

Special clauses for the teamLab SuperNature Macao (the “Exhibition”):

1. Children under 13 years old must be accompanied by an adult at all times. Parents, guardians and/or supervising adults are responsible for the behavior of their children and may be required to remove them from the Exhibition should they become a nuisance or disruptive to others. The Company reserves the right to deny entry or remove from the Exhibition any guests with inappropriate behavior.
2. Before entering the Exhibition, guests must watch the presentation video thoroughly.
3. Food and drinks must be purchased and consumed within the designated areas. No flash, selfie sticks or tripods are permitted inside the Exhibition. No high heels, flip-flops, sandals or other unstable footwear, as well as large bags, are permitted inside the Exhibition.
4. All guests entering the Exhibition do so at their own risk. All guests, in particular elderly, pregnant women and guests in wheelchairs, ought to be extremely careful when walking through the Exhibition and exploring the artworks as the venue is dark and with uneven/slippery floors. The Exhibition’s staff should be contacted if any assistance is required.
5. In case of emergency, the instructions of the Exhibition’s staff to exit the venue must be followed.
6. Morning entry ticket holders must arrive at the Exhibition before 12:00pm.
7. Tickets are for single use and cannot be used for re-entry.
8. teamLab SuperNature Box Office on-day ticket sale cut-off and the exhibition’s last entry time is 45 minutes before closing.
9. All guests might still be required to wait in-line, depending on the maximum capacity and safety concerns.
10. Some artwork areas might not be accessible to guests in wheelchair due to safety concerns.
11. Some artwork areas might be temporary closed without prior notice.
12. No refund or exchange on any ticket is permitted unless the event is postponed or cancelled.
13. Travel to and from the Exhibition is of the sole responsibility of the ticket holder.
14. Tickets may not be resold or offered for resale without the prior written consent of Cotai Ticketing.
15. All guests will be required to have their body temperature measured at the entrance.
16. The health declaration form available at <https://app.ssm.gov.mo/healthPHD/page/index.html> must be completed and submitted prior to entry.

17. The Company reserves the right to deny admission to guests visitors with fever, cough or flu-like symptoms.
18. All guests, including children, must wear a facemask at all times. Hand sanitizers are available at the venue.
19. All guests shall try to maintain a minimum distance of at least one meter from other guests at all times.
20. Cotai Ticketing reserves the right not to replace lost tickets and to vary, amend, add, or revoke any of these Terms and Conditions at its sole discretion at any time without prior notice. See further details and updates at www.cotaiticketing.com.