

AVIATION WEEK
MRO
ASIA-PACIFIC

Co-located with

AVIATION WEEK
AeroEngines
ASIA-PACIFIC

VIRTUAL

September 22-24, 2020



EXHIBITOR/ SPONSOR MANUAL

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MRO Asia-Pacific Virtual

CONTENTS

Contents

Introduction

- 3 Welcome
- 4 Contacts - Aviation Week MRO

General Information

- 5 Quick Start for Attendees

Getting Started

- 8 Registration and Profiles

Your Team

- 14 Exhibitor Representatives
- 17 Admins and Members

Getting Started

- 19 Set up your Virtual Exhibit

Exhibitor Profile

- 23 Materials Checklist
- 24 Update Company Profile
- 25 How to Embed Video in Profile
- 28 Sample

Networking & Meetings

- 29 How Meetings Work
- 30 Request a Meeting
- 31 Access Your Meeting
- 32 Tips and Instructions

Leads

- 35 Managing Inbound Leads

FAQ-Exhibitors

- 36 Exhibitors

Show Information/Policies

- 40 Aviation Week Terms and Conditions
- 50 FAQs

Exhibitor Services

- 51 Marketing Opportunities



Introduction Welcome

EVENT DATES:

September 22-24, 2020

#MROAP

mroasia.aviationweek.com

Thank you for participating in Aviation Week's MRO Asia Pacific Virtual event. The information in this manual is designed to help you use the virtual platform to make the most of your virtual experience. Take advantage of the rich conference content, create a virtual profile that will represent the best of your organization and generate valuable leads through the matchmaking component.

How It Works

MRO Asia Pacific Virtual will be hosted on the GRIP Platform, allowing you to access the conference content and network with attendees seamlessly across either desktop or via a mobile device.

To make the most of the experience, we recommend using the desktop version of the event. For best results, we recommend using Google Chrome as your browser.

Key Features of the Virtual Platform

- Easy to Join
 - Once you have registered for the event you'll be sent instructions to create your profile on the GRIP Platform which hosts the Virtual Event. You will be sent a link and a unique registration ID that will enable you to access the platform.
 - Both your join link and join code will be unique to you, so please don't send on to others.
- Matched Networking & Video Meetings
 - Set up your profile and let the matchmaking algorithm recommend attendees to connect with - saving you time and ensuring you get to meet the people who matter most for your business.
 - You arrange a time that is convenient for both using the built-in diary manager. When it comes to your meeting you seamlessly join a video meeting, no downloads or passwords required!
- Live Streamed Content
 - The three day agenda will feature a combination of presentations and interactive panel discussions, all available both as a live stream or on-demand if you miss a session. Again, no additional downloads or external links required.
 - During the session you can post questions live to the speakers, contribute to polls or download the slides. You can also arrange a meeting with the speakers directly to continue the networking.
- Virtual Booths
 - Browse the booths of the sponsors and virtual exhibitors. Booths hold company information, video and photo galleries as well as a "Meet the Reps" section allowing you to book video meetings with the company representatives.



Introduction

Contacts - Aviation Week MRO

EVENT DATES:

September 22-24, 2020

#MROAP

mroasia.aviationweek.com

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Marketing Partnerships

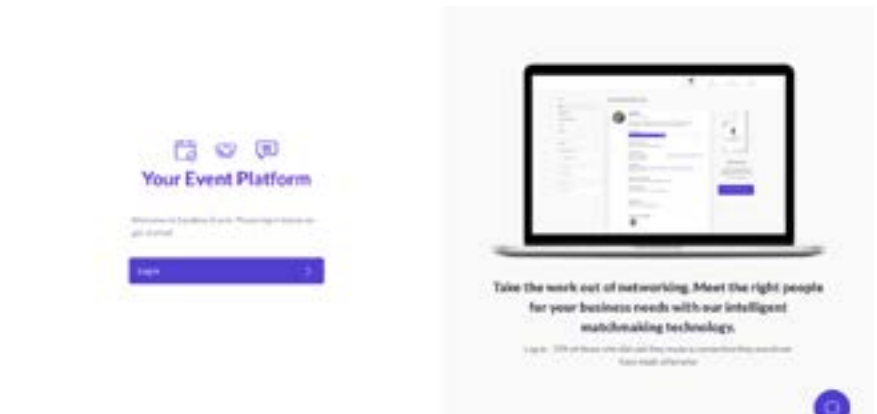
Erving Dockery
Tradeshaw Manager
+1.818.237.5879
+1.646.479.6997
erving.dockery@aviationweek.com

1. Login

You will receive a welcome email with your login credentials and details to access the event platform.

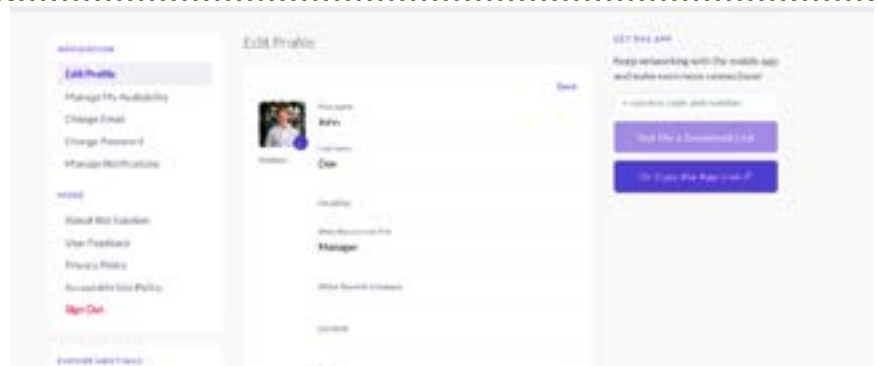
Navigate to the event platform, click on "Login" and activate your account by using your email and badge/registration ID.

If you did not receive this email, contact: events@aviationweek.com.



2. Update your profile

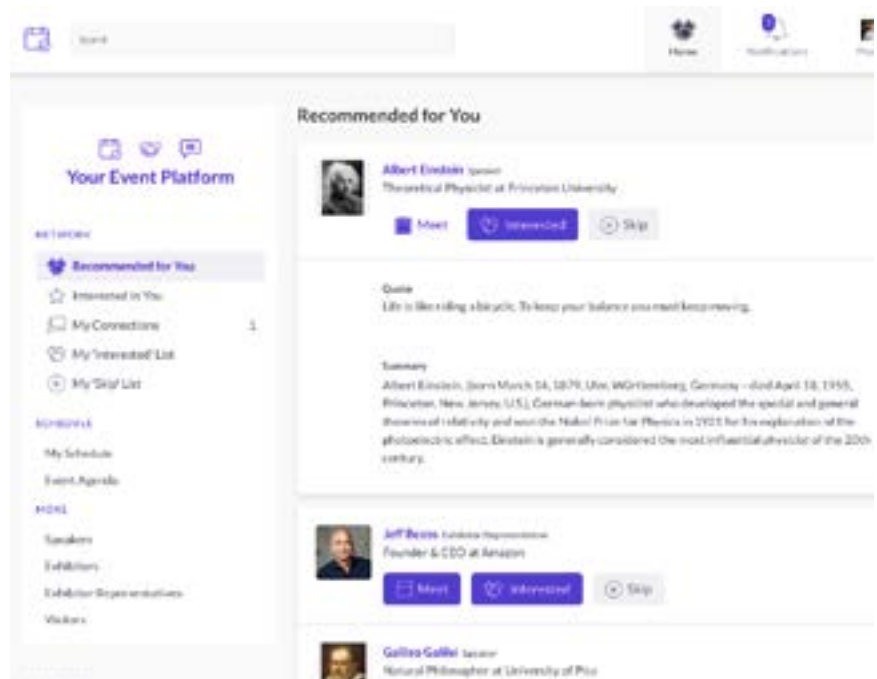
- Click on 'Profile' and make sure your profile is up to date:
- Upload a picture
- Enter your personal information
- Having a complete profile will allow you to make more meaningful connections.



3. Start networking

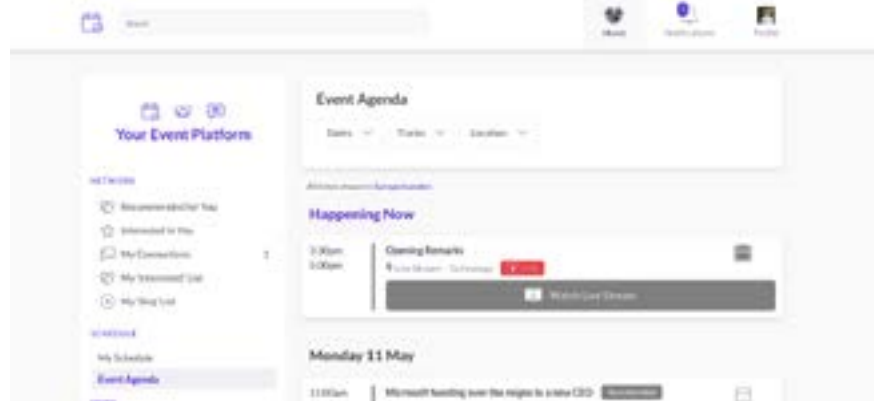
Click on "Home" and under the 'Network' section, you will find your networking features:

1. **Recommended for You:** Review and take action on the recommendations we have made you. Here are the actions you can take on people:
 - **Skip:** you are not interested in this person
 - **Interested:** you are interested and would like to spark a conversation
 - **Meet:** you want to request a meeting with that person
2. **Interested In You:** See the people who have shown interest in you
3. **My Connections:** Once you have a mutual interest with someone or a scheduled meeting, you will be able to open a chat with them
4. **My 'Interested' List:** See a list of people who you have shown interest in
5. **My 'Skip' List:** See a list of people who you have skipped



4. Review the Event Agenda

Go to the "Event Agenda" tab. In this section, you can discover our unmissable line-up and bookmark the sessions you are interested in attending.



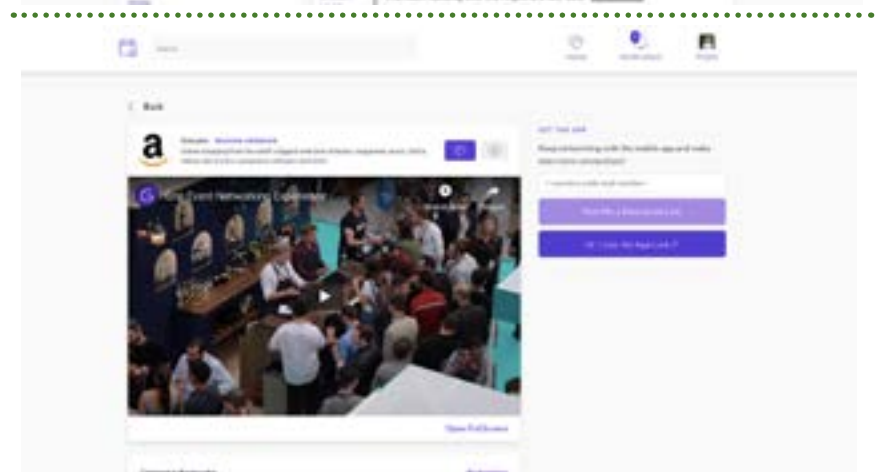
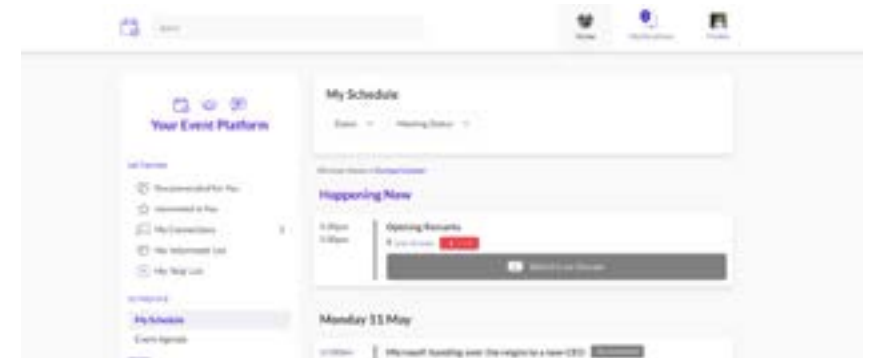
5. Review your personalized schedule

Go to "My Schedule". In this section, you will be able to keep track of the meetings you have requested and scheduled and the sessions you will be attending.



6. Watch sessions you have bookmarked

Go to "My Schedule". At the date and time of the session you are attending, click on the "Watch Live Stream" button to access the session.



7. Attend your virtual meetings

There is no need to download any additional software. You will be able to access the virtual meeting room for any given scheduled meeting directly within the web platform via the "My Schedule" tab.

Virtual meeting rooms are only available for scheduled meetings (if the meeting is pending or cancelled, the virtual meeting room will be unavailable).

A Virtual Meeting Room will be clickable 5 mins before the scheduled meeting. Click on "Open Virtual Meeting Room" to attend your meeting.

You can go in and out of the Virtual Meeting Room within the scheduled meeting time, however, once the meeting time has expired you will be unable to access the Virtual Meeting Room.

The meeting duration is not limited once you are in the virtual meeting room. Inside the virtual meeting room, you'll be able to

- Review the profile of the person you are meeting
- Send a message to the person you are meeting
- Share your screen

8. Review the "More" section

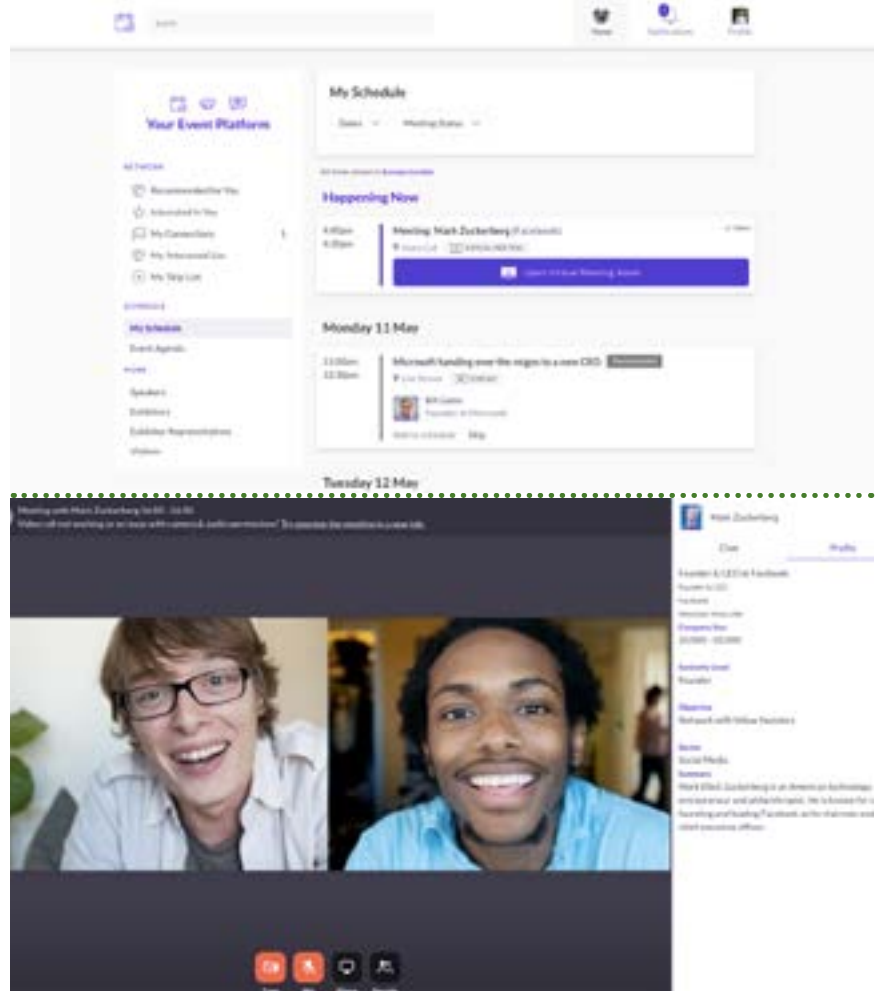
Under the "More" section, you will find:

- **The Visitor Directory:** See the full list of visitors attending, request meetings and/or show interest in them
- **The Exhibitor Directory:** See the full list of exhibitors attending
- **The Product Directory:** See a full list of the product offerings

For any questions regarding the MRO Asia Pacific Virtual desktop platform and/or App please contact:

MRO Asia-Pacific Virtual Team: events@aviationweek.com

Grip: support@grip.events





Getting Started Registration and Profiles

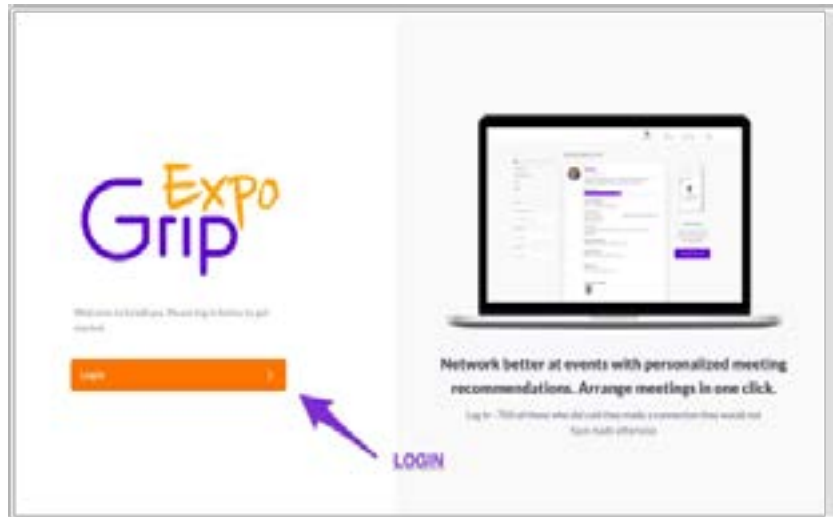
All Attendees (visitors, conference delegates, speakers and exhibitors) must register for MRO Asia Pacific virtual from the [event web site](#). You will receive a confirmation email, followed by instructions to create your personal profile in the GRIP system. All attendees must activate their profiles in the GRIP system to participate in the event (including conference sessions, networking, exhibits and meetings).

Each exhibitor will receive a promotion code to use for registration that will allow the number of representatives allocated to register. The code will no longer work once the allocation is filled.

This section contains instructions for setting up your profile and ways to troubleshoot any issues you may have setting up your profile.

SET UP YOUR PERSONAL PROFILE Connecting to the platform for the first time

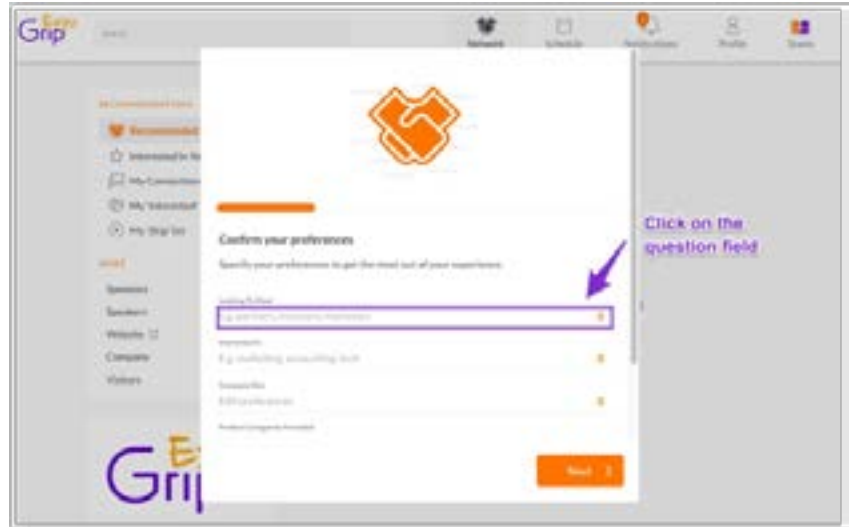
1. Log in to the platform using your login and password



2. A pop-up window will take you through a few steps to set- up your profile, make sure to go through each steps and fill out the appropriate information

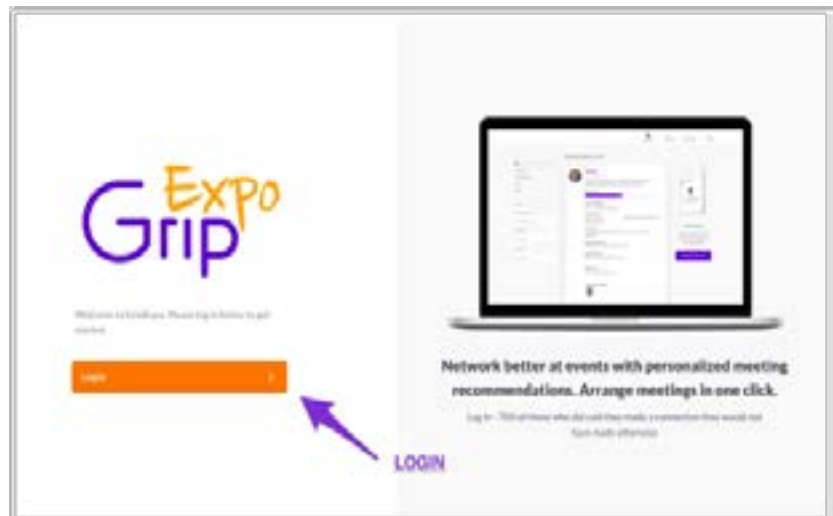
The first steps are very important as the answers to these questions are used by our matchmaking engine to generate your recommendations.

- To complete the different criteria simply click on the question field.
- Enter your answer and click on the "+" sign to add your answer repeat this method to answer all questions.

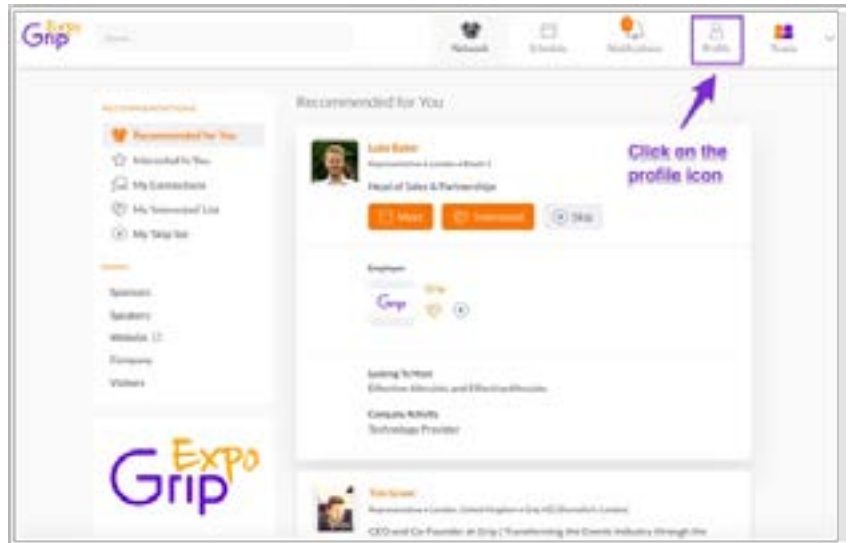


COMPLETE OR EDIT PROFILE Connecting to the platform for the first time

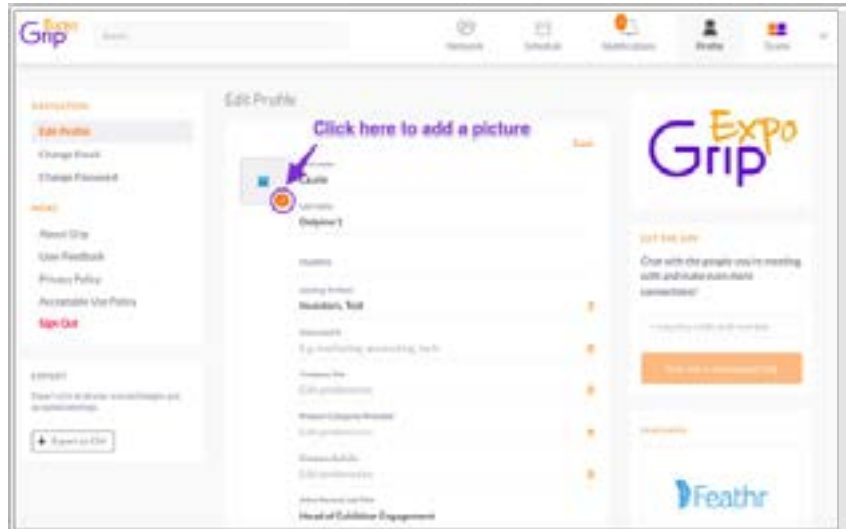
1. Log in to the platform using your login and password



2. Click on your profile icon



Add a picture



Fill out the different criteria by simply clicking on the field.

Enter your answer and click on "add" and then click on update preferences.

LOGIN TIPS AND SUPPORT

My email address is not recognized.

The networking platform is exclusively available for people registered for the event that is using our platform. There are several reasons why your email might not be recognized:

Reason	Solution
You have not registered yet.	Visit the event website and register for the event.
You registered within the last 59 Minutes.	New registrants will typically gain access within 60 minutes of having registered.
Your email address is not unique.	The networking platform requires unique email addresses for every event participant. Contact the event organiser to make sure your email is unique and not used by other event participants such as colleagues.



Getting Started Registration and Profiles

You are an Exhibitor/Sponsor.	Each Exhibitor and Sponsor is required to register all their staff using the organiser's Event Management Platform. Contact the organiser or your Main Contact Person to get yourself registered.
Other	Contact support@grip.events if you have tried all the above options.

My Badge / Registration ID is not recognized.

On the networking platform, we import your profile from registration. The first time you log in you'll have to claim your account by entering your unique Badge / Registration ID.

The Badge / Registration ID is typically provided by the Registration system and will have been emailed to you. Don't worry if you can't find it as you can retrieve it from the platform as well.

1. ENTER THE EMAIL ADDRESS THAT YOU REGISTERED FOR THE EVENT WITH.

If your email is not recognized it means you are not registered for the networking platform and you should register [here](#).

Enter the email address you provided when you registered for GripExpo.

Email
john_doe@email.com

Login

2. CLICK "REQUEST A REMINDER" AND GO TO YOUR EMAIL INBOX.

Enter the Badge ID you received in your welcome email when you registered for the event.

Badge ID / Registration ID
I don't know my badge id

Badge / Registration ID not recognized.

Claim Account

Don't know your badge ID?
Request a reminder

Click here

3. OPEN THE EMAIL TITLED "YOUR BADGE / REGISTRATION ID FOR MRO ASIA-PACIFIC VIRTUAL AND PRESS "LOGIN" OR COPY THE BADGE / REGISTRATION ID.

Hello Tim!

Here is a reminder of your Badge / Registration ID. Please use your email and Badge / Registration ID to log in to the app.

Your Credentials for GripExpo

Email: john_doe@email.com
Badge / Registration ID: 123456789

Login



Getting Started Registration and Profiles

4. YOU'LL NOW BE ASKED TO CREATE A PASSWORD. THIS IS THE PASSWORD YOU'LL USE FOR EVERY SUBSEQUENT LOGIN.

A screenshot of a web form for creating a password. At the top, it says "Success!" followed by the instruction "Please create a password for your account and use this password the next time you log in." Below this are two input fields: "Password" and "Confirm Password". At the bottom is a dark grey button with the text "Create Account" and a right-pointing arrow.

Reset Your Password

On both the web application and mobile app every user has set a password the very first time they logged in. The password you have created on your first login applies to all past and future events taking place in an application.

If you have forgotten your password, don't worry! There are just four simple steps to reset your password.

Enter the email address that you have previously logged in with.

Click "Email me a password reset link" and go to your email inbox.

Open the email titled "Reset your MRO Asia-Pacific Virtual password" and click on the "reset password" button.

The email will have come from noreply@mg.gripcontact.com (check your spam and wait up to 1 minute for the email)

On the page, enter your new password twice and press the "Reset Password" button.

Once you have reset your password, you will be directed to the login page of the platform enter your email address and new password to connect.

I want to use a different email. How do I change my email address?

1. Log in to the platform using your login and password
2. Click on your profile icon
3. Click on "Change Email"
4. Enter your new email address and then click on "Save"



Exhibitor Representatives

The GRIP platform refers to Exhibitor representatives as Teams. Your team consists of the number of representatives allocated with your exhibit package.

Note: The first representative to log into the Team will be classified as the Team

1. CLAIM YOUR BADGE/REGISTRATION ID

Go to the event link (given by the organizer) and enter the email address related to your account.

Please make sure that all of your exhibitor representatives have [registered through the event web site](#) to receive the email confirmation that includes the event link and the Registration ID.

Exhibitor

Expo Grip logo and login form for step 1. The form has a text input field for email and a 'Login' button. A red arrow points to the email field with the text 'ENTER YOUR EMAIL HERE'.



2. FILL IN YOUR BADGE ID/REGISTRATION ID TO CLAIM YOUR ACCOUNT.

Exhibitor

Expo Grip logo and login form for step 2. The form has a text input field for badge ID/registration ID and a 'Claim Account' button. A red arrow points to the input field with the text 'ENTER YOUR BADGE ID / REGISTRATION ID'.



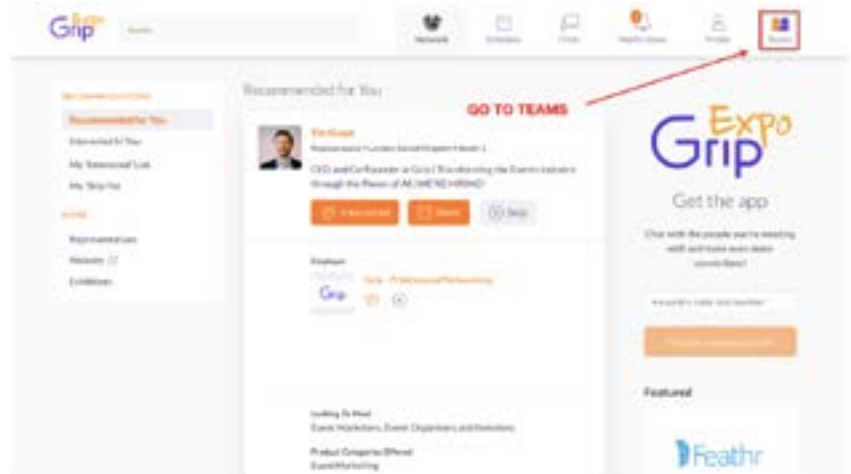
3. CREATE YOUR ACCOUNT BY CREATING YOUR PASSWORD

Exhibitor

Expo Grip logo and registration form for step 3. The form includes fields for email, password, and confirm password, along with a 'Create Account' button.



4. ONCE LOGGED IN, GO TO "TEAMS" ON THE TOP RIGHT



5. PRESS "GET STARTED WITH TEAMS" AND CREATE YOUR TEAM



Do More Business, Together.

Expo Teams is the best way for teams to:

- Invite colleagues to join the networking.
- Integrate all of your reports, meetings, to one place.
- Contact and schedule meetings on behalf of colleagues.

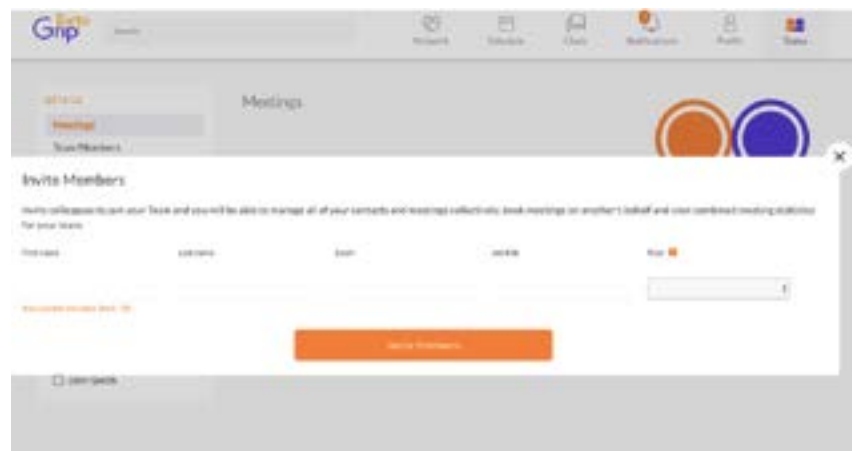
Get started with Teams



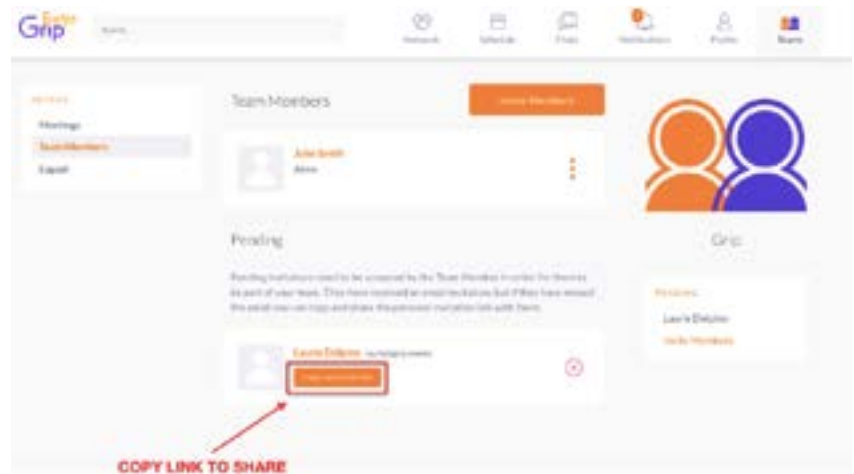
6. INVITE YOUR REPRESENTATIVES (THE ORGANISER HAS SET A LIMIT ON HOW MANY PEOPLE YOU CAN INVITE DEPENDING ON YOUR EXHIBITOR TYPE).

Basic = 2
Pro = 5
Premium = 10

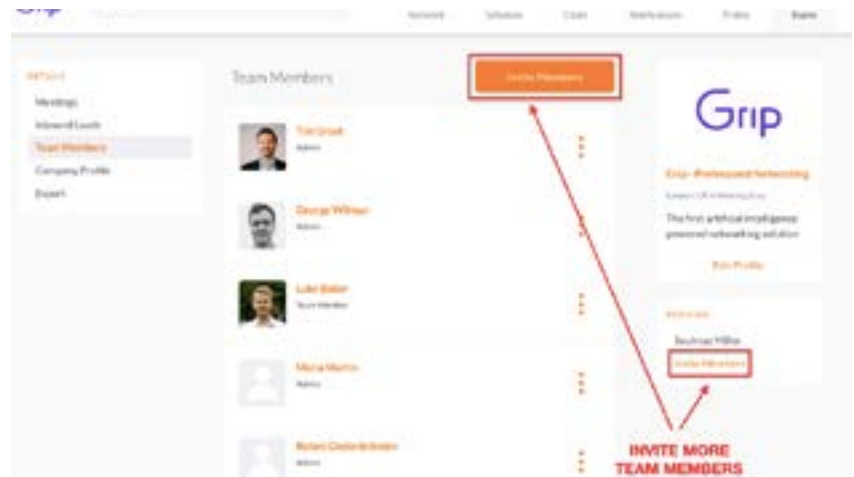
Each exhibitor will receive a promotion code to use for registration that will allow the number of representatives allocated to register. The code will no longer work once the allocation is filled.



7. ONCE INVITED, TEAM MEMBERS WILL RECEIVE AN EMAIL TO JOIN YOUR TEAM. IF THEY HAVE NOT RECEIVED IT, YOU CAN ALWAYS COPY THE PERSONAL INVITE LINK FROM THE TEAM MEMBERS PAGE AND SHARE IT DIRECTLY WITH THEM.



8. INVITE ADDITIONAL TEAM MEMBERS FROM THE TEAM MEMBERS PAGE



Admins and Team Members

Please note the important distinctions between Team Admins and Team Members

1. Admin

The first Admin is the person creating the Teams account and inviting other team members.

As Admin(s) has/have the right to:

1. Edit the role of team members, they can decide to make other people Admin(s) or Team Member
2. Edit other team member profiles
3. Invite additional team member(s)

2. Team Member

As listed above a Team Member does not have the right to edit profiles/invite other team members. However, they have access to all the features of the Teams platform: booking meetings on behalf of other team members, view entire team calendar and more.

Important note: you must be an admin to change the role of other team members.

Change a Team Member role from Admin or Team Member

1. LOG IN TO THE PLATFORM USING YOUR EMAIL AND THE PASSWORD YOU CHOSE ON YOUR FIRST LOG IN.



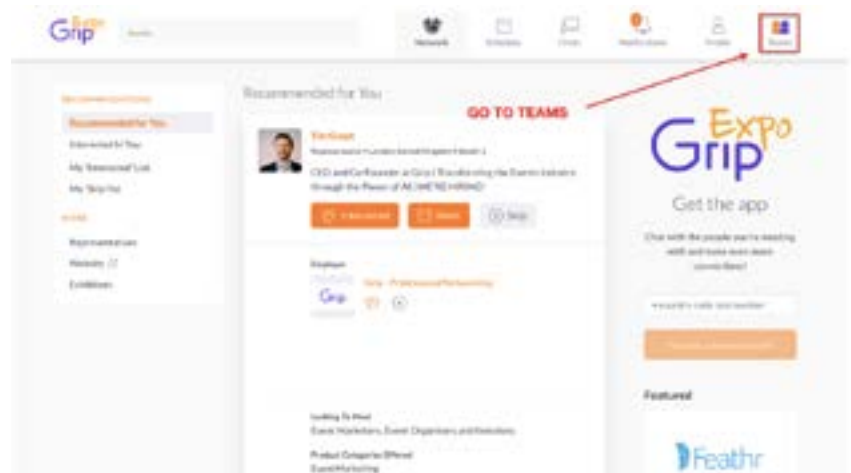
Access to Expo Grip. Please log in with your email and password.

CLICK ON LOGIN
ENTER YOUR EMAIL & PASSWORD



Network better at events with personalized meeting recommendations. Arrange meetings in one click.

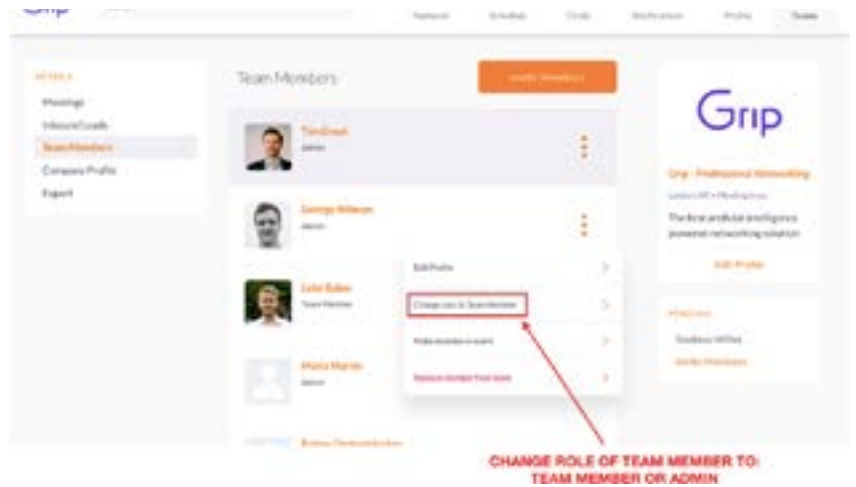
2. ONCE LOGGED IN, GO TO "TEAMS" ON THE TOP RIGHT.



3. CLICK ON "TEAM MEMBERS" ON THE LEFT SIDE-BAR.



4. CHANGE THE ROLE OF YOUR TEAM MEMBERS, CLICKING ON THE THREE DOTS ON THE RIGHT OF THEIR PROFILE. SELECT ADMIN OR TEAM MEMBER.





Getting Started

Set up your Virtual Exhibit

There are 4 parts to setting up your presence as an exhibitor at MRO Asia-Pacific Virtual.

1. Access your individual account
2. Build your team
3. Load your profile
4. Networking - set up your connections and meetings.

1. Access your Account

Each exhibitor will receive a promotion code to use for registration that will allow the number of representatives allocated to register. The code will no longer work once the allocation is filled.

Accessing your Account

All you need to access your account is for your email address to be registered with the event, besides that, just follow the steps below.

•

Enter your Email

This needs to be the email that you registered with for the Event. If your email is not registered, contact the organiser or support@grip.events



@

Enter the email address you provided when you registered for the event

E-mail

Continue >

•



Enter the Badge ID you received in your welcome email when you registered for the event.

Badge / Registration ID

Claim Account >

[Request a reminder](#)

Enter your Badge / Registration ID

As part of registering for the Event you'll have received a unique Registration or Badge ID enter it to claim your account.

Requesting a Reminder will send you an email with your ID (check your spam folder!)

•

Create a Password

You'll use this password moving forward to access your account on Grip. You can always reset it in case you forget it.

Please create a password for your account and use this password the next time you log in.

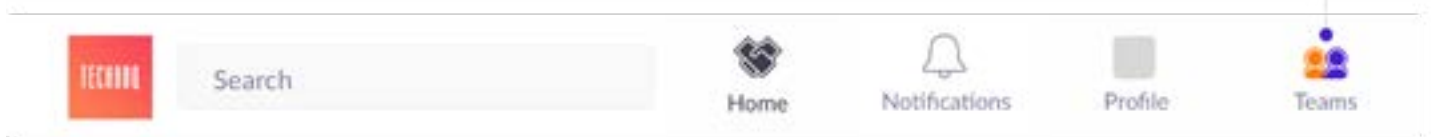
Password

Login >

2. Build your Team

Teams is a critical element of the platform for exhibitors and sponsors. This page explains how to access it and some of its key features.

Go to the Teams Tab



Creating your Team

If you're the first person from your Company signing in you'll be presented with the option to "Create a Team". Enter your Company Name and immediately invite your colleagues to your team. This is very important if you want to take advance of the features outlined below.

Powerful functionality for your Company

HOME	
Meetings ●	All the meetings for you and your team members in a single overview
Smart Calendar	
Inbound Leads ●	All people that have viewed or expressed an interest in your colleagues or company profile in one overview.
Company Chat	
Contacts	
ADMIN	
Team Members ●	Invite your Team Members
Company Profile ●	Make sure all your colleagues are associated with your Team. This is important in order to make sure they are part of your Company Profile and people can schedule meetings with them.
Products	
Account	
Export	

2. Load your company profile

to explore.

Marking a Company with "Interested" will add you to the Inbound Leads of the Company

Message a Company directly if you want to speak to them

Embedded Youtube Video

Company Information
Available fields depend on the organiser

Representatives that are associated with the Company Profile

Overview of the Sessions the Company is Speaking

Sponsoring

Nokia
Exhibitor • Booth 00000
Fixed-to-Mobile Interconnections, Information Technology

☒ Interested ☐ Skip

[Message Nokia](#)

Details

Company
Nokia is a leading provider of technology all over the world. Nokia is a leading provider of technology all over the world. Nokia is a leading provider of technology all over the world. Nokia is a leading provider of technology all over the world.

Company Type
Information Technology

Products/Services
Software, Hardware, Anywhere

Company Size
Information Technology

Website
<https://handpage.grip.events/b2b/virtual>

[See More](#)

Exhibitor Representatives

Marla Martin
Head of Business Operations [Chat](#)

Sara Eccles
Customer Success Manager ☒ Interested ☐ Skip

Leanne Delapine
Customer Success Manager ☒ Interested ☐ Skip

[See 1 More](#)

Speaking at

The Future of Artificial Intelligence
11:00 AM - 12:00 PM ☒ STREAM ☐ On Demand

Dan Mark
Founder & CEO of Teal

Dan Mark
Founder & CEO of Teal

Join the virtual speed networking hour to learn & meetings of 30 exhibitor with around people great of history 2020 America. A new to tomorrow we're start networking with fellow participants ahead of time and you could whether it's worth having a longer meeting during the event in Las Vegas in October

Sponsoring

Nokia Representative

Date

Time

Location

Message

[Request Meeting](#)

Request a Meeting with an individual Representative of the Company

4. Load your company profile

Networking

Connections and Meetings are a core element of a successful event experience. We've made this as easy as possible distilling it down to just 4 simple steps to get a calendar full of meetings:

Request

Get recommendations, search and scroll through lists to request meetings for a time and date that works for you.

Accept

Receive incoming meeting requests via notifications or in your email and accept them to have them synced to your personal calendar.

Join

Virtual Meetings can be joined 5 minutes before the scheduled start time. You can join the meeting from your email or the platform by clicking:



Open Virtual Meeting Room

Rate

Give anonymous feedback on your meeting with "Good", "Bad" or "Didn't Happen" and give a reason for your rating to qualify your post-event follow-ups.

PRO TIP

To get the best recommendations of people to meet and increase the chances that people accept your meetings one element is absolutely crucial: **complete your profile!**

Add a profile image, fill out your summary and select your preferences in the event-specific questions.

MEETING DETAILS

Date

25th of February 2020

Time

10:30 am - 11:00 am

Location

Virtual Meeting Room

Message

Write why you would like to meet?

Request Meeting

Recommended for You



Daria Dursina

Editor - London, UK - English

Business Executive at Goldman Sachs, MBA at London Business School, formerly Director & CEO

Meet

Interested

Skip

Potential Headlines

Stand in interest in meeting you

Working in

Business Capital, Management, Industry, Government Service Providers and Software Development

Interested in

Artificial Intelligence, Multi-Agent Systems and Natural Language Processing

Common Connections

Stefan Elze, John Doe and Pauli Perowski

Common Industry

Share also visible in Common Industry

Common connections



Besides being able to request meetings, mark people with "interested" or "skip". If someone is also interested in you, chat with them and grow your network!

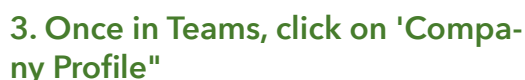
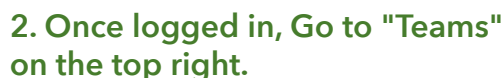


Exhibitor Profile Materials Checklist

The following items are included in your exhibitor profile. We encourage you to make the profile as complete as possible to encourage visitors to show interest. It will be helpful to collect the following items prior to setting up your virtual profile.

Company Name	This field will already be filled in but you can make edits														
Company URL	This field will already be filled in but you can make edits														
Embedded YouTube Video	Videos can be embedded from YouTube or Vimeo only. Multiple videos can be added to this section.														
	Instructions for embedding your YouTube video can be found here .														
Product Sector	You will select Product Sector and a list of industry categories will appear. we recommend selecting up to 5 categories. Your company/product will be searchable by category.														
Company Description	<ul style="list-style-type: none">• Headline is a brief description or tagline (140 characters max recommended. The best approach is to try and capture users attention using the shortest number of characters possible.)• Summary is a brief summary of your company (2000 characters) 150 to 200 words is the max recommended. Be concise to grab other users' attention!														
Exhibitor Representatives	<p>The marketing contact for the event will receive a code and link necessary for registration. Registered exhibitor representatives will automatically be added to the company profile in a section called Teams.</p> <p>The first representative to log in will be considered the Administrator. The Administrator will be able to make the other representatives Administrators. Only Administrators can make changes to the virtual profile.</p> <p>You will begin to have access to the platform 3 weeks prior to the event. If you have not received your code or have questions, please contact Anita Joyce Wright, +1.646.392.7864</p>														
Products	<p>The number of products is dependent on the exhibitor package that you have purchased. Basic = 2; Premium = 5; Pro = 10</p> <p>Each product upload includes:</p> <table><tr><td>Image</td><td>(200 px x 200 px)</td></tr><tr><td>Headline</td><td>Brief tagline describing product</td></tr><tr><td>Video embed</td><td>See video instructions above</td></tr><tr><td>URL</td><td>Either a URL specific to the product or to your company</td></tr><tr><td>Document URL</td><td>Link to a document such as a brochure or sell sheet</td></tr><tr><td>Location</td><td>Enter the country/region/area where your product/service is available.</td></tr><tr><td>Summary</td><td>Short Description of product</td></tr></table>	Image	(200 px x 200 px)	Headline	Brief tagline describing product	Video embed	See video instructions above	URL	Either a URL specific to the product or to your company	Document URL	Link to a document such as a brochure or sell sheet	Location	Enter the country/region/area where your product/service is available.	Summary	Short Description of product
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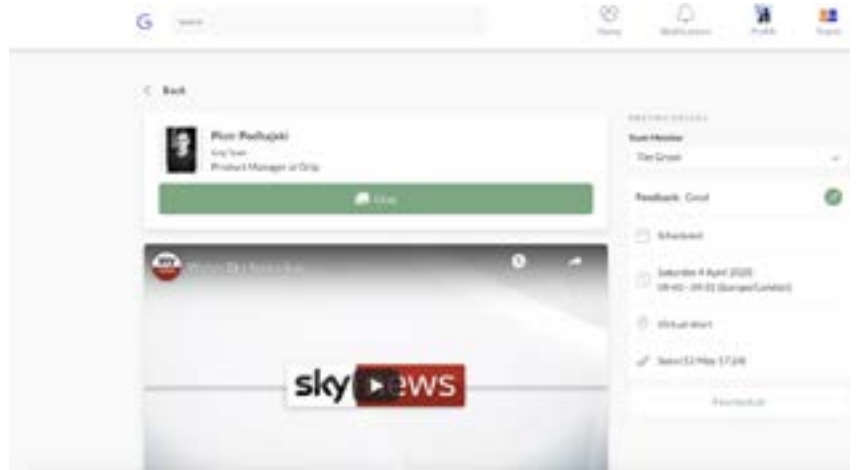
1. Log in to the platform using your email and the password you chose on your first log in.



In this section you will be able edit your company logo, name, headline, location and summary, once you have made your changes click on "save".

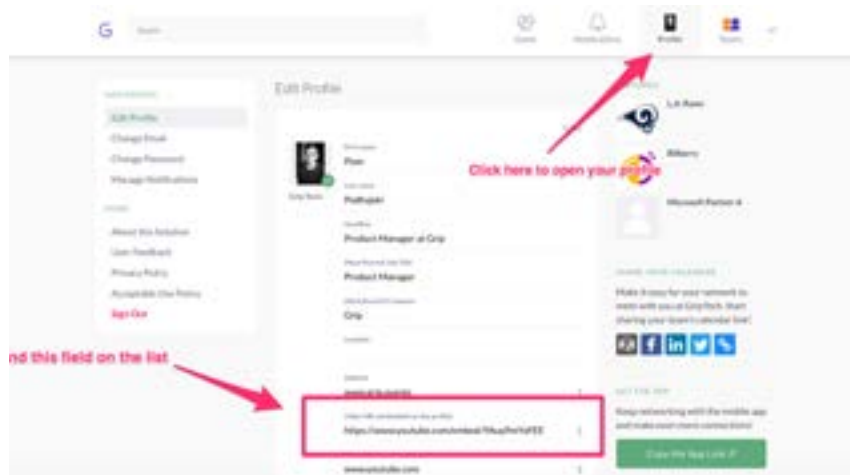
-
- The screenshot shows the Grip AI website. On the left, a sidebar contains navigation links: Home, About, Pricing, and Contact. The 'Company Profile' link is highlighted with a purple arrow. The main content area features the company name 'Grip AI' in a large, stylized font, followed by the tagline 'The first artificial intelligence powered networking solution'. Below this, the location 'London, UK' is listed. A detailed description of the service is provided at the bottom, mentioning 'Natural Language Processing, Deep Learning and other advanced algorithms'.

1. GO TO EDIT PROFILE PAGE AND FIND VIDEO URL (EMBEDDED ON THE PROFILE) FIELD:



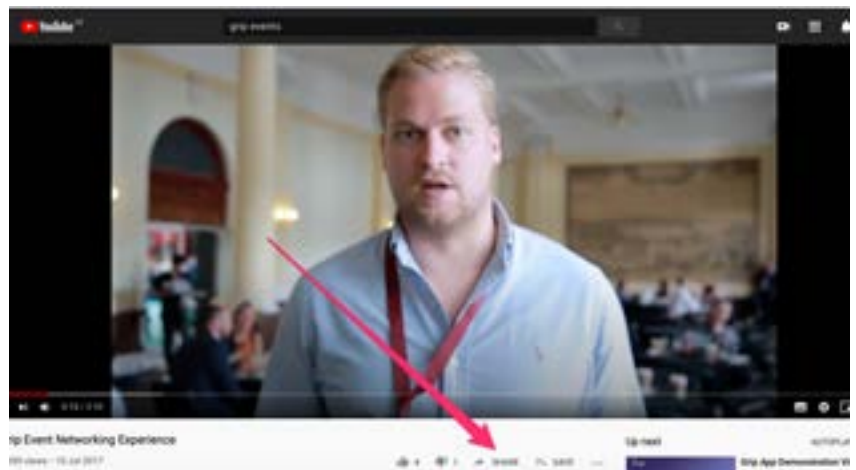
2. CLICK ON THE FIELD AND PROVIDE A LINK TO YOUR VIDEO, NOTE, THAT GRIP ACCEPTS ONLY EMBEDDABLE YOUTUBE OR VIMEO LINKS.

This is the following format:
<https://www.youtube.com/embed/...> or
<https://player.vimeo.com/video/...> Scroll down for instructions on how to get these.

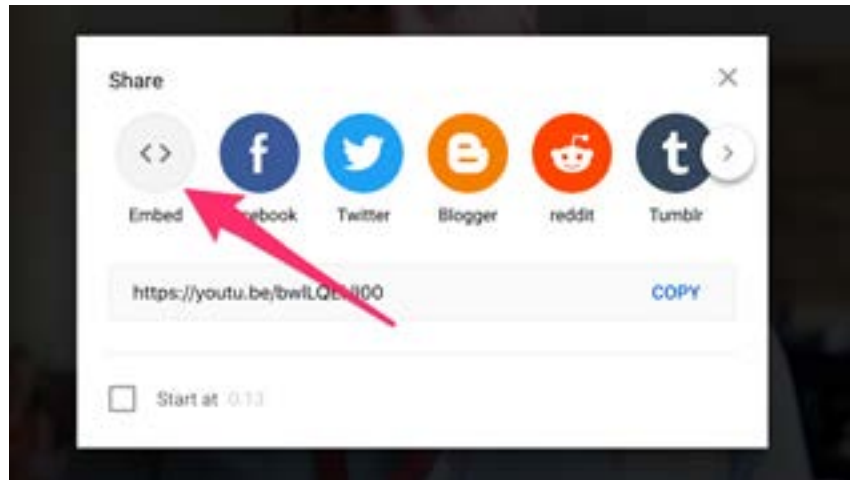


WHERE TO FIND EMBEDDABLE YOUTUBE VIDEO LINKS

1. Find your video on Youtube and click on the Share button

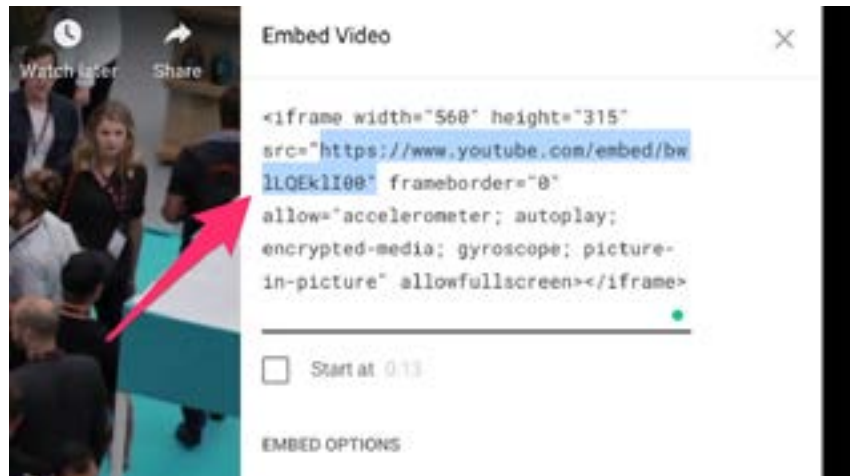


2. CLICK EMBED ON THE WINDOW THAT WILL SHOW UP



3. COPY THE HIGHLIGHTED PART OF THE CODE (THE LINK BETWEEN QUOTATION MARKS)

4. PASTE THE LINK IN YOUR PROFILE



WHERE TO FIND EMBEDDABLE VIMEO VIDEO LINKS

1. Find your video on Vimeo and click on the Share button



2. COPY THE HIGHLIGHTED PART OF THE CODE (THE LINK BETWEEN THE QUOTATION MARKS)

3. PASTE THE LINK INTO YOUR PROFILE



Embedded Youtube Video

Specify the product categories you provide

Direct Links to the Exhibitor's Website

Unlimited number of Exhibitor Representatives

Overview of the Sessions the Company is Speaking at

Overview of the Sessions the Company is Sponsoring

Extensive Product Catalogue



EVENT DATES:

September 22-24, 2020

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Networking & Meetings

How Meetings Work

Scheduled meetings are an integral part of the virtual experience. This is where we can get closer to the live connections we've all been so desperately missing. The 1:1 meetings give you a chance to have meaningful conversation with attendees.

You are also able to cut through the clutter by having the ability to search through and learn about attendees before setting up time with them, and the AI algorithm is there to help you make sure you're connecting with the best matches.

There is no need to download any additional software. You will be able to access the virtual meeting room for any given scheduled meeting directly within the web platform via the "My Schedule" tab.

Virtual meeting rooms are only available for scheduled meetings (if the meeting is pending or cancelled, the virtual meeting room will be unavailable).

A Virtual Meeting Room will be clickable 5 mins before the scheduled meeting. Click on "Open Virtual Meeting Room" to attend your meeting.

You can go in and out of the Virtual Meeting Room within the scheduled meeting time, however, once the meeting time has expired you will be unable to access the Virtual Meeting Room.

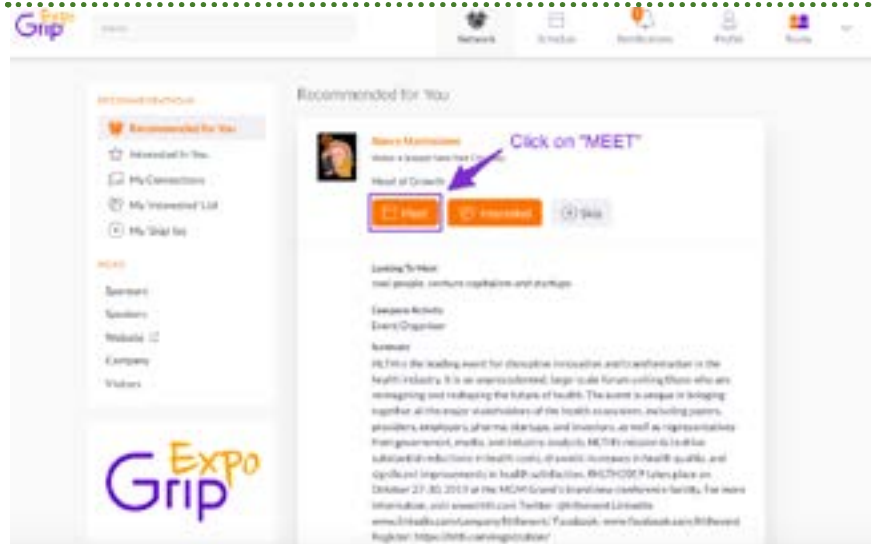
The meeting duration is not limited once you are in the virtual meeting room. Inside the virtual meeting room, you'll be able to

- Review the profile of the person you are meeting
- Send a message to the person you are meeting
- Share your screen

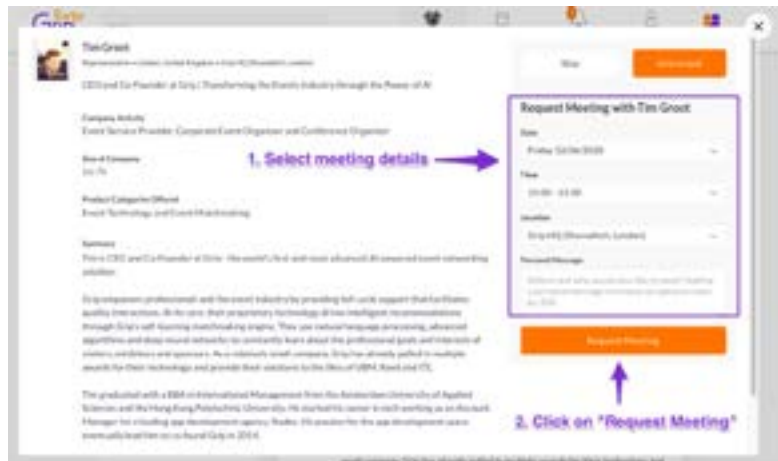
The different meeting statuses:

- SCHEDULED: has been confirmed by both parties.
- PENDING: someone has requested a meeting with you and you need to approve it, decline it or reschedule it.
- AWAITING RESPONSE: you have requested a meeting with someone and they need to approve it, decline it or reschedule it.
- DECLINED: the meeting has been declined by you and/or the other person.
- You do not need to have a Connection with someone to request a meeting with them. If the request is accepted then a Connection is formed.

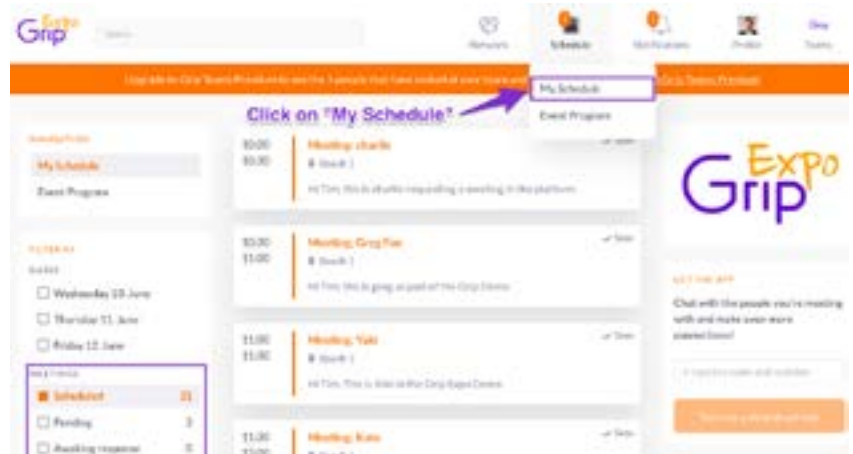
CLICK ON "MEET" ON ANY PROFILES YOU WOULD LIKE TO SCHEDULE A MEETING WITH.



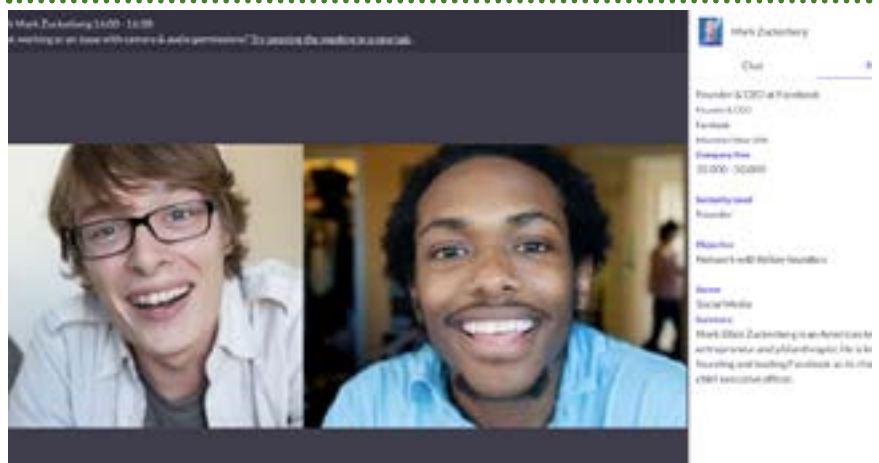
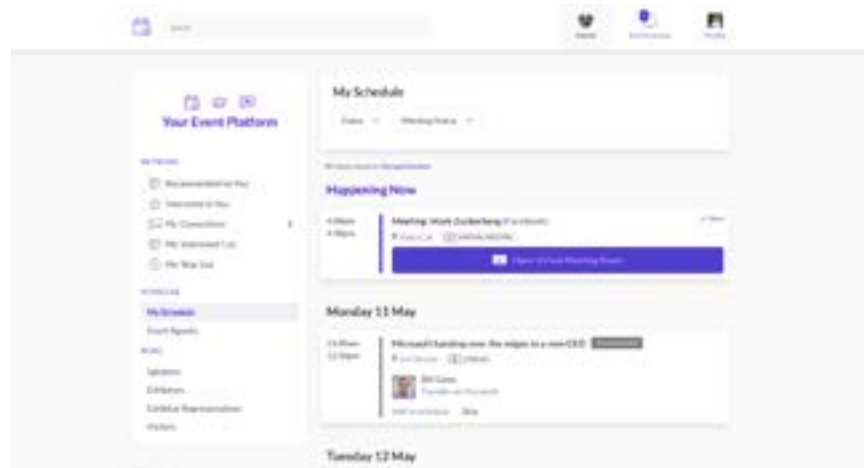
SELECT THE MEETING DETAILS YOU WOULD LIKE YOUR MEETING TO BE HELD AT AND THEN CLICK "REQUEST MEETING".



KEEP TRACK OF ALL YOUR MEETINGS AND THEIR STATUS CHANGE IN THE SECTION "MY SCHEDULE".



- Log in on the web platform or mobile app. We recommend using the desktop version with Google Chrome as your browser.
- Once the meeting is accepted, the Virtual Meeting Room button will appear (if it's pending or canceled the Virtual Room won't be available)
- The Virtual Meeting Room button will be clickable 5 mins before the scheduled call
- Once you click on the Virtual Meeting Room button you'll be directed to your virtual meeting room
- You can go in and out of the Virtual Meeting Room within your scheduled meeting time, however, once the meeting time has expired you won't be able to access your Virtual Meeting Room
- Meeting duration is not limited
- You'll be able to share your screen, however, you will be unable to record your meeting





Networking & Meetings Tips and Instructions

EVENT DATES:

September 22-24, 2020

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Block Time on your Calendar

Log in to the platform using your email and the password you chose on your first log in.

Once logged in, Go to "Teams" on the top right.

Click on "Smart Calendar" on the left side bar.

Manage the time availabilities of your personal calendar and other team members.

You can manage time slots to show available or busy to clients that are trying to book meetings with you, if you have already confirmed meetings this specific time slots will automatically be shown as busy but will not display the meetings details to other clients.

- Click on "Manage"
- See your already scheduled meetings

To select a time slot to show as "Busy", simply click on that specific time and wait for it to say "Busy" - To change a time slot from "Busy" to "Available", simply click on that time and wait for it to say "Available"

Click on "Save" to finalise calendar changes

Now that you have blocked time, if anyone tries to book meetings with you these time slots will show as options. Also, please be aware that only exhibitors that have access to Teams can block time.

Reschedule a meeting?

1. Log in to the platform using your email and the password you chose on your first log in.
2. Once logged in, Go to "Teams" on the top right.
3. Click on "Meetings" on the left sidebar.
4. Use the filters to find meetings by Team Members or Meeting status and select the meeting you want to reschedule.
5. Three types of meetings you can reschedule: Scheduled, Awaiting Response, Pending. Use the filters as described above to search for your meeting.

Scheduled Meetings

- Click on the scheduled meeting you want to reschedule
- Click on "Reschedule"
- Select a new date, time, location and enter a message if you wish. Click on "Reschedule" to confirm new meeting details. A notification has been sent to recipient.

Awaiting Response & Pending Meetings

- Click on "Reschedule" on the meeting you want to reschedule
- Click on "Reschedule"
- Select a new date, time, location and enter a message if you wish. Click on "Reschedule" to confirm new meeting details. A notification has been sent to recipient.

Search for a specific person

1. Log in to the platform using your login and password.
2. Select the search box, write who or what you are looking for and then press "Enter"

**EVENT DATES:**

September 22-24, 2020

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Networking & Meetings Tips and Instructions

on your keyboard.

Note that the search engine will give you global results, meaning that it will search for the words you typed and give you profiles, products, companies, countries that have matched that search.

Start a Chat with Someone

1. In order to enable the chat option you will need to either:

Option 1: Have a scheduled meeting with that person

Option 2: Have mutual interest in each other using the "Interest" tool

Having a mutual interest using the interest tool will allow you to start chatting. Show interest in someone and wait for them to interest you back. Once they interest you back you will receive a notification and the option to chat with them will be available to you.

2. Once you have a scheduled meeting or a mutual interest with someone. All chat connections will be available in the section "My Connections"

- Go to "My Connections".
- Click on the chat icon to open a chat window.

Request a meeting on behalf of a team member

1. Log in to the platform using your email and the password you chose on your first log in.

2. Once logged in, identify the different section of the platform where you can find leads and request meetings.

- In Network > Section: Recommendations
- In Teams > Section: Inbound Leads

3. Once you have found a lead you want to request a meeting with. Click on the "Meet" icon to open the meeting request window.

4. Click on the "Representatives" scroll down menu to view all your team members. Select the team member you want to assign the meeting to and carry on filling out the rest of the meeting details.

5. All your team meeting requests can be viewed in your Teams section. Meeting requests that have not been confirmed by visitors will have the status: "awaiting response".

Meeting requests that have not been seen by visitors will have the status "sent" and if the request has been seen the status will change to "seen".

Smart calendar tool

1. Log in to the platform using your email and the password you chose on your first log in.

2. Once logged in, Go to "Teams" on the top right.

3. Click on "Smart Calendar" on the left side bar.

4. Define which of your team members calendar you want to show on the smart calendar link by making them "Active" or "Inactive".



Networking & Meetings Tips and Instructions

EVENT DATES:

September 22-24, 2020

#MROAP

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5. Manage the time availabilities of your personal calendar and other team members.

You can manage time slots to show available or busy to clients you send the Smart Calendar link to, if you have already confirmed meetings in Teams this specific time slots will automatically be shown as busy but will not display the meetings details to other clients.

- Click on "Manage"
- See your already scheduled meetings.
- To select a time slot to show as "Busy", simply click on that specific time and wait for it to say "Busy" - To change a time slot from "Busy" to "Available", simply click on that time and wait for it to say "Available"
- Click "Save" to finalise calendar changes

6. Once you have edited and saved all calendars, you can now send the calendar link to your clients via email, chat or other communication channels you use with them.

Access my own personal smart calendar link

- Click on "Personal Link" under your name, your calendar will automatically open in a new tab in your browser.
- Simply go in the URL field, select the entire URL and copy it. You can now paste this link and send it to your clients!

Access my team smart calendar link

- Where it says "Team Link", click on the button "Copy" You can now paste this link and send it to your clients!

Important notes:

- It is always better to review your calendar link prior to sending it to clients, test your link by opening a new tab and pasting the link in the URL field
- The image, title and other information appearing in your calendar or your team members' can all be edited under the Team Members section of Teams

Interested in vs. requesting a meeting

The **interested tool** allows you to open the conversation to start chatting, learn more about each other and ultimately if after chatting you want to request a meeting then you can.

The **meeting tool** cuts right to the chase and allows you to schedule a meeting with a connection.

Managing Inbound Leads

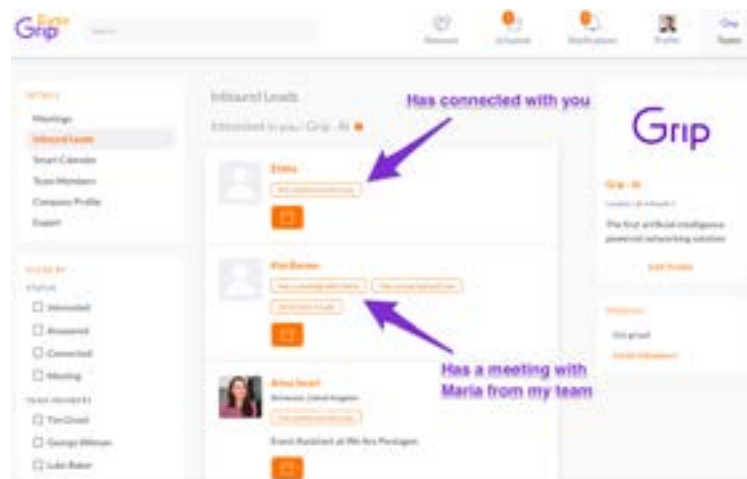
The Inbound Leads section features profiles of people that have shown interest in you, one or multiple team members, and/or your company during the event. The section is dynamic, as the profiles will remain on the list until you take action on them of either requesting a meeting or swiping them as Interested or Skip.

A profile will show up as a lead after meeting one or many of the following qualifications:

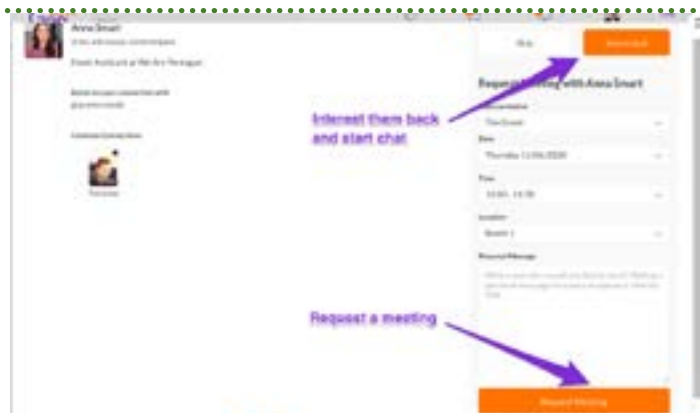
- interest in any team member, company profile, products connections with other team members, company profile, products
- accepted meetings with other team members, company profile, products profile views of any team member, company profile, products
- attendees of sponsored sessions
- viewers of sponsored sessions live streams or video recordings

The Inbound Leads list is not shared between team members in contrast to the Contacts list that is an exportable list of all people that made a connection or scheduled a meeting with any of the Team members. Therefore, taking action on the profile displayed on your list doesn't affect the lists of your colleagues. Also, people you already took action upon, won't show up on your list at all, while they might show on the lists of your colleagues. For example, when you have already skipped a user and he swipes interested in you, you won't see this user on your list, while your colleagues will. You also won't see users that are your connections or have a scheduled meeting with you.

1. Log in to the platform using your email and the password you chose on your first log in.
2. Once logged in, Go to "Teams" on the top right
3. Click on "Inbound Leads" on the left sidebar
4. Under each profile you will be able to see who they have shown interest in and if a meeting has been booked with them and if so with which member of your team.



5. You can review each profile, decide to take action on their interest by connecting with them or directly requesting a meeting.



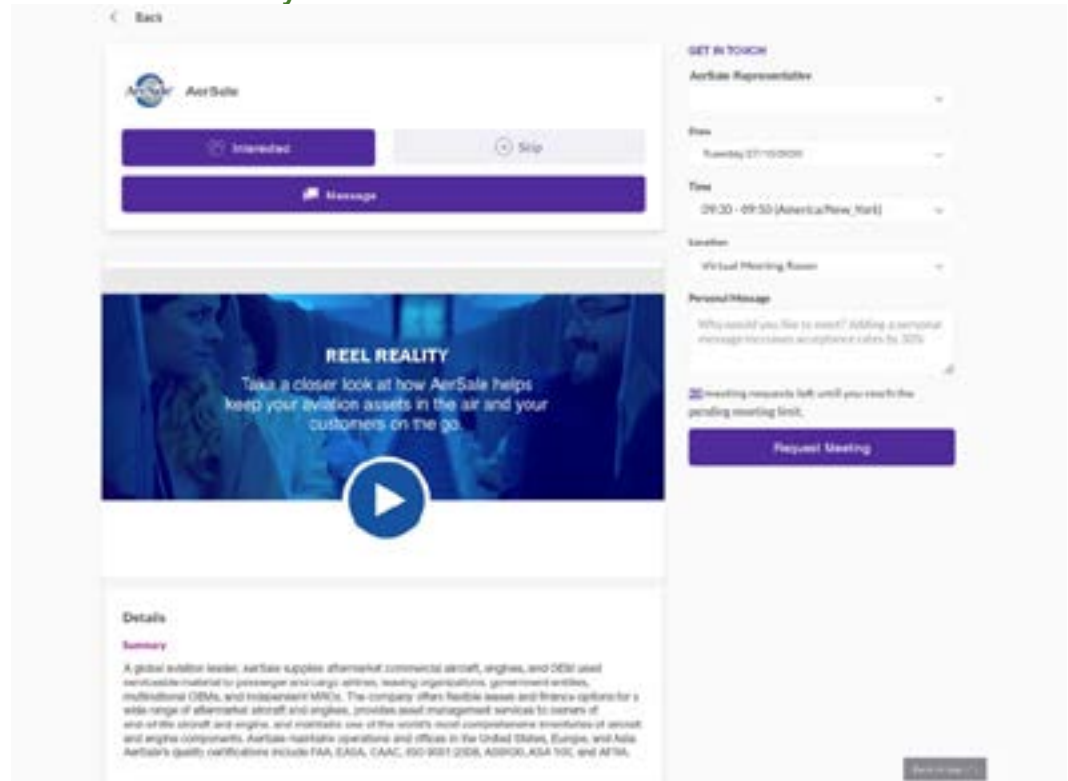
EVENT DATES:

September 22-24, 2020

#MROAP

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Q. What will my virtual booth look like?



A. Unlike some virtual platforms that use a simulated 3D booth and require additional software downloads, our virtual platform looks and acts more like a website where attendees can easily find exhibitors, discover their products and book a meeting, all with just a few clicks.

The booth itself can include logo, description, embedded videos, links to pdfs and social networks, a list of products and the exhibitor representatives.

Q. What are the different exhibitor packages?

A. There are 3 different exhibitor packages - Basic, Pro and Premium, each with their own set of benefits.

Q. Can I upgrade my exhibitor package?

A. Yes, you can upgrade your package any time! If you want more meetings or you have reached your limit of leads, you will be prompted to upgrade online. The platform accepts all major credit cards and your additional benefits are applied instantly!

Q. What is Matched Networking?

A. Matched Networking is a fantastic way of being introduced to attendees who matter most to your business. On registration, the attendee is asked several profile building questions to define the attendee's objectives for the event. The registration system is then able to match you to attendees who have a common business interest.

You will find a list of matches when you login to the event which you can access from 2 weeks before the event. You can take 3 types of action immediately on these matches:

Skip - this is an anonymous way to let the platform know this person is not of interest. They will be removed from your matches and the system will learn from this action.



FAQ-Exhibitors Exhibitors

EVENT DATES:

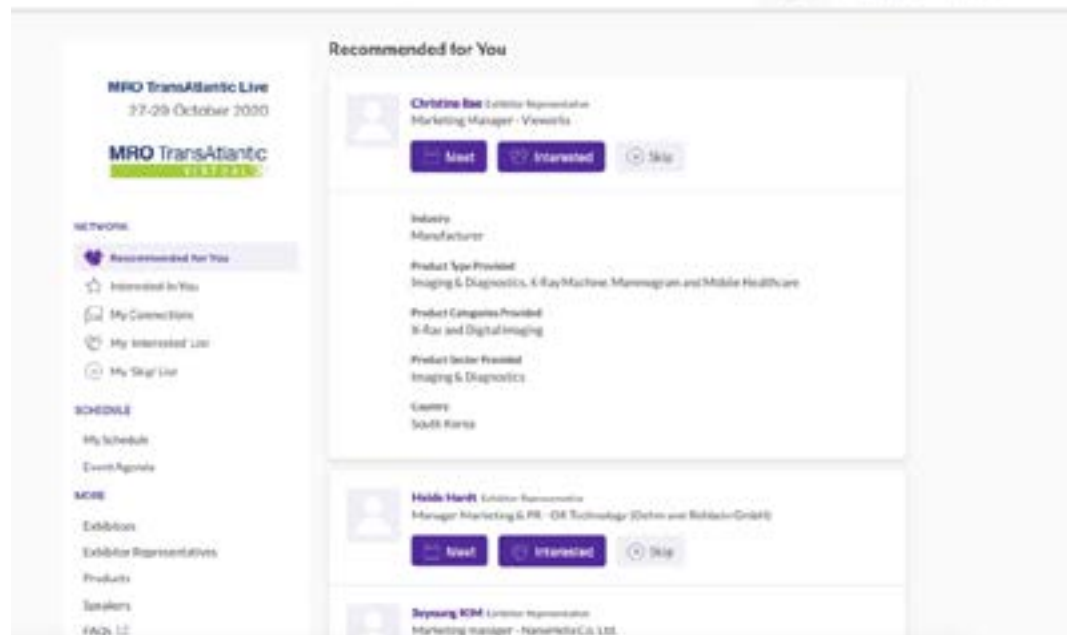
September 22-24, 2020

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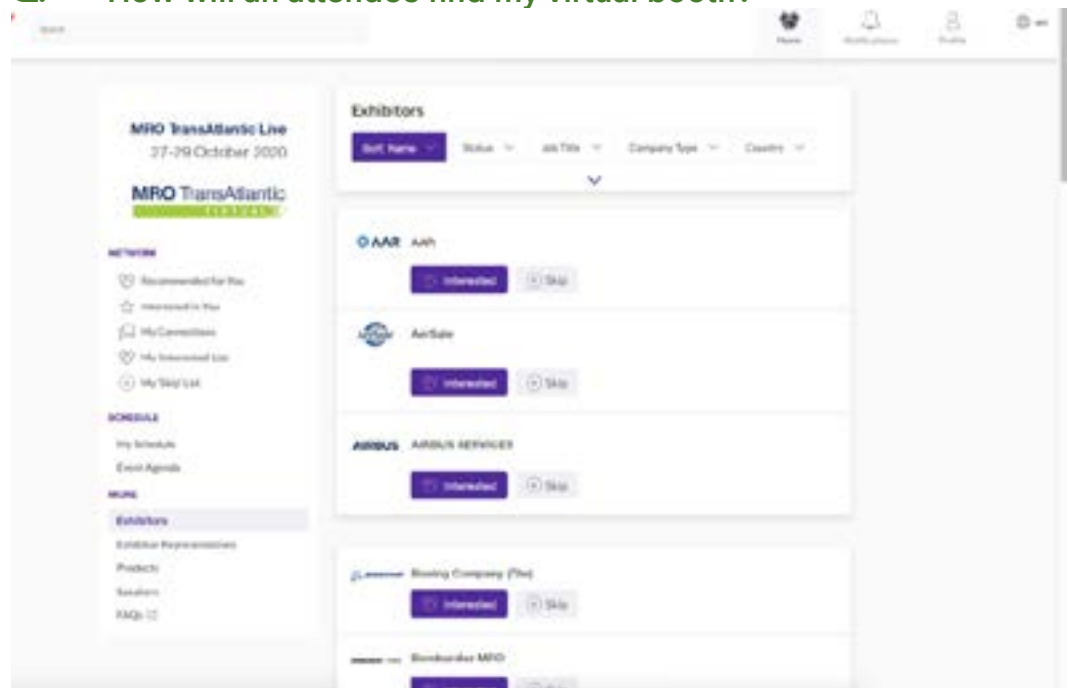
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Interested - like a handshake, this is where you can mark an attendee as someone of interest. It notifies them of your action and saves them in your "Interested" list.

Meeting - this will bring up a window to arrange a 1-to-1 video call (all housed within the event platform so no external software required!)



Q. How will an attendee find my virtual booth?



- Through the exhibitor list on the left-hand side of the home page. Attendees can scroll through the list alphabetically or via filters such as by Industry or Country

EVENT DATES:

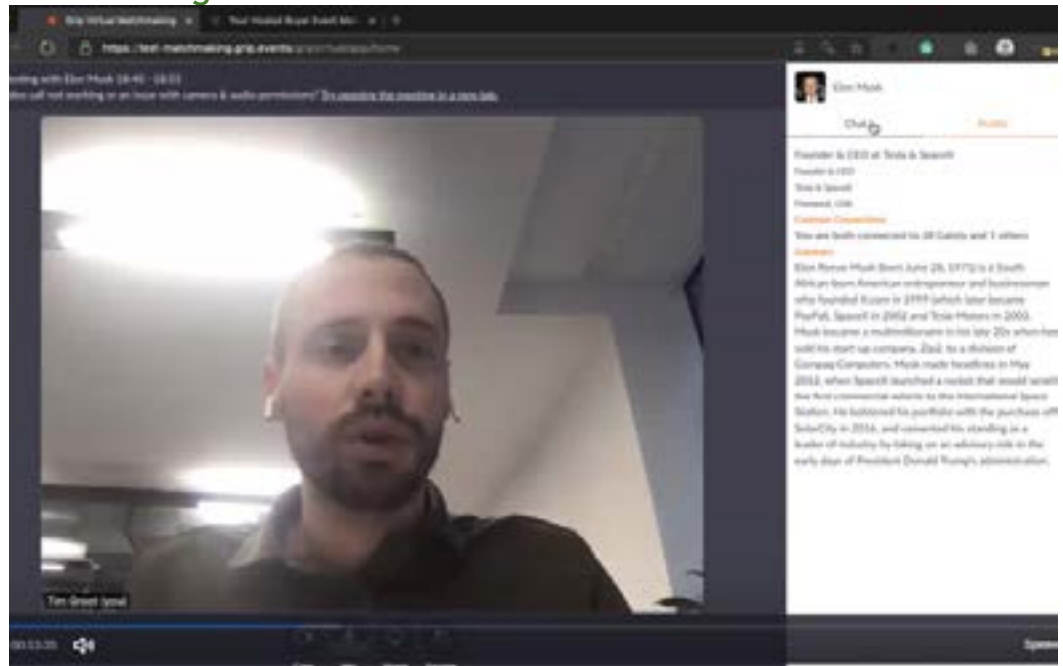
September 22-24, 2020

#MROAP

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- There is a search priority box at the top of the default exhibitor list (available to Premium Exhibitors only).
- Through the Product search. Attendees can filter a list of products and once on the product of interest, they are able to see more information and find out which exhibitor is offering it and which exhibitor representative is associated with that product.

Q. Do I need any additional software like Zoom, Skype or Teams to have meetings?



A. No, all meetings are arranged and housed within the virtual event platform. You will receive a notification when a meeting has been arranged and also when an attendee has joined the meeting as a prompt for you to join too. Once in a meeting you can toggle the video feed on/off, share your screen or add others to your meeting. A Chat box enables you to share information and links for future reference.

Q. How do exhibitors get leads from a virtual event?

A. We will provide a real time list of leads who show interest in your company. Exhibitors will have access to a dashboard showing a full list of your inbound leads. These can be attendees who visited your virtual booth, watched a session you sponsored, made a connection or a meeting with one of your team or someone who has marked your company as "Interested".

An inbound lead is seen as a warm lead - i.e someone who has shown interest but not been qualified yet. If an exhibitor skips this lead, they are removed from your lead bucket. If you show interest back, that lead is then converted to a "Contact". This is an important distinction as exhibitors can export a list of contacts at the end of the event for follow up.

Q. How does my meeting allocation work?

Each attendee has a set number of 'pending meeting requests' they can send out. A



FAQ-Exhibitors Exhibitors

EVENT DATES:

September 22-24, 2020

#MROAP

mroasia.aviationweek.com

pending meeting request is a meeting you have scheduled with someone else that is either awaiting confirmation or is confirmed. Any declined meeting will be added back to your allocation.

Any meeting requests that you receive from someone else does not impact on your allocation, so in reality you could end up having many more meetings than your pending meeting request allocation.

Q. Can I manage my own time and set availabilities?

A. Yes, this is one of the key features of the event platform and allows you to be time efficient with your meetings. Within "My Profile" there is a section to Set Availability. You can mark each hour of the day that you are available/unavailable. For any time slots you mark as unavailable, attendees will not be able to schedule meetings for you during this time.

Q. How do I access the conference content?

A. Within the 'Schedule' tab you will find a list of all the sessions available to you. Each session will be 'Live Streamed' within the event platform, so when the time comes, you simply click play to watch. For live sessions there will be interactive features such as Polls and Q&A. For sessions you are not able to join live, you will be able to access on-demand.



EVENT DATES:

September 22-24, 2020

#MROAP

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Show Information/Policies

Aviation Week Terms and Conditions

1. Definitions

In these Conditions, the following terms have the following meanings:

- 1.1. **Booking Form:** the booking form to which these Conditions are attached and/or incorporated into by reference setting out the details of the Package or such other document setting out the details of the Package as Organizer may choose in its sole discretion to accept;
- 1.2. **Calendar Year:** a full twelve (12) month period beginning on January 1 and ending on December 31;
- 1.3. **Client:** the person, company, organization, association or other entity set out in the Booking Form;
- 1.4. **Closing Date:** the last date on which the Exhibition is scheduled to be 'open'/accessible to members of the public;
- 1.5. **Conditions:** these terms and conditions;
- 1.6. **Contract:** together, these Conditions and the Booking Form;
- 1.7. **Data Protection Law:** all laws related to data protection and privacy that are applicable to any territory where Organizer or Client processes personal data, where the Exhibition takes place, where any element of the Package is provided and/or where Organizer or Client is established;
- 1.8. **Exhibition:** the virtual exhibition, conference, show or other event organized by Organizer via the Platform hosted on the Website set out in the Booking Form;
- 1.9. **Fees:** the fees payable by Client for the Package set out in the Booking Form;
- 1.10. **Force Majeure Event:** any event or circumstance arising that is not within Organizer's reasonable control (including, without limitation, governmental regulations or action, imposition of sanctions, embargo, military action, acts of terrorism or war, civil commotion or riot, epidemic, pandemic, COVID-19, fire, acts of God, flood, drought, earthquake, natural disaster, royal demise, third party contractor/supplier failure, venue damage or cancellation, industrial dispute, interruption/failure of utility service or nuclear, chemical or biological contamination);
- 1.11. **Informa Group:** includes any entity whose ultimate parent company is Informa PLC;
- 1.12. **Intellectual Property Rights:** trademarks, trading names, domain names, logos, rights in design, copyrights, database rights, moral rights, goodwill, rights of confidence, know-how and trade secrets and all other intellectual property rights or analogous rights, whether registered or unregistered, that subsist now or in the future anywhere in the World;
- 1.13. **Manual:** any manual, service kit or guide provided to Client by Organizer in respect of the Exhibition, as updated by Organizer from time to time;
- 1.14. **Materials:** all content, materials and other information that is provided by Client, its Personnel or otherwise on Client's behalf in connection with the Package (including, without limitation, its name, profile, descriptions of products and/or services, any logos, copy and artwork);
- 1.15. **Opening Date:** the first date on which the Exhibition is scheduled to be 'open'/accessible to members of the public;
- 1.16. **Organizer:** the Informa Group legal entity stated in the Booking Form;
- 1.17. **Package:** the Space and/or Sponsorship package purchased by Client in relation to the Exhibition set out in the Booking Form, as may be updated by the parties from time to time;
- 1.18. **Personnel:** any employee, consultant, agent, other representative or contractor (or any employee, consultant, agent, or other representative thereof) engaged or employed by a party in connection with the Exhibition;
- 1.19. **Platform:** the operating system environment via which the Exhibition is held/staged, which will be hosted on the Website;
- 1.20. **Reportable Breach:** any breach of security leading to the accidental, unauthorized or unlawful processing of, destruction of, loss of, corruption of, alteration to or access to personal data;



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Aviation Week Terms and Conditions

EVENT DATES:

September 22-24, 2020

#MROAP

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- 1.21. **Space:** any virtual exhibition space allocated to Client on the Platform;
- 1.22. **Sponsorship:** any sponsorship or promotional element of the Package set out in the Booking Form (which may include, without limitation, advertisements); and
- 1.23. **Website:** the website made available by Organizer on which the Platform will be hosted.
2. **Package**
 - 2.1. Once submitted to Organizer, a Booking Form constitutes an offer to purchase a Package in accordance with these Conditions and is irrevocable by Client. The submission of a Booking Form does not guarantee that Client will be: (i) permitted to exhibit at or otherwise participate in the Exhibition, (ii) assigned to a particular section or location on the virtual floorplan, and/or (iii) provided with the actual amount of Space and/or Sponsorship requested. Organizer reserves the right to reject any Booking Form. A binding contract shall only come into effect when written confirmation (whether by email or otherwise) of acceptance is sent by Organizer to Client (whether or not it is received). Except as set out in these Conditions, no variation of this Contract, including, without limitation, any updates to the Package, shall be effective unless such variation is agreed in writing by both parties. These Conditions apply to this Contract to the exclusion of any other terms that Client seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
3. **Fees**
 - 3.1. Client shall pay the Fees in cleared funds in accordance with the payment terms stated in the Booking Form. Organizer shall have no liability whatsoever if Client pays the Fees (or any portion thereof) into any bank account other than the bank account specifically designated by Organizer to Client for payment. In particular, Organizer shall not be responsible for any losses suffered by Client due to third party fraud, including, without limitation, false change of bank account communications, identity theft and other scams. Payment of the Fees into Organizer's designated bank account only shall satisfy Client's payment obligations under this Contract. To the extent that Client receives any communication notifying Client of a change in Organizer's designated bank account, Client is required to verify the authenticity of the same directly with Organizer. Without prejudice to any other right or remedy it may have, if Organizer does not receive the Fees into Organizer's designated bank account in cleared funds by the due date for payment, Organizer shall be entitled to: (i) refuse Client and its Personnel access to the Website, (ii) refuse and/or withdraw the provision of any element of the Package, and/or (iii) charge interest on such overdue sum from the due date of payment at the rate of 1.5% per month (18% per annum) or, if less, the maximum rate permitted by applicable law, accruing on a daily basis and being compounded quarterly until payment of the overdue sum is made, whether before or after judgment. Where Organizer takes any such action, Client shall not be entitled to a refund of any portion of the Fees it has already paid in respect of the Package and the Fees shall remain due and payable in full.
 - 3.2. It is the intent of the parties that Organizer shall receive the Fees net of any: (i) banking and other transfer of payment charges, and (ii) applicable taxes, including, without limitation, VAT, GST, sales, service or withholding taxes (Taxes), all of which shall be paid solely by Client. If and to the extent that any Taxes are levied upon, or found to be applicable to, the whole or any portion of the Fees, the amount of the Fees shall be increased by an amount necessary to compensate for the Taxes (including, without limitation, any amount necessary to "gross up" for Taxes levied on the increase itself).
4. **Client's general obligations**
 - 4.1. Client shall comply with: (i) all laws (including, without limitation, all laws relating to anti-bribery, anti-corruption and trade sanctions), (ii) all rules, regulations and instructions issued by Organizer from time to time in connection with any element of the Package, and (iii) the provisions of the Manual, including, without limitation, all operational requirements stated therein.
 - 4.2. Client warrants, represents and undertakes that: (i) it has the right, title and authority to enter into this Contract and perform its obligations hereunder, and (ii) the person signing or otherwise legally accepting this Contract on behalf of Client has the requisite authority to do so.
 - 4.3. Client and its Personnel must not: (i) act in any manner which causes offence, annoyance, nuisance or inconvenience to Organizer and/or any other attendee of the Exhibition, and/or (ii) do anything which might



EVENT DATES:

September 22-24, 2020

#MROAP

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adversely affect the reputation of Organizer and/or the Exhibition.

- 4.4. Client shall cooperate, in good faith, with Organizer in all matters relating to the Package and/or the Exhibition. Without limitation, Client shall provide Organizer with all information as Organizer may reasonably request in respect of the Package and shall ensure that such information is accurate.
- 4.5. Client is solely responsible for obtaining any licenses, regulatory approvals or other necessary consents required for Client to display any products, services and/or Materials pursuant to its participation in the Exhibition.
- 4.6. All Materials must comply with these Conditions. Organizer reserves the right to remove any Materials that it deems offensive, inappropriate, libelous or non-compliant with these Conditions. Client shall ensure that the Materials shall not infringe the Intellectual Property Rights of any third party. Client acknowledges and agrees that it is solely responsible and liable for any costs, damages, expenses or any other liability arising from the Materials. Without limitation to the foregoing, Client shall be solely responsible for checking the accuracy and compliance with law of any Materials and Organizer shall not be liable for any such inaccuracies or non-compliance.
- 4.7. Client warrants, represents and undertakes that the Materials are: (i) accurate and complete, (ii) Client's own original work (of which Client is the copyright owner) or that Client has gained copyright and any other applicable clearance, consent, approval, license or permission from any relevant third party (including, without limitation, the copyright owner and any regulatory authorities), in each case such that Client has the right to make the Materials available to Organizer for all the purposes specified in this Contract without restriction and that they do not breach or infringe anyone else's rights (including, without limitation, the Intellectual Property Rights of any third party), (iii) not in any way defamatory, libelous, obscene, menacing, threatening, offensive, abusive or fraudulent, (iv) not in any way illegal and that they do not contravene any law or incite or encourage the contravention of any law, (v) not and will not be the subject of any claims, demands, liens, encumbrances or rights of any kind that could or will impair or interfere with Organizer's use of the Materials in connection with the provision of the Package, and (vi) if provided in digital form, free from any viruses and any other malware or corrupting elements of any kind and that they shall not cause any adverse effect on the operation of any Organizer system, publication, website, platform, media or other property and/or on any users of any of the foregoing.
- 4.8. If and to the extent that the Materials contain information relating to Client's products and/or services (images and details of which may be uploaded to the Platform), Client further represents, warrants and undertakes that such information is limited to generic information only and is not advisory.
- 4.9. Without limitation to Condition 14.4, Client shall indemnify Organizer against any loss, damage, cost, claim or expense suffered or incurred by Organizer or any member of the Informa Group arising out of or in connection with any third party claim regarding: (i) the inaccuracy or incompleteness of Materials, and/or (ii) any infringement of third party Intellectual Property Rights relating to the Materials.
- 4.10. Client consents to its details (including, without limitation, its name, logo and profile) being: (i) published in any show guide, directory and/or other promotional materials prepared in connection with the Exhibition, and/or (ii) displayed on the Exhibition website. Although Organizer shall take reasonable care in any such publication/display, it shall not be liable for any errors, omissions or misquotations that may occur.
- 4.11. All unauthorized filming, sound recording and photography of the Exhibition, and all unauthorized transmission of audio or visual material at the Exhibition, by Client and/or its Personnel is expressly prohibited. Client and/or its Personnel agree: (i) to surrender to Organizer or destroy on demand any material in whatever media recorded in violation of this Condition 4.11, and (ii) that the copyright and other Intellectual Property Rights in any such material shall vest in Organizer unconditionally and immediately on the creation of such material.
- 4.12. Client acknowledges and agrees that Organizer and its Personnel shall be permitted to film, sound record and photograph the Exhibition, which may include, without limitation, filming, sound recording and photography featuring Client's Personnel (the Content). Client agrees to make its Personnel aware of such filming, sound recording and photography of the Exhibition. Client acknowledges and agrees that Organizer



EVENT DATES:

September 22-24, 2020

#MROAP

mroasia.aviationweek.com

Show Information/Policies Aviation Week Terms and Conditions

is the sole and exclusive owner of all rights in the Content and hereby waives any and all: (i) rights in and to such Content, and (ii) claims that Client may have relating to or arising from the Content or its use. Without limitation, Organizer shall be permitted to use the Content anywhere in the World for promotional and other purposes, without any payment or compensation. If any of Client's Personnel has any objection to the use of their image in any filming, sound recording and/or photography of the Exhibition, Client shall notify Organizer in writing.

- 4.13. Client acknowledges and agrees that all usernames and passwords used to access the Website are confidential and personal to Client and its Personnel (as applicable). Client shall not, and shall procure that its Personnel shall not, permit others to use such usernames and/or passwords and Client shall be and remain liable for the acts and omissions of any person using such usernames and/or passwords (whether or not such use was authorized by Client). Client shall notify Organizer immediately of any unauthorized use of any usernames and/or passwords or any other breach of security regarding the Website that comes to its attention.
- 4.14. Client acknowledges and agrees that the terms of this Contract (including, without limitation, the amount of the Fees) and the provisions of the Manual shall constitute confidential information of Organizer and Client undertakes that it shall not at any time disclose the same to any third party.
5. Use of the Website
 - 5.1. Client must not:
 - 5.1.1. resell, sub-license, rent, lease, transfer or attempt to assign any rights in the Website to any other person;
 - 5.1.2. use the Website in any manner other than in compliance with law and these Conditions;
 - 5.1.3. infringe Organizer's intellectual property rights or those of any third party in relation to its use of the Website;
 - 5.1.4. knowingly transmit, send or upload any data to the Website that contains viruses and any other malware or corrupting elements of any kind; and/or
 - 5.1.5. use the Website in any way that could damage, disable, overburden, impair or compromise Organizer's systems and/or security and/or interfere with other users' use of the Website.
 - 5.2. Organizer cannot guarantee that the Website shall operate continuously, securely or without interruption and Organizer does not accept any liability for its temporary unavailability or for any viruses or other harmful components. Client must not attempt to interfere with, manipulate, damage or disrupt the proper working of the Website (for example, by attempting to circumvent security or tamper with, hack into or otherwise disrupt any computer system, server, website, router or any other Internet connected device). Organizer reserves the right at any time to: (i) make changes or corrections and to alter, suspend or discontinue any aspect of the Website, (ii) vary the technical specification of the Website, and/or (iii) temporarily suspend Client's access to the Website for the purposes of maintenance, upgrade or addressing any security concerns.
 - 5.3. Organizer does not guarantee or warrant that any content available for downloading from the Website will be free from infections, viruses and/or other code that has contaminating or destructive properties. Client is responsible for implementing sufficient procedures and virus checks to satisfy its particular requirements for the accuracy of data input and output.
 - 5.4. Client acknowledges and agrees that use of the Website shall be further subject to any website terms of use and/or fair or acceptable use policies indicated on the Website.
 - 5.5. If Client and/or any of its Personnel is in breach of this Contract (and/or any website terms of use and/or fair or acceptable use policies indicated on the Website), Organizer reserves the right without liability to suspend Client's access to the Website.
6. Data protection
 - 6.1. Each party acknowledges and agrees that it is responsible for its own processing of personal data in connection with this Contract (and, where applicable, the parties agree that each party acts as a data controller for the purposes of the General Data Protection Regulation (Regulation (EU) 2016/679)). Each party shall: (i) only process personal data in compliance with, and shall not cause itself or the other party to be in breach of,



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EVENT DATES:

September 22-24, 2020

#MROAP

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Data Protection Law, and (ii) act reasonably in providing such information and assistance as the other party may reasonably request to enable the other relating to the processing of personal data in connection with this Contract, it shall: (i) provide the other party with reasonable details of such Reportable Breach without undue delay, and (ii) act reasonably in co-operating with the other party in respect of any communications or notifications to be issued to any data subjects and/or supervisory authorities in respect of the Reportable Breach. If either party receives any communication from any supervisory authority relating to the processing of personal data in connection with this Contract, it shall: (i) provide the other party with reasonable details of such communication, and (ii) act reasonably in co-operating with the other party in respect of any response to the same. Organizer collects, uses and protects personal data in accordance with its privacy policy, which can be found here:

<https://www.informamarkets.com/en/privacy-policy.html>.

- 6.2. Without prejudice to the generality of Condition 6.1, Client acknowledges and agrees that if it receives any list containing personal data from Organizer as part of the Package (a Data List), it shall: (i) keep the Data List confidential and not disclose it to any third party, (ii) only use the Data List for such purpose(s) as has been agreed with Organizer in writing, (iii) securely delete or put beyond use the Data List by such time as has been agreed with Organizer in writing or such time as is required by Data Protection Law, whichever is earlier, and (iv) provide Organizer with reasonable details of any enquiry, complaint, notice or other communication it receives from any supervisory authority relating to Client's use of the Data List, and act reasonably in co-operating with Organizer in respect of Client's response to the same. Client acknowledges and agrees that Organizer shall only be obliged to provide Client with all or part of any Data List to the extent that it is legally permitted to do so and Organizer shall not be liable to Client if the volume of personal data provided to Client is less than anticipated as a result of Organizer's compliance with Data Protection Law.
7. Specific terms relating to Space
 - 7.1. Organizer shall be responsible for the development and set-up of the Exhibition, the Website and the Platform. Organizer reserves the right at any time to make such alterations to the Exhibition, the Website and/or the Platform as Organizer in its absolute opinion considers to be in the best interests of the Exhibition.
 - 7.2. Client undertakes to: (i) be solely responsible for the set-up of the Space (including, without limitation, branding and dressing) and any technical requirements necessary to enable Client and its Personnel to access the Website, and (ii) participate in the Exhibition via the Platform for the duration of the Exhibition.
 - 7.3. Client shall not permit the display of any Materials and/or other exhibits that do not exclusively relate to Client's own commercial activities. Organizer reserves the right, without liability and at Client's risk and expense, to remove any Materials and/or other exhibits which Organizer considers in its reasonable opinion: (i) contravene any law and/or any applicable industry regulations/standards, (ii) constitute counterfeit goods and/or infringe the Intellectual Property Rights of any third party, (iii) are likely to cause offence, and/or (iv) do not otherwise comply with these Conditions.
 - 7.4. Client may not share the Space with any third party without the prior written consent of Organizer (and any such consent shall be conditional on the Space sharer agreeing to comply with any terms, conditions and restrictions as may be prescribed by Organizer). If and to the extent that Client is permitted to share the Space, Client shall procure that any Space sharer and any Space sharer's Personnel comply with this Contract, provided that Client shall remain responsible for the Space in its entirety and shall be liable for any act or omission of any Space sharer and any Space sharer's Personnel (including, without limitation, any breach of the terms of this Contract by the same). Notwithstanding any approved Space sharing arrangement, Client shall itself remain fully and wholly liable for the full amount of the Fees.
 - 7.5. If Client and/or any of its Personnel is in breach of this Contract, Organizer reserves the right without liability to suspend Client's access to the Website.
8. Specific terms relating to Sponsorship
 - 8.1. Client shall: (i) provide Organizer with all Materials within any deadlines specified by Organizer, and (ii) comply with Organizer's specifications and technical requirements in relation to all Materials. If Client does not, Organizer reserves the right to refuse to print or otherwise use any or all of the Materials (but all Fees in



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Aviation Week Terms and Conditions

EVENT DATES:

September 22-24, 2020

#MROAP

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respect of the Sponsorship shall remain due and payable in full).

- 8.2. Although Organizer shall take reasonable care in the production of any deliverable incorporating the Materials, it shall not be liable for any errors, omissions or misquotations that may occur. Without limitation to the foregoing, Organizer cannot guarantee any exact color matches in its incorporation of Materials and any colors used in Materials are for graphic and textual guidance only. All Materials are subject to the approval of Organizer (however, notwithstanding any such approval, Client shall have sole responsibility and liability in respect of such Materials). Organizer reserves the right to reject any Materials at any time after receipt. Organizer shall use its reasonable efforts to provide the Sponsorship in the size, position and manner as specified in the Booking Form, but shall not be liable where reasonable modifications are made.
- 8.3. Client hereby grants to Organizer a royalty-free, non-exclusive, worldwide license to use the Materials and Client's details in connection with the creation of any materials relating to the Exhibition. Client acknowledges and agrees that, in view of the time and cost required in preparing such materials, in circumstances where this Contract is terminated Organizer may at its discretion continue to use the Materials and Client's details after termination of this Contract where the time and cost required to remove the same from any materials relating to the Exhibition cannot reasonably be justified by Organizer.
- 8.4. If Client and/or any of its Personnel is in breach of this Contract, Organizer reserves the right without liability to: (i) suspend or discontinue the use of any Materials, and/or (ii) refuse and/or withdraw the provision of any element of the Sponsorship.
9. Limitation of rights granted
- 9.1. Client's rights in relation to the Exhibition and the Package are strictly limited to those set out in this Contract. Client shall be permitted to advertise on its own website the fact of its attendance and participation in the Exhibition, including, without limitation, by providing a web link to the Exhibition's website, provided that Organizer may request at any time and for any reason that Client removes any such advertising and Client shall be required to comply with any such request promptly. Client is not permitted to: (i) establish a website specifically relating to the Exhibition, and/or (ii) otherwise promote or advertise its association with the Exhibition and/or Organizer, except as expressly stated herein or with the prior written consent of Organizer. Nothing in this Contract shall be construed as granting to Client any right, permission or license to use or exploit the Intellectual Property Rights of any member of the Informa Group.
10. Changes to the Exhibition
- 10.1. Notwithstanding any other provision of this Contract, Organizer reserves the right without liability at any time and for any reason to make reasonable changes to the format, content, opening hours, duration, dates and other timings of the Exhibition. If any such changes are made, this Contract shall continue to be binding on both parties, provided that the Package shall be amended as Organizer considers necessary to take account of the changes.
11. Cancellation and changing the date(s) of the Exhibition by Organizer
- 11.1. Organizer reserves the right to cancel or change the date(s) of the Exhibition at any time and for any reason (including, without limitation, if a Force Majeure Event occurs which Organizer considers makes it illegal, impossible, inadvisable or impracticable for the Exhibition to be held).
- 11.2. In the event that the date(s) of the Exhibition are changed to new date(s) that are within twelve (12) months of the originally scheduled Opening Date of the Exhibition, or where the Exhibition is cancelled but is reasonably expected by Organizer to be held at any time in the next Calendar Year, this Contract shall continue in full force and effect and the obligations of the parties shall be deemed to apply to the Exhibition on the new dates or when it is next staged (as applicable) in the same way that they would have applied to the originally scheduled Exhibition. For the avoidance of doubt, nothing in this Condition 11.2 shall excuse Client from the payment of the Fees in accordance with the payment terms stated in the Booking Form.
- 11.3. Where the Exhibition is cancelled and is not reasonably expected by Organizer to be held in the next Calendar Year, the terms of this Condition 11.3 shall apply:
 - 11.3.1. if the Exhibition is cancelled other than as a result of a Force Majeure Event (in which case the provisions



Show Information/Policies

Aviation Week Terms and Conditions

EVENT DATES:

September 22-24, 2020

#MROAP

mroasia.aviationweek.com

of Condition 11.3.2 apply), this Contract shall terminate without liability provided that, at Client's election, any portion of the Fees already paid shall be refunded or a credit note for the amount of the Fees already paid shall be issued and Client shall be released from paying any further portion of the Fees;

11.3.2. if the Exhibition is canceled as a result of a Force Majeure Event, this Contract shall terminate without liability provided that: (i) Organizer shall be entitled to retain an amount equal to 50% of the total Fees (the Revised Fees) from any portion of the Fees already paid or, where no Fees have been paid or where the portion of the Fees already paid is less than the Revised Fees, Organizer shall be entitled to submit an invoice in respect of the balance (or the whole as the case may be) of the Revised Fees, which shall become immediately due and payable, and (ii) after the deduction of the Revised Fees, at Client's election, any portion of the Fees already paid shall be either refunded or a credit note issued for the amount of Fees already paid and Client shall be released from paying any further portion of the Fees.

11.4. Client acknowledges and agrees that the provisions of this Condition 11 set out Client's sole remedy in the event of cancellation or the changing of the date(s) of the Exhibition and all other liability of Organizer is hereby expressly excluded.

12. Cancellation by Client

12.1. The application for the Package is irrevocable by Client and, except as expressly stated in the Booking Form, Client has no rights to cancel this Contract. Except as expressly set out in these Conditions and/or in the Booking Form, no refunds shall be given and the Fees shall remain due and payable in full.

12.2. To the extent that the Booking Form expressly permits cancellation by Client, Client may cancel the Package on written notice to Organizer, except where Organizer has the right to terminate this Contract under Condition 13.1. Upon any such cancellation by Client, Client shall pay Organizer such cancellation fees as are stated in the Booking Form. For the purpose of determining any such cancellation fees, the relevant dates shall be fixed by reference to the originally scheduled Opening Date of the Exhibition and not any newly scheduled Opening Date of the Exhibition that has been changed pursuant to Condition 11.2.

13. Termination 13.1. Organizer may terminate this Contract without liability immediately at any time by written notice to Client if Client: (i) has committed a material breach of any of its obligations under this Contract or any other agreement between any member of the Informa Group and Client and either such breach is irremediable or Client has not remedied such breach (if the same is capable of remedy) within fourteen (14) days of receiving written notice of the breach (or such lesser period as would be required for the breach to be remedied in sufficient time prior to the Opening Date of the Exhibition or any element of the Package being provided on a scheduled date), (ii) goes into liquidation, is declared insolvent, has an administrator appointed (or an application is made for the same), ceases to carry on business or suffers any analogous event in any jurisdiction, or (iii) is convicted of any criminal offence or otherwise so conducts itself as to bring itself, the Exhibition and/or Organizer into disrepute. Without prejudice to any other right or remedy it may have, in the event that Organizer terminates this Contract pursuant to this Condition 13.1, Organizer shall not be required to refund any Fees received from Client and Organizer shall be entitled to submit an invoice in respect of the balance (or the whole as the case may be) of the Fees which shall become immediately due and payable.

13.2. Organizer may terminate this Contract without liability immediately at any time by written notice to Client if Organizer: (i) determines in its absolute discretion that the provision of the Package to Client is not in the best interests of the Exhibition and/or not in Organizer's legitimate commercial interests, (ii) is required by any law or instructed by any financial institution to cease trading with certain individuals/entities and/or in certain geographical locations, and/or (iii) decides to cancel the Exhibition and does not wish for this Contract to continue in full force and effect pursuant to Condition 11.2. In the event that Organizer terminates this Contract pursuant to this Condition 13.2, any portion of the Fees already paid shall be refunded (where legally permissible) and Client shall be released from paying any further portion of the Fees. Client acknowledges and agrees that the refund of Fees paid is Client's sole remedy in the event of termination by Organizer under this Condition 13.2 and all other liability of Organizer is hereby expressly excluded.

13.3. Upon any termination of this Contract, without prejudice to any other right or remedy it may have, Organizer reserves the right without liability to suspend Client's access to the Website and cover over any Materials.



Show Information/Policies Aviation Week Terms and Conditions

EVENT DATES:

September 22-24, 2020

#MROAP

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Organizer shall be free to re-sell any aspects of the Package as it shall deem fit.

13.4. Termination of this Contract shall not affect any rights, remedies, obligations or liabilities of either party that have accrued up to the date of termination.

13.5. Conditions 1, 3, 4.9, 6.2, 8.3, 9, 11, 12, 13, 14, 15 and 16 shall survive termination of this Contract.

14. Liability and indemnity

14.1. Organizer does not make any warranty as to the Exhibition and/or Package in general, including, without limitation, in relation to: (i) the presence, absence or location of any exhibitor, sponsor or attendee of the Exhibition, (ii) the number of exhibitors, sponsors or attendees participating in the Exhibition, and/or (iii) the benefit or outcome (commercial or otherwise) that Client may achieve as a result of participating in the Exhibition and/or purchasing any element of the Package. Except as set out in these Conditions, to the fullest extent permitted by law, Organizer excludes all terms, conditions, warranties, representations and undertakings relating to the Exhibition and the Package that are not expressly stated herein.

14.2. Organizer does not endorse or accept any responsibility for the use of, or content on, any other website linked or referenced within the Website and neither Organizer nor any member of the Informa Group shall be liable to Client for any loss, damage, cost, claim or expense suffered or incurred by Client arising out of or in connection with the use of, or reliance on, any content, products and/or services available on or through any other website.

14.3. Subject to Condition 14.6: (i) Client expressly assumes all risks associated with, resulting from or arising in connection with Client's participation in and/or presence at the Exhibition, (ii) neither Organizer nor any member of the Informa Group shall be liable to Client for any (a) indirect, consequential, special, incidental or punitive loss or damage, loss of actual or anticipated profits or income, loss of business, loss of opportunity, loss of goodwill, loss or corruption of data or any other type of economic loss or damage, or (b) loss (or theft) of or damage to the person, property and effects of Client and/or any of its Personnel and/or any third party, whether (a) or (b) is caused by negligence, intentional act, accident, act of God or otherwise, and (iii) Organizer's (and any member of the Informa Group's) maximum aggregate liability to Client under this Contract or otherwise in connection with the Exhibition and/or the Package, howsoever arising, shall be limited to the total amount of the Fees paid by Client.

14.4. Client shall indemnify Organizer against any loss, damage, cost, claim or expense suffered or incurred by Organizer or any member of the Informa Group arising out of or in connection with: (i) any loss of or damage to any property or injury to or death of any person caused by any act or omission of Client and/or any of its Personnel, (ii) any third party claim that either the display of any Materials and/or other exhibits (including, without limitation, counterfeit goods) by Client on the Platform and/or the receipt or use of the Materials in connection with the Package constitutes an infringement of the Intellectual Property Rights of any third party, (iii) any breach by Client of any law, (iv) where Client receives any Data List as part of the Package, any failure of Client to comply with Condition 6.2, and (v) where Client shares the Space with any third party pursuant to Condition 7.4, any act or omission of any such Space sharer and such Space sharer's Personnel.

14.5. Without prejudice to Condition 11.3, Organizer shall not be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure results from a Force Majeure Event and/or from any delay, failure or error on the part of Client in providing cooperation, performance and/or approvals, consents, information and/or materials as contemplated by this Contract. For the avoidance of doubt, nothing in this Condition 14.5 shall excuse Client from the payment of the Fees under this Contract. 14.6. Nothing in these Conditions shall exclude or limit any liability which cannot be excluded or limited by law.

14.7. Client acknowledges and agrees that, in light of the Fees, the provisions of this Condition 14 are no more than is reasonable to protect Organizer as the organizer of the Exhibition and the provider of the Package.

15. General

15.1. Organizer reserves the right to refuse any person entry to the Exhibition or to remove any person from the Exhibition at any time.



Show Information/Policies

Aviation Week Terms and Conditions

EVENT DATES:

September 22-24, 2020

#MROAP

mroasia.aviationweek.com

- 15.2. Client acknowledges and agrees that Organizer and any member of the Informa Group shall have a perpetual, irrevocable, royalty-free, non-exclusive, worldwide license and right to collect and maintain, and to reproduce, publish, display, transmit, distribute, adapt, create derivative works from, syndicate and otherwise exploit or use, commercially or otherwise, in any medium, any and all: (i) analytics data captured at or in connection with the Exhibition and/or any part of the Package (including, without limitation, attendee, user or online behaviors and usage data relating to the Website and/or any lead generation/match-making initiatives), and/or (ii) Materials and other information and/or materials displayed or made available by Client at or in connection with the Package, the Exhibition and/or any other events owned, organized, managed or operated by Organizer or any member of the Informa Group (in each case whether prior to, concurrently with, or following the entering into of this Contract) (together, both (i) and (ii) being the Data). The foregoing shall include, without limitation, Organizer being entitled to use, repurpose and reproduce the Data to create, develop, sell or otherwise make available products, services or works in any media or form (whether physical, digital or intangible) now known or later developed (which may include, without limitation, Organizer incorporating all or any part of any Materials and other information and/or materials displayed or made available by Client into such products, services or works).
- 15.3. Nothing in this Contract shall create a partnership, joint venture or agency relationship between the parties.
- 15.4. If and to the extent that there is any conflict between these Conditions and the Booking Form, the terms of the Booking Form shall prevail.
- 15.5. Each party acknowledges and agrees that this Contract constitutes the entire agreement between the parties in relation to the Exhibition and the Package and that it supersedes any and all prior oral or written understandings, communications or agreements with respect to the subject matter hereof.
- 15.6. Client may not assign or sub-contract any of its rights or obligations under this Contract without the prior written consent of Organizer. Organizer shall be entitled to assign any and all of its rights under this Contract to any member of the Informa Group and the consent of Client shall not be required. Organizer shall be entitled, without the consent of Client, to sub-contract any and all of its obligations under this Contract to any member of the Informa Group or any third party contractor assisting Organizer with the staging of the Exhibition and/or the facilitation of the Package.
- 15.7. No failure by either party in exercising any right or remedy shall operate as a waiver of the same. No waiver by either party of any breach by the other party shall be considered as a waiver of any subsequent breach of the same or any other provision of this Contract. The rights and remedies under this Contract are cumulative and are not exclusive of any rights or remedies provided by law.
- 15.8. If any provision of this Contract is or becomes invalid, illegal or unenforceable, that provision shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision shall be deemed deleted. Any modification to or deletion of a provision under this Condition 15.8 shall not affect the validity and enforceability of the rest of this Contract.
- 15.9. Unless it is expressly stated otherwise, this Contract does not give rise to any rights for a third party to enforce any term of this Contract. The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under this Contract are not subject to the consent of any other person.
- 15.10. Organizer reserves the right to set off any indebtedness of Client to Organizer against any indebtedness of Organizer to Client, regardless of whether any such indebtedness arises pursuant to this Contract or otherwise.
- 15.11. Any notice or other communication given to a party under or in connection with this Contract shall be in writing (which includes, without limitation, email).
16. Governing law and jurisdiction
- 16.1. This Contract shall be governed and construed in accordance with the laws of the State of New York. Organizer and Client agree that any and all disputes in any way relating to, or arising out of this Contract or the assignment, use, denial, change, or cancellation of Space or any other aspect of the Package, shall be submitted to the American Arbitration Association (AAA) for arbitration before a single arbitrator in accordance with the rules of AAA then in force and effect as the sole and exclusive remedy for resolving such



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disputes. The parties agree that the decision of the arbitrator shall be final and binding and that a judgment may be entered on such arbitration award in any court of competent jurisdiction. The parties agree that any such arbitration shall take place in New York, NY. The prevailing party in any such arbitration shall be entitled to recover its costs and expenses, including reasonable attorneys' fees, incurred in connection with such arbitration. THE PARTIES ACKNOWLEDGE AND AGREE THAT BY SELECTING ARBITRATION AS THE SOLE AND EXCLUSIVE REMEDY FOR RESOLVING ALL DISPUTES BETWEEN THEM, THEY ARE WAIVING THEIR RIGHT TO A TRIAL TO WHICH THEY MAY BE OTHERWISE ENTITLED.



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Virtual Event FAQ

We know that you may have many questions and uncertainties around attending a virtual conference, so we have developed a list of FAQs below. If your question isn't answered, or you want more information, please contact us on events@aviationweek.com

What is a virtual conference?

A virtual conference is a full conference programme run entirely via a virtual platform. You will register as normal, then receive joining instructions where you will be able to:

Live stream all sessions

Live Q&A with speakers & interactive polls

Face-to-Face networking with video meetings

Chat function with attendees and sponsors

A virtual conference is NOT a single webinar – it is a 3 day agenda + face-to-face networking!

How do I access the virtual conference?

Firstly, you will need to register for the event and pay the appropriate fees. You will be sent joining instructions to use the Brella Platform. You can access Brella via your computer or your mobile device via the Brella App.

The joining instructions will be sent closer to the event, please contact events@aviationweek.com if you have not received any communication.

How will I access the live stream?

Once you have joined the Virtual Conference on Brella, you will be able to access all the conference sessions at the click of a button – both for live streams or to watch "on-demand". No external downloads, no passwords, just Click + Play!

What is Matched Networking?

When you first login to the Virtual Conference you will be asked a series of questions to build your profile. The AI matchmaking machine then provides you with a list of "matched attendees" which you are able to easily arrange a meeting at a time convenient for both of you.

Once a meeting has been created, a chat function becomes available and during your meeting you can easily conduct a video call for a virtual meeting and present your screen for a sales deck.

What are the sponsorship opportunities?

There are 3 levels of sponsorship within the virtual conference. Click [here](#) to view the sponsorship options.

How do I invite my colleagues?

Invite your colleagues to join you at UAM via your social media channels or simply share the link with them. UAM is open to all industry.



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Exhibitor Services Marketing Opportunities

Please direct any additional questions regarding marketing opportunities to:

Jennifer Roberts
Events Marketing Director
+1.646.395.3812
jennifer.roberts@aviationweek.com

Maximize Your Investment

We are eager to provide you with resources to make it quick and easy to get the word out. Recommendations to help you promote your presence:

Join the Aviation Week Network Social Media groups

The event's official Twitter hashtag is #AWUAM. Be sure to follow and tag us at @avweekevents and/or @aviationweek. And don't forget to use the official event hashtag!

In addition, we will gladly work with your marketing department to accommodate any special requests.

New Tools to Help You Engage Your Customers!

InGo

Using InGo you can reach out to your whole social network and uniquely invite them to meet up with you on the exhibition floor- you can highlight your booth location, team that will be on-site, products you will be featuring- anything that you want to promote about your participation in the event. Use any of these links to spread the word via your social channels. Be sure to customize the default message for added personalization!

Official Event Logos

Official event logos for use in promotional materials are available.

[Download Logos](#)