

[Health and Safety Policy Protocol will follow]

TERMS OF SALE

All purchases made through the Box Office or online store (collectively, “**THE INFINITE Store**”) available on the website theinfiniteexperience.world (or any of its subdomains) (collectively, the “**Site**”), which is owned and operated by Infinity Experiences Inc. (“**INFINITY EXPERIENCES INC**” or “**We**”), who is presenting the experience THE INFINITE (the “**EVENT**”) are governed by these terms of sale (collectively, “**Terms of Sale**”). Please read these Terms of Sale carefully before proceeding with any purchase via THE INFINITE Store.

By proceeding with any purchase through THE INFINITE Store, you accept and agree to be bound by these Terms of Sale, in addition to our [TERMS OF USE](#) and our [PRIVACY POLICY](#).

If you do not agree to these Terms of Sale, please do not proceed with any purchase through THE INFINITE Store.

These Terms of Sale, and all descriptions and information posted on the Site or elsewhere regarding our tickets, events, memberships, merchandise, or products (e.g., pricing, programming, artists, availability, etc.) are subject to change at any time without notice at Infinity Experiences Inc. 's sole discretion.

THE INFINITE Store is hosted by third parties (TIXTRACK and Shopify), which provide us with the online e-commerce platforms necessary to process your purchases.

PURCHASE

To proceed with a purchase via THE INFINITE Store, you will be required to provide certain information, including, but not limited to, credit card information. You agree to only provide us with true, accurate, current, and complete information.

By making a purchase, you confirm and agree to pay all applicable charges incurred by you or the user of your credit card in connection with such purchase.

A proof of identity or a supporting document may be requested from the person making the purchase to validate eligibility for a special fare, where applicable.

Infinity Experiences Inc. uses reasonable efforts to ensure that all purchases are processed accurately and without error, however, despite such efforts, Infinity Experiences Inc. cannot make any guarantee and will not be held responsible for any failure or error made by THE INFINITE Store in this regard.

PRICING

All prices, fees, and other amounts indicated on THE INFINITE Store (collectively, the “**Prices**”) are in US dollars, unless otherwise indicated. All Prices include service fees, but are subject to applicable taxes, duties and shipping charges.

All Prices are subject to change or correction at any time, without notice, at Infinity Experiences Inc.'s sole discretion.

The Site may, from time to time, contain promotional offers or special rates, which may not be combined with any other offer and which are not cumulative.

AVAILABILITY AND CANCELLATION

The availability of the tickets, events, memberships, merchandise, or products offered through the Site may vary from time to

time and is subject to change without notice at our sole discretion. Infinity Experiences Inc. makes no guarantee in this regard. We reserve the right to limit the quantity of any tickets, memberships, merchandise, or products offered, and to discontinue or terminate the sale of any tickets, memberships, merchandise, or product at our sole discretion.

If an event is cancelled for any reason, and the event is not rescheduled, the organizer or a staff member will contact the ticket holders to proceed with an exchange or a refund in accordance with these Terms of Sale.

SHIPPING AND DELIVERY

General Information

Tickets purchased through THE INFINITE Store will be shipped to the email address (as the case may be) provided by you at the time of order and indicated on the order confirmation.

Please ensure that the recipient's email address, as applicable, is correct. Infinity Experiences Inc. is not responsible for orders that cannot be delivered or are not received due to the recipient's incorrect email address.

Our shipping partners may experience delays beyond our control, and Infinity Experiences Inc. shall not be liable for any such delays. We thank you for your patience and understanding.

Pickup & Return Policy (for merchandise items)

No Shipping Available (Pickup Only)

All merchandise is available for pickup only at your selected time. Please match your pickup time to your scheduled time for "THE INFINITE" event. Your order will be ready at our Shop inside of Silver Street Studios. We recommend that you pick up your order at the end of your immersive experience, as we don't have a coat room for you to store your personal effects.

If, for any reason, you need to pick up your order before or after your scheduled time for "THE INFINITE" event, please make sure to contact us 48 hours in advance at boutique@theinfiniteexperience.world to verify if your package is ready and on-site. If you visit us before contacting us, outside of your scheduled event time, we will try our best to respond to your new pickup time. However, due to the flow of other customer orders, we may not have your package ready. In that case, you will have to schedule a new pickup time with our Shop clerk.

No Return/No Refund

All sales merchandise are final and non-refundable.

Limited Exchanges

To be eligible for an exchange, please submit your request within 24 hours of your pickup fulfillment. Your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging.

Damages or Issues

Please inspect your order upon reception on-site immediately. If the item(s) are defective, damaged, or you received the wrong item(s), please inform the Shop clerk immediately. We are not able to exchange your order if you decide to leave the event.

For questions or concerns, please email us: boutique@theinfiniteexperience.world

Specific Information

Tickets: All tickets purchased through THE INFINITE Store are e-tickets that will be sent electronically to the email address you

provide. All ticket prices include service and credit card fees. There are no shipping charges for these e-tickets.

RETURN OR EXCHANGE

The ticket purchases made through THE INFINITE Store are final. They cannot be cancelled or modified, and no exchange or refund will be made, except for reasons specifically provided for by applicable law. Infinity Experiences Inc. may, however, at its sole discretion, agree to cancel or modify an order, or proceed with an exchange or refund, on an exceptional basis (e.g., if an event is cancelled).

If you have any questions in this regard, you may contact us by email at boxoffice@theinfiniteexperience.world.

RESALE PROHIBITED

Any counterfeiting or resale of the tickets, merchandise, or products purchased through THE INFINITE Store is strictly prohibited. Infinity Experiences Inc. reserves the right to limit or prohibit orders that, in its sole judgment, appear to be placed by unauthorized dealers, resellers or distributors. Infinity Experiences Inc. reserves the right also not to honor any tickets purchased in the event of fraud.

GIFT CERTIFICATES

You may purchase a gift certificate through the Site, when available. By purchasing or redeeming a gift certificate, you acknowledge that you have read, and you agree to be bound by these Terms of Sale.

Gift certificates can be used to pay for purchases via THE INFINITE Store of the Site. To redeem a gift certificate, you must select "gift certificates" as a payment method during checkout. If the total of your purchase is less than the value of your gift certificate, you will be able to use the remaining balance for future purchases. If the total value of your purchase is greater than your gift certificate value or balance, you will need to provide another accepted method of payment to cover the balance.

The purchase of any gift certificate via THE INFINITE Store is final and cannot be cancelled, refunded, or exchanged. Gift certificates cannot be redeemed or exchanged for cash (except as required by applicable law). Gift certificates are freely transferrable and should be safeguarded like cash. Gift certificates have no associated fees or expirations dates. Damaged or modified gift certificates will not be accepted. In case of loss, theft, or unauthorized use, we will not replace the gift certificate.

TICKET HOLDER

The purchase of a ticket grants the ticket holder access to the applicable event and does not confer the ticket holder or anyone else any other right. Unless otherwise indicated, all tickets are General Admission.

The ticket holder is solely responsible for checking and validating the location, date, and time of the event for which a ticket was Purchased.

Tickets are transferable and therefore require the same care as cash. Altered or counterfeit tickets will not be accepted. The ticket holder assumes all risks and responsibility for loss, theft or unauthorized use of the ticket, and releases Infinity Experiences Inc. from all claims for loss and damage of any kind.

The ticket holder accepts and understands that the events may be filmed and/or photographed, and that Infinity Experiences Inc. may use such recordings and/or photographs for promotional purposes. The ticket holder waives any and all rights or claims related to such recordings and photographs.

QUESTIONS OR ISSUES

Please inspect your order confirmation upon receipt and contact us immediately in case of any issue. If you have any questions about your order, purchase, or transaction, you may contact us by email at boxoffice@theinfiniteexperience.world. Our team will be pleased to assist you.

COVID-19

During the COVID-19 pandemic, if you purchase tickets for an event, you will be required to select a specific date and time to attend such event. Should you need to cancel your visit, or to modify the date and time of such visit, please contact us at the email or phone number indicated above. If you have any symptoms associated with COVID-19, please postpone your visit by contacting us as soon as possible.

Last updated: March 22, 2022

HEALTH AND SAFETY POLICY AND SAFETY PROTOCOL IN PLACE - VIRTUAL REALITY

LIABILITY WAIVER

You understand that there may be a danger associated with participation in virtual reality activities and that there is a risk of physical or psychological injury or health related ailments (including, but not limited to, nausea, orientation problems, dizziness, discomfort, episodes of dizziness, seizures, motion sickness, general discomfort, headaches or anxiety), or risk of pain, suffering, death, temporary or permanent disability, and/or emotional loss as a result of participating in such virtual reality activities. You understand and agree to freely and knowingly assume all known and unknown risks associated with your experience, including any application and content made available to you through it.

To the fullest extent permitted by applicable law, you hereby agree to unconditionally and irrevocably release and hold Infinity Experiences Inc. harmless from any and all actions, causes of action, liabilities, claims or demands whatsoever and of whatsoever nature, whether known or unknown, and even if arising out of Infinity Experiences Inc.'s negligence, that may arise out of or in connection with your experience, including any application and content made available to you via the Virtual Reality Experiences.

AGE RESTRICTIONS

For THE INFINITE, a visitor between the ages of 8 and 12 is permitted to take part in the virtual reality experience, with the written permission of a parent, details are indicated below.

Restrictions also apply to visitors with special health conditions. Please take a few minutes to read the following health warning.

THE INFINITE, PRESENTED AT SILVER STREET STUDIOS FROM DECEMBER 20, 2021.

Children between the ages of 8 and 12 will only be permitted to participate in the virtual reality experience on the condition that their accompanying parent or guardian has signed a release form upon their arrival at THE SILVER STREET STUDIOS acknowledging the risks, and authorizing the activity (to [consult the waiver](#)). Children ages 8 to 12 who are not authorized to use virtual reality devices can still share in the experience by using a tablet. In both instances, they must be accompanied by an

adult. Please note that the adult accompanying the child during his or her visit will wear a virtual reality headset. THE INFINITE will not be accessible to persons under the age of 8 on the day of their visit, even if accompanied by an adult. We cannot make exceptions.

Restrictions also apply to visitors with special health conditions. Please take a few minutes to read the following health warning.

HEALTH AND SAFETY POLICY

HEALTH WARNING

When using a virtual reality headset, it is preferable to wear contact lenses instead of glasses. Please follow all instructions given by our staff regarding the proper use of the virtual reality headset. Please empty your pockets of all sharp objects and notify us immediately if you feel uncomfortable. Wearing the virtual reality headset is not recommended if you suffer from sleep deprivation, anxiety, are under the influence of drugs or alcohol, have migraines, earaches or other ailments. These can increase your sensitivity to adverse symptoms. People who are prone to motion sickness are also more likely to experience discomfort when using a virtual reality headset. We recommend that pregnant women, the elderly, and people with psychiatric disorders, binocular vision abnormalities, heart disease, seizure disorders, or other serious illnesses, as well as people with pacemakers or hearing aids, consult a physician before using a virtual reality headset or any other form of immersive technology. Do not use virtual reality headsets if you have symptoms of strabismus, amblyopia or anisometropia. These symptoms may be aggravated by the use of virtual reality headsets.

THE INFINITE, PRESENTED AT SILVER STREET STUDIOS FROM DECEMBER 20, 2021.

Please note that THE INFINITE experience includes strobe effects that may cause nausea, primarily in the work by artist Ryoji Ikeda.

COVID-19

You must select a specific date and time to attend an event when you purchase your ticket during the COVID-19 pandemic. If you need to cancel your visit or change the date or time, please contact us at the email address listed below. Anyone experiencing any of the symptoms of COVID-19 or who has been in contact with a person diagnosed with COVID-19 is asked not to attend. If you have symptoms associated with COVID-19, please reschedule your visit by contacting us as soon as possible by email at boxoffice@theinfiniteexperience.world.

SECURITY PROTOCOL

We have security measures in place to protect you from COVID-19. To learn more, please read this safety protocol.

OVERVIEW

In response to the global pandemic caused by the spread of COVID-19 and in an effort to provide virtual reality experiences to the public in the safest way possible, the team has implemented the following COVID-19 safety protocol: The team ensures that each element of the protocol is systematically implemented to provide a range of precautions to allow each participant to enjoy the full experience. It is important that each element of the protocol is followed.

Staff may deny access to any individual who refuses to follow the instructions.

PROHIBITED ITEMS

The following items are restricted, may not be brought into the exhibition, and may be confiscated by exhibition staff: illegal Drugs.

We encourage you to leave your valuables, large bags, and other personal belongings at home.

ACCESSIBILITY

In our commitment to ensure that our immersive experience is as inclusive and accessible as possible, we provide numerous alternative ways for it to be experienced to accommodate individuals with disabilities. To provide better guidance and to have a more enjoyable experience, companions of people with reduced mobility are strongly encouraged to do the virtual reality component as well. The intention is for both parties to share the virtual universe.

One companion is entitled to free admission.

It is possible for a guest with reduced mobility to do the experience alone. Our staff will activate a slightly larger virtual protection radius around them. This is to help visitors respect their distance while they're in the virtual space.

*Please Note: The free-roaming portion of the experience is not accessible to all types of motorized wheelchairs. As a result of their weight combined with the motion of their wheels, motorized wheelchairs cause torsion that could damage the sensors underneath the free-roaming portion of the virtual experience. The following options are available to individuals with motorized wheelchairs.

1) Motorized Wheelchairs that can be put in manual mode operate similarly to a Manual Transport Wheelchair and are therefore safe to use in manual mode during the free-roaming part of the experience. You're entitled to a free admission for your companion who is encouraged to do the virtual reality component with you.

2) For those in Motorized Wheelchairs who are unable to operate in manual mode, there's also an option to see an edited seated documentary version that lasts approximately the same duration as the free-roaming part of the experience. While it's not interactive, it's a 360-degree immersive documentary that lets you experience life aboard the International Space Station.

3) We can also provide a Manual Transport Wheelchair on-site free of charge.

We highly advise you to call in advance if you require the use of one of our Manual Transport Wheelchairs to ensure that it will be reserved for you.

SERVICE ANIMALS

We request guests with non-traditional service animals to contact the exhibition in advance of their visit.

PHYSICAL DISTANCING

The virtual reality facilities have been designed with safety in mind. The different spaces have been designed to ensure the greatest possible distancing, the flow of visitors has also been reduced. All employees and customers must maintain a physical distance of at least 2 meters in their interactions.

CLEANING AND HYGIENE

All surfaces will be disinfected at the end of each day.

HYGIENE

Clients must wash their hands or use a hand sanitizer containing more than 60% ethanol or 70% isopropanol upon arrival. All staff members must wash their hands or use hand sanitizer between visits.

Last revised: March 22, 2022

