

# ELITE BOOKING

## SUPPLIER CODE OF CONDUCT

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To improve the experience of our Members, Elite Booking warmly encourages all top-notch suppliers and service providers to join our supplier network. You must read and abide by the following Supplier Code of Conduct in order to cooperate with Elite Booking's customers and employees:

1. It is expressly acknowledged that Elite Booking shall have no responsibility for the provision of goods or services. You consent to hold Elite Booking harmless from any claims brought by any person or organisation regarding any loss or damage caused either directly or indirectly by the provision of any products or services.
2. All goods and services for Elite booking Members and personnel shall be delivered in a skilled and professional way, as per the directions given at the time of booking. If a timeframe for the services is not specified at the time of booking, you must notify Elite booking as soon as possible—but no later than two (2) business days—after the services are needed.
3. Prior to the engagement, Elite Booking must receive any Terms & Conditions of the booking; otherwise, they are null and void. Any cancellation, refund, or scheduling conditions, in particular, must be made explicit at the beginning of the engagement.
4. As an Elite Booking supplier, you and/or your group of businesses and/or affiliates of any kind are not permitted to in any way solicit or accept business from any sources made available to them by or through Elite Booking, including but not limited to Q Customers, other Q Clients, partner brands, or other Q Suppliers. Without Elite Booking's prior written authorization, you are also not permitted to access, contact, solicit, or engage in any other activity with these sources other than what is necessary to provide the Benefits under this agreement.
5. You and your team also consent to strictly refraining from disparaging Elite Booking, our Members, our personnel, or our partner brands in any written or oral form.

6. As an Elite booking supplier, you guarantee that you will abide by all applicable data protection, privacy, and similar laws. This includes, but is not limited to, the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA), which both apply to any personal data used in connection with this Agreement (referred to as "Protected Data" below). The processing of personal data, including without limitation the disclosure of such Protected Data to Elite Booking or any third parties with whom you may share personal data for the purposes of providing goods and/or services, requires that you obtain all necessary consents. In particular, you must do this. You also acknowledge that you will process and secure Protected Data with great care, and that you will neither keep nor sell Protected Data. Each party shall defend and hold the other harmless from and against any and all claims, demands, actions, costs, expenses, losses, and damages (including, but not limited to, legal costs and disbursements on a full indemnity basis) resulting from or incurred as a result of any improper processing of any Protected Data.

7. Any cardholder information (credit or debit) that Elite Booking supplies to you via any method is your responsibility for maintaining in secure (orally, electronically, offline or via paper based records). Through its Member Benefits team, Elite Booking will keep an eye on your compliance with PCI regulations. Should your security measures not adhere to acceptable standards, Elite Booking retains the right to immediately terminate any agreement for services.