

TERMS & CONDITIONS

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REE.global - Ready Entertainment E-shop ("Platform")

REE.global is operated by NeonHeads Portugal, Unipessoal LDA, Rua Alcolena 43, 1400-004 Lisbon, Portugal, VAT PT515114618 ("REE.global", "we", "us").

By accessing the Platform or purchasing any service, you ("Client" or "User") agree to be bound by these Terms & Conditions ("Terms"). If you do not agree, you may not proceed with any booking.

1. DEFINITIONS

REE.global / Platform - The online marketplace facilitating the booking and delivery of entertainment services for live events.

Client / Buyer - Any individual, company, agency, or legal entity purchasing services through the Platform.

Service Provider - Any Artist, production company, agency, collective, technical crew, or other individual or legal entity providing Services through the Platform.

Artist - An individual performer engaged as a Service Provider to deliver artistic or entertainment Services through the Platform.

Booking - A reservation request submitted through the Platform for a specific Event Date and Event City.

Event Date - The confirmed date on which the Service is scheduled to be performed.

Event Venue - The specific physical location where the Service will be performed, as confirmed after Booking.

Intellectual Property or IP - All choreography, costumes, designs, characters, branding, music, staging, concepts and related materials.

Rider - Technical, hospitality, logistical and safety requirements that must be fulfilled by the Client.

Force Majeure - Events beyond reasonable control including natural disasters, government actions, war, strikes or serious illness.

Service / Product - A time-limited entertainment performance, act, installation, or related service purchased via the Platform.

2. PLATFORM ROLE

REE.global acts as a coordination and booking intermediary between Clients and Service Providers, facilitating communication and logistics. The Service is executed exclusively by the Service Provider, who remains solely responsible for its professional performance and delivery.

REE.global is not:

- the employer of Artists
- the event organizer
- the venue operator
- the producer of the Client's event

*Except where explicitly stated, creative works remain the property of their respective owners.

3. BOOKINGS & PAYMENTS

3.1 Booking Request

Submitting payment authorization represents a binding request. Confirmation is generally issued within 48 hours following payment authorization, subject to availability and final verification.

3.2 Confirmation

A Booking becomes legally binding only after written confirmation from REE.global. Until then, funds may be authorized but not captured.

3.3 All-Inclusive Pricing

Unless stated otherwise, prices include artist fees, coordination and required support teams. Taxes or government charges may be added during checkout.

3.4 Off Platform Transactions

Payments outside the Platform for Services listed on REE.global are not permitted. In case of violation, REE.global reserves the right to take appropriate measures, including cancellation of bookings or suspension of accounts.

3.5 Chargebacks

If a Client initiates a chargeback, REE.global may suspend access and provide relevant documentation to the payment provider and, where necessary, to the Service Provider. Initiating a chargeback does not automatically release the Client from payment obligations for confirmed Bookings or for costs already incurred in connection with the Service, unless otherwise agreed in writing.

4. SERVICE DELIVERY

4.1 What We Deliver - REE.global delivers time-bound, professionally managed entertainment services for live events. Each booking includes performance coordination, logistical planning, and operational oversight to ensure quality, safety, and consistency.

4.2 Preparation & Access

Certain performances require advance preparation, including but not limited to technical setup, stage rehearsals, costume fittings, sound and lighting checks, safety briefings, and venue inspections.

Depending on the nature and complexity of the booked service, rehearsals may be mandatory or optional. However, a venue check is always required prior to the performance to ensure proper performance conditions and safety.

REE.global ensures that the Artist's team is available for preparation and rehearsal at least one (1) day prior to the Event Date, depending on the Rider, venue access, logistical feasibility, and performance complexity.

The purpose of the venue check and preparation includes, but is not limited to:

- Familiarization with the event venue and layout
- Inspection of stage, flooring, and performance surfaces
- Assessment of backstage facilities and access routes
- Verification of technical infrastructure (sound, lighting, power supply)
- Evaluation of visibility, audience distance, and spatial requirements
- Review of safety conditions for performers, crew, and guests

The Client is responsible for providing timely and adequate access to the venue and suitable technical conditions for the performance, including access to all relevant areas required for preparation, rehearsal, and safety checks.

Failure to provide sufficient venue access, technical readiness, or safe working conditions may impact the quality, feasibility, or safety of the performance and does not qualify for a refund or compensation.

REE.global and the Artist reserve the right to adjust, delay, or cancel a performance if the venue conditions pose a safety risk or do not meet the technical or spatial requirements of the booked service.

4.3 Operational Adjustments

Reasonable modifications may be made for safety or logistics provided the essence of the Service remains intact.

4.4 Performance Support Team

Depending on the service, REE.global may assign professional support personnel including but not limited to artist managers, assistants, technical managers, stage managers, stylists, wardrobe staff,

makeup artists, choreographers, show directors, lighting and sound technicians, prop handlers, backstage coordinators, and creative supervisors and other specialized personnel required for the proper execution of the performance.

The size and composition, and roles of the support team depend on the specific performance requirements, safety considerations, and venue conditions.

4.5 REE Manager

The REE Manager acts as the primary point of contact and is responsible for overseeing that the service is delivered in accordance with the confirmed Booking.

The REE Manager's role includes:

- Coordinating communication between the Client, the Artist, and the assigned support team
- Confirming service scope, timelines, and requirements as defined in the booking and Rider
- Overseeing logistical alignment to ensure proper service delivery
- Monitoring that the booked service matches the description presented on the Platform

The REE Manager is not required to be physically present at the Event and does not act as the event organizer, producer, or venue operator; however, attendance may occur depending on the nature and specific requirements of the booking.

4.6 Communication

Direct unsupervised communication between Client and Service Provider is not permitted. All official instructions, changes, approvals, and operational decisions must be communicated exclusively through REE.global's assigned management to ensure proper coordination, logistical alignment, and consistent service delivery.

This protocol is in place to prevent misunderstandings, unauthorized changes, and operational risks, and to ensure that all services are delivered as agreed.

REE.global is not responsible for any issues, delays, or discrepancies arising from unsupervised or private communication between the Client and the Service Provider.

5. CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide accurate, complete, and up-to-date information regarding the Event, including venue details, location, access instructions, and contact persons
- Ensure that the Event Date, schedule, and timing are clearly communicated and adhered to
- Prepare the venue in accordance with all technical, spatial, and safety requirements specified in the applicable Rider or as communicated in writing by the assigned REE Manager

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- Provide timely and adequate access to all relevant areas required for rehearsals, venue checks, setup, and performance execution
- Ensure compliance with all applicable laws, venue regulations, safety standards, and local requirements
- Inform REE.global in writing and in advance of any changes that may affect the booked service, including timing, venue conditions, or technical setup

The Client acknowledges that failure to provide accurate information, proper venue access, technical readiness, or safety compliance may result in performance limitations, delays, or non-delivery.

In such cases, the Client is not entitled to a refund or compensation, as the service could not be delivered due to circumstances within the Client's control.

6. ARTIST & PRODUCTION CREW RESPONSIBILITIES

6.1 Service Delivery Obligations

Artists, production companies, agencies, and any other individuals or entities providing services through the Platform (collectively, the **Service Providers**) are fully responsible for proper execution of the booked Service. Service Providers shall:

- deliver the Service strictly in accordance with the confirmed Booking, Rider and agreed scope
- ensure that all performers, technicians, crew members and representatives arrive on time and are fully prepared for rehearsals, inspections and performance
- comply with schedules and cooperate with REE.global to enable efficient execution
- maintain professional behaviour, presentation and recognized industry standards
- observe all applicable laws, venue regulations, safety obligations and cultural requirements
- follow the operational, technical and logistical direction of the assigned REE Manager
- notify REE.global without delay of any risk, delay or circumstance that may affect delivery
- secure all necessary licenses, permissions and rights for music, choreography, costumes, designs and other creative elements
- provide accurate, current and non-misleading information concerning availability, specifications and materials listed on the Platform
- maintain insurance coverage where legally required or appropriate to the nature of the Service

Where a production company or agency supplies performers or crew, that entity remains fully liable for their selection, supervision, conduct, compliance and scheduling.

6.2 Confidentiality

Service Providers must keep strictly confidential all non-public information relating to Clients, bookings, pricing, logistics, technical setups and operational arrangements, unless disclosure is required by law or expressly authorized in writing by REE.global.

6.3 Media and Publicity

Service Providers may not publish, distribute or otherwise disclose backstage materials, rehearsal content, recordings or Client information without prior written approval from REE.global and, where required, the Client.

6.4 Non-Circumvention

Service Providers are prohibited from initiating or pursuing direct or indirect commercial relationships with Clients introduced through the Platform where the intention or effect is to bypass REE.global's booking, coordination or payment structure.

6.5 Force Majeure Notification

Service Providers must immediately inform REE.global upon becoming aware of any event or circumstance that could prevent or materially delay performance.

6.6 Consequences of Breach

Failure to comply with these obligations may result in booking cancellation, suspension or removal from the Platform, financial responsibility for damages, and any other contractual or legal remedies available to REE.global.

7. TRAVEL & LOGISTICS

Although REE.global takes reasonable steps to support reliable travel arrangements, it is not responsible for delays, cancellations, lost luggage, or other disruptions caused by airlines, transport providers, or third-party logistics partners.

8. CANCELLATIONS & REFUNDS

8.1 Client Cancellation

Once a Booking is confirmed, cancellation by the Client may result in a partial or full refund depending on the timing of the cancellation and the operational costs already incurred in connection with the Service. Any refund is subject to assessment of the specific circumstances and applicable law.

8.2 Event Day / No Show

If the Client cancels on the Event Date, or if the Event Venue is not accessible or not prepared in accordance with the confirmed Booking and Rider requirements due to reasons attributable to the Client, the Booking shall be treated as a no-show. In such cases, payments already made are non-refundable, unless otherwise required by applicable law or expressly agreed in writing.

8.3 Artist Inability

If an Artist is unable to perform due to illness, Force Majeure, or other unforeseen circumstances beyond REE.global's reasonable control, REE.global may, at its discretion, offer a suitable replacement or, where appropriate, issue a full refund.

8.4 Refundable Situations

Refunds may be considered where a confirmed Service is not delivered in material accordance with the agreed Booking and Rider requirements due to reasons attributable to the Service Provider. Any such claim must be supported by objective evidence demonstrating a substantial deviation from the agreed scope.

8.5 Non-Refundable Situations

No refunds shall be issued where the cancellation or non-delivery of a booked Service results from circumstances within the Client's responsibility or control. This includes, but is not limited to, the following situations:

- Unmet Rider requirements
- Incorrect or incomplete venue information
- Regulatory or legal restrictions at the Event Venue
- Client-side operational failures that prevent service delivery
- Venue access restrictions, last-minute venue changes, or unsuitable replacement spaces
- Safety, security, or crowd-control conditions that make performance delivery unsafe

In such cases, REE.global shall not be liable for the non-delivery of the Service, and payments already made shall be non-refundable, unless otherwise required by applicable law.

8.6 Processing

Any refund approved under these Terms shall be issued to the original payment method used by the Client at the time of booking. Once a refund is approved, REE.global will initiate the refund through its payment provider. The refund amount will be returned to the Client's original payment account, subject to the processing procedures of the bank or payment provider.

Clients acknowledge that refunds may not appear immediately in their accounts and that additional delays may occur due to bank or payment provider processing times, which are beyond the control of REE.global. In some cases, refunds may take several business days to be reflected in the Client's account.

Refunds are issued only after an internal assessment confirms that the Client is eligible under these Terms. REE.global reserves the right to withhold or adjust a refund to account for any non-recoverable operational, logistical, or administrative costs incurred prior to cancellation.

9. LIABILITY & INSURANCE

9.1 Artist Liability.

REE.global maintains general liability insurance covering claims arising directly from the Artist's performance during the delivery of the booked service, subject to the terms, conditions, and coverage limits of the applicable insurance policy.

This insurance does not extend to damages, injuries, or losses resulting from unsafe venue conditions, Client-controlled equipment, audience behavior, regulatory non-compliance, or other circumstances beyond REE.global's reasonable control.

9.2 Artist Health & Personal Insurance

Artists and production entities are solely responsible for maintaining valid and adequate health, medical, travel, and personal accident insurance coverage for themselves and their personnel, including coverage for incidents occurring during rehearsals, performances, travel, or any related activities. REE.global does not provide any medical, health, travel, or personal accident insurance for Artists or their support teams.

9.3 Venue Liability

The Client is responsible for ensuring that the Event Venue is properly insured and complies with all safety requirements. This includes insurance coverage for:

- structural integrity
- equipment-related risks
- environmental hazards

that could affect the performance, the Artists, the support team, or the audience. REE.global shall not be held liable for any injuries, damages, or losses resulting from unsafe venue conditions, faulty equipment, environmental hazards, or other risks arising from the Event Venue.

9.4 Props & Costumes Liability

Any damage to Props, Costumes, or other equipment provided by REE.global that is caused by the Client, the Client's staff, venue personnel, or any third parties under the Client's responsibility shall be compensated by the Client at full replacement value.

Compensation shall include the cost of repair or full replacement, as applicable, including related transport, logistics, production, and handling costs where relevant.

9.5 Personal Injury & Health Incidents

REE.global shall not be liable for any personal injuries, health-related incidents, or damages arising from:

- unsafe or non-compliant venue conditions,
- audience behavior or third-party actions,

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- equipment, infrastructure, or technical elements provided or controlled by the Client or the Venue,
- or any circumstances beyond REE.global's reasonable control.

Nothing in this clause limits liability where such limitation is prohibited by applicable law.

9.6 Inherent Risks & Safety Compliance

The Client acknowledges that certain Services involve inherent risks, including but not limited to live performances, aerial acts, special effects, rigging, pyrotechnics, technical installations, and crowd interaction.

The Client agrees to:

- ensure that the Event Venue complies with all safety, structural, and technical requirements communicated in the Rider or Booking confirmation,
- provide a safe operational environment,
- comply with all safety instructions communicated by REE.global and/or the Service Provider, and
- ensure that audience management and security measures are adequate for safe delivery of the Service.

Failure to comply with these requirements may result in suspension or cancellation of the performance without refund.

10. INDEMNIFICATION

The Client agrees to indemnify, defend, and hold harmless REE.global, its affiliates, partners, employees, and representatives from and against any claims, damages, losses, liabilities, costs, or legal expenses arising from the Client's actions or omissions.

This includes, but is not limited to, claims resulting from unsafe or unsuitable venue conditions, Client negligence, regulatory or legal violations, and the actions of third parties engaged by the Client, including venue staff, security providers, technical teams, contractors, or other service providers.

11. IP LICENSING & MEDIA USAGE

11.1 Intellectual Property Ownership

All show concepts, choreography, costumes, visual designs, characters, branding elements, and creative content associated with the services remain the intellectual property of REE.global and/or the respective Artist.

11.2 Client Usage Rights

The Client is granted a limited, non-exclusive license to display the performance at the Event Venue solely on the Event Date and during the agreed performance time. No ownership rights are transferred to the Client.

11.3 Photography, Filming & Commercial Use

Any commercial photography, video recording, live streaming, broadcasting, paid promotion, advertising use, or campaign usage of the performance requires prior written approval from REE.global and may be subject to additional licensing fees or restrictions depending on Artist requirements.

Personal, non-commercial use, including guest photography and social media sharing from the Event, is permitted unless otherwise specified in the confirmed Booking or Rider.

11.4 REE.global Marketing Rights

REE.global may use photos, videos, and recordings from the event for promotional and marketing purposes unless the Client submits a written objection prior to the Event Date.

11.5 Character-Based & Themed Performances

Where performances include character-based themes, visual inspiration, or stylistic references, these are presented as themed interpretations and creative adaptations. They are not official reproductions, endorsements, or licensed replicas of any third-party intellectual property unless explicitly stated in writing.

11.6 AI-Generated & Conceptual Visuals

Some promotional images, concept visuals, and product representations may be created using artificial intelligence or digital design tools for illustrative and marketing purposes. REE.global makes commercially reasonable efforts to ensure that the final delivered performance reflects the quality, style, and overall concept shown in the AI-generated or conceptual visuals. However, minor variations in appearance, materials, or execution may occur due to live production conditions, availability of resources, or artistic adaptation.

11.7 Content Modification & Reuse

The Client may not edit, modify, reproduce, distribute, or reuse any performance content, recordings, or visual materials for purposes beyond the agreed Event Date without prior written approval from REE.global.

11.8 Brand & Reputation Protection

The Client shall not use the name, branding, or identity of REE.global or the Artists in any misleading, defamatory, or inappropriate manner that could harm their reputation, image, or commercial value.

12.FORCE MAJEURE

Neither party shall be liable for any failure or delay in performance caused by Force Majeure events beyond their reasonable control, including but not limited to natural disasters, severe weather, war, governmental restrictions, strikes, or serious illness.

In the event that a performance cannot take place due to Force Majeure, REE.global may, at its discretion, reschedule the performance, offer a suitable replacement, or consider a refund where appropriate. No automatic refund shall apply, and each case shall be assessed individually based on the circumstances and operational costs incurred.

13.MISCELLANEOUS

REE.global reserves the right to update or modify these Terms & Conditions at any time. Any changes will become effective upon publication on the Platform.

Continued use of the Platform after such updates constitutes the Client's acceptance of the revised Terms & Conditions.

14.GOVERNING LAW & JURISDICTION

These Terms are governed by Portuguese law and disputes fall under Portuguese courts.

15.LIMITATION OF LIABILITY

REE.global shall not be liable for any indirect, incidental, or consequential damages arising from the use of the Platform or the delivery of services. REE.global's total liability shall not exceed the amount paid by the Client for the booked service.

16.SEVERABILITY

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

17.ENTIRE AGREEMENT

These Terms constitute the entire agreement between the Client and REE.global regarding the use of the Platform and the booking of services.

18.NOTICES

Any notices or official communications under these Terms must be made in writing and delivered via the Platform, email, or other written channel designated by REE.global. Notices shall be deemed received upon confirmation of delivery or, if sent by email, upon transmission without delivery error.

19.ASSIGNMENT

REE.global may assign or transfer its rights and obligations under these Terms to an affiliate, successor, or acquirer. The Client may not assign or transfer its rights or obligations without prior written consent of REE.global.

20.THIRD-PARTY BENEFICIARIES

These Terms do not create any rights for third parties, except that REE.global's affiliates, partners, employees, and representatives may rely on the protections and limitations set out in these Terms where applicable.