

IYOVIA GO Code of Conduct

Last Updated: April 11, 2025

This Membership Code of Conduct ("Code of Conduct") sets out principles and guidelines to clarify the compliance expectations for each Member as they use the benefits available under their IYOVIA GO Membership ("Benefits"). It governs not only a Member's use of their Membership, but also behaviors and actions while on a IYOVIA GO vacation or at an event booked through the Membership (collectively, "Experiences").

This Code of Conduct is incorporated by reference into and forms a part of your Membership Terms and Conditions ("Member Terms and Conditions") (available at www.iyovia.travel, the "Web Site"). Any capitalized terms not defined herein shall have the same meaning as those ascribed to them in the Member Terms and Conditions.

Consequences of Code of Conduct Violation

We reserve the right to suspend or terminate your Membership if, at any time, you engage in any conduct that we, in our sole discretion, deem to be in violation of this Code of Conduct or detrimental to IYOVIA GO, the general public or other venue, accommodation or event guests. We may revise and amend this Code of Conduct from time to time. Your use of any of the Benefits offered in at www.iyovia.travel will be subject to the Member Terms and Conditions, including the Code of Conduct, in force at the time you access the Web Site and the Benefits, and your use of the Web Site and/or the Benefits shall constitute your acceptance of the applicable Member terms and conditions.

Booking an Experience

- Members are strictly prohibited from reselling any purchased or booked Experience. If you are unable to attend an Experience you've purchased, please contact customer service for the cancellation policy associated with your booking.
- Members are strictly prohibited from booking an Experience exclusively for non-members; all bookings must be in accordance with the IYOVIA GO Member Terms and Conditions.
- Members must adhere to the written terms provided for each Experience. Such terms may include, but not be limited to:
 - Booking limits. Due to demand, availability, or other factors within our sole discretion, we may limit the number of bookings allowable for each Member.
 - Name change policy. If you change the name on your booking thirty-one (31) days or more before the start date of your trip, you'll be charged a fee of \$50 USD per name change. Name changes are not permitted within thirty (30) days of the start date of your trip.
 - Cancellation policy.
- Members and guests who arrive on-site for an Experience without a prior valid booking will not be admitted. All Members and guests must have booked an Experience in advance and have all attending guest names updated in accordance with the name change policy for that Experience.

Behavior and Conduct During an Experience

We want you to have the experience of a lifetime and remind you that your behavior and that of your guests is a reflection upon yourself and IYOVIA GO. Therefore, we expect that you and your guests will conduct yourselves in a respectable manner at all times by complying with the following:

- Be mindful of your alcohol consumption. While we encourage relaxation, excessive consumption can lead to inappropriate or unsafe behavior, endangering both yourself and others. If you choose to drink, do so in moderation and never drive or operate a vehicle under the influence. The use or the possession of illegal

drugs is strictly prohibited, and violations may result in removal from the Experience and legal consequences. .

- Dress appropriately for every occasion and avoid articles of clothing that depict distasteful images, words or phrases. Conduct, behavior or language that can be deemed to be discriminatory, offensive, threatening or harassing will not be tolerated.
- Dependent children are welcome to join in the Experiences, subject to proper booking in accordance with the IYOVIA GO Member Terms and Conditions unless otherwise specified for specific Experiences. However, please watch your children carefully so as to keep the safety of your children and the enjoyment level of other guests in mind.
- Display good sportsmanship when participating in group games or activities, regardless of the outcome.
- Treat all service personnel you encounter during your Experience (including corporate staff and personnel on-site at IYOVIA GO Experiences and personnel at hotels, cruise lines, venues or excursion companies) with the utmost respect. They are there for YOU and are excited and available to assist you throughout the entire Experience.
- Illegal, dangerous or violent conduct or behavior toward others during an IYOVIA GO Experience will not be tolerated. Do not engage in any act that is defamatory, disparaging, obscene, harassing, violent, demeaning or vulgar. In addition to the general public, this specifically includes conduct or behavior towards Members, guests, vendor staff and corporate staff.
- Respect other Members' and guests' views and opinions and promote an open, inclusive and tolerant environment. Be aware of your own cultural values, biases, and how they impact your judgment of others. You do not have to agree with the opinions or beliefs of others, but you must be respectful of them.
- Do not damage, tarnish or otherwise negatively impact third party property.
- Respect places and cultures. You may be visiting sites that are holy or significant places within local culture. When visiting a place, please do not forget its primary purpose and respect its meaning to others who are present. Ask about and respect dress codes. Ensure that you have permission before taking photographs of people, and that it is appropriate to take photos in holy or significant places. Respect local communities and be mindful of noise levels, especially in residential areas and at night. Set an example for others.
- Ensure you can safely engage in the Experience, including without limitation ensuring that you bring any special safety or health equipment that you may require, for example an epinephrine auto-injector, defibrillator or other medical devices.
- Adhere to any local health restrictions and guidelines (including without limitation restrictions on gathering size, physical distancing requirements, mask requirements, or other health guidelines).
- Comply with the additional rules, policies and restrictions provided by the vendor staff, corporate staff and venue staff (as applicable).
- IYOVIA corporate staff are prohibited from engaging in physical relationships with Members or guests. Respecting professional boundaries ensures the safety and well-being of all parties.
- IYOVIA reserves the right to remove any Member or guest from your Experience if we witness any form of sexual misconduct or receive a report or allegations that you have engaged in any form of sexual misconduct. This includes but is not limited to sexual harassment, sexual violence, nonconsensual sexual intercourse, nonconsensual sexual contact, domestic violence, dating violence or stalking.

- ***Do the right thing. Say NO to sexual tourism of any kind.*** IYOVIA reserves the right to remove you from your Experience if we witness any form of engagement in sexual tourism or prostitution or receive a report or allegations that you have engaged in any form of sexual tourism or prostitution, even if sex work is legal in the countries you are visiting. This includes but is not limited to engagement in any sexual activity or relationship in exchange for money or lifestyle support.
- Wherever possible, avoid the use of plastic bags and disposable plastic water bottles. Do not leave behind any trash. Do not remove objects from the natural environment or any site you visit. Do not remove artifacts or historical objects from a site or purchase them illegally.
- Immediately report any concerns about safety, security, or unsafe or illegal behavior to a venue or corporate staff member. If you fail to immediately report these concerns this may delay our ability to respond to the situation.
- Water safety is important for swimmers of all abilities. Do not swim or participate in a water activity alone, after consuming alcohol, in an unattended area, or after sundown.
- Members and guests are expected to practice good health and hygiene routines individually and collectively. These include, but are not limited to, the following; frequent hand washing, sneezing into your elbow, physical distancing measures as instructed by local authorities, and proper use of personal protective equipment (masks, hand sanitizer) when required as per local regulations. Should any Member or guest exhibit symptoms or behaviors deemed concerning, we reserve the right to require appropriate medical assessment, and to isolate or remove the individual(s) from the Experience as a precautionary measure for the safety of others and to allow us to assist the individual(s) in receiving medical and other help as appropriate.

Consequences

- If a Member or guest fails to adhere to this Code of Conduct and we determine, in our discretion, that there is a concern for the safety, security, or well-being of others, we may remove the Member or guest from an Experience immediately.
- Incidents may be reported to local authorities where appropriate.
- Members or guests removed from an Experience for violating this Code of Conduct are responsible for all costs related to their removal, including accommodations and transportation home at their own expense. No refunds will be issued for removals due to Code of Conduct violations.