute Resolution Procedure

- 8.1. All disputes, disagreements and claims that may arise in connection with the execution, termination or invalidation of the Agreement, the Parties shall endeavor to resolve through negotiations. The Party that has claims and/or disagreements shall send a message to the other Party specifying the claims and/or disagreements arising in accordance with Clause 9 of the Agreement.
- 8.2. If the response to the message is not received by the Party that sent the message within 30 (thirty) calendar days from the date of sending the relevant message, or if the Parties fail to reach an agreement on the arisen claims and/or disagreements, the dispute shall be resolved in court at the location of the System.

9. Final Provisions

- 9.1. The Parties hereby confirm that when executing (amending, supplementing, terminating) the Agreement, as well as when conducting correspondence on these issues, the use of handwritten signature analogs of the Parties is allowed. The Parties confirm that all notices, communications, agreements and documents within the framework of fulfillment of obligations arising from the Agreement by the Parties, signed by handwritten signature analogues of the Parties, shall be legally valid and binding on the Parties. Handwritten signature analogues shall mean authorized e-mail addresses.
- 9.2. The Parties acknowledge that all notices, communications, agreements, documents and letters sent using the authorized e-mail addresses of the Parties shall be deemed to have been sent and signed by the Parties, unless such letters do not expressly state otherwise.
- 9.3. Authorized e-mail addresses of the Parties shall be deemed to be:
 - 9.3.1. for the System: unicore.one
 - 9.3.2. for the Buyer: the e-mail address specified by the Buyer when purchasing a Ticket or registering on the Website.

10. Change of the Agreement Terms

- 10.1. The Service has the right to unilaterally change the terms of the Agreement, and such changes come into force at the time of publication of the new version of the Agreement on the Internet at <https://unicore.one/docs/license.pdf>.

- 10.2. Continued use of the functions of the Site and Widget will mean the Buyer's consent to the terms of the new version of the Agreement. If the Buyer does not agree with the terms of the new version of the Agreement, he/she stops using the functions of the Site and Widget.
- 10.3. In all other respects that are not regulated by the Agreement, the Parties are guided by the current legislation of the Republic of Kazakhstan