

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

1. Tickets are for single use and cannot be used for re-entry.
2. Early Entry Ticket holders must arrive at the Exhibition before 1pm.
3. 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.
4. Before entering the Exhibition, visitors must watch the presentation video in its entirety.
5. Smoking is prohibited.
6. Outside food and drinks, including candy and gum, are prohibited. Food and drinks may only be purchased and consumed within the designated areas.
7. Photography is permitted but flash is prohibited. No tripods, lights, selfie sticks or other external equipment are permitted inside the Exhibition.
8. No high heels, flip-flops, sandals or other unsafe footwear, nor any large bags are permitted inside the Exhibition.
9. All visitors entering the Exhibition do so at their own risk. All visitors, in particular the elderly, pregnant women and visitors in wheelchairs, should be extremely careful when moving through the Exhibition and exploring the artworks, as the venue is dark and has uneven/slippery floors. Please contact the Exhibition’s staff if any assistance is required.
10. In case of emergency, please follow the instructions of the Exhibition’s staff to exit the venue.
11. Some areas may only be accessible by stairs.
12. Some areas may not be accessible to visitors in wheelchairs due to safety concerns.
13. Some artwork areas might be temporarily closed without prior notice.
14. Some artwork contains strong lighting and loud audio effects, which may cause sensory discomfort in an instant.
15. Visitors should not touch the equipment including LED screens, transparent screens, mirrors, sensors, projectors.
16. Some areas have mirrored floors. Wrap skirts are available upon request.
17. Visitors may get wet in some areas. Protective gear is available upon request.
18. Photo or video shooting for commercial purposes is not permitted without prior consent.

19. Visitors may be asked to wait in line, depending on the venue's maximum capacity and safety concerns.
20. Travel to and from the Exhibition is the sole responsibility of the ticket holder.
21. All visitors will be required to have their body temperatures checked at the entrance.
22. The health declaration form available at <https://app.ssm.gov.mo/healthPHD/page/index.html> must be completed and submitted prior to entry.
23. The Company reserves the right to deny admission to visitors with a fever or respiratory symptoms.
24. All visitors, including children, must wear a facemask at all times. Hand sanitizers are available at the venue.
25. All visitors should try to maintain a minimum distance of at least one meter from other visitors at all times.
26. The cut off for same-day ticket sales at the teamLab SuperNature Box Office and final entry to the exhibition are 45 minutes before closing.
27. Tickets may not be resold or offered for resale without the prior written consent of Cotai Ticketing.
28. No refund or exchange for tickets is permitted unless the event is postponed or cancelled.
29. 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](http://www.cotaiticketing.com).
30. The Company reserves the right to deny entry or remove from the Exhibition any visitors who do not follow the above Rules and Regulations.