



IIHF Online Event Registration System – Terms and Conditions and Processing of Personal Information

Welcome to the IIHF Online Event Registration System (“Registration System”). The International Ice Hockey Federation (“IIHF”) operates the Registration System which from time to time allows You to reserve accreditation, accommodation, transport and other services in relation to your attendance at varying IIHF Competitions, IIHF Congresses, IIHF Camps, IIHF Workshops/Seminars or other IIHF organized events (hereinafter referred to as “Events”). For the sake of clarity, the request for an accreditation does not entitle You to receive the accreditation requested. The IIHF is ultimately deciding, at its sole discretion, whether an accreditation for a specific person is issued. An accreditation card is not a document – similar to a ticket – that grants access to a specific game. By accessing or using the Registration System, You agree to be bound by the terms described herein, including any policies incorporated by reference (hereinafter referred to as the “Terms”). Please do not access or use the Registration System if You do not agree to the Terms.

1. Agreement

These Terms define the terms and conditions applicable to Your use of the Registration System including where applicable, transport, accommodation, accreditation and other services (collectively referred to as “Services”) provided through the Registration System for an Event and the conditions applicable to the processing of any personal information required to this effect. These Terms constitute an agreement between You and the IIHF governing your access to and use of the Registration System.

2. Eligibility

Access to and use of the Registration System are by invitation only and subject to compliance with the Terms. Only persons who are 18 years of age are eligible to access the Registration System. The IIHF reserves the right to terminate Your registration at any time in its sole discretion if you violate the Terms.

3. Guests and Staff

The Registration System also allows you to order Services for and on behalf of Your Guests and Your Staff. You cannot request Services on behalf of a person under the age of 18, unless You are the respective person’s parent or legal guardian. Prior to submitting any personal information on behalf of Your Guests or Staff through the Registration System, You are responsible to inform Your Guests and Staff, obtain their authorization to act on their behalf and ensure that they understand the present Terms, especially the conditions applicable to the collection, transfer, processing and sharing of their personal information under the conditions described in section 4.

4. Collection and Use of Personal Information

To facilitate the services offered through the Registration System, You will need to register with the IIHF and provide certain information about Yourself (and where applicable Guests and/or Staff) and You and/or Your Guests and/or Staff’s participation in an Event. The IIHF needs to receive and process this

information to enable Your use of the Registration System and to provide the requested service(s) via the Registration System. To ensure that the right service(s) is provided to You and Your Guests and/or Staff, it is Your responsibility to provide accurate and complete information in the registration process, including updating such information when necessary.

- a) **Privacy Policy:** Personal information collected through the Registration System will be processed in accordance with the Terms and IIHF Privacy Policy available on iihf.com ("Privacy Policy").
- b) **Purpose of processing:** (i) helping facilitate You and Your Guests and/or Staff's entry and stay in the territory where the Event is taking place; (ii) granting and managing You and Your Guests and/or Staff's accreditation to the Event and managing the security of the Event; (iii) booking and providing accommodation and/or travel services; (iv) contacting You by email, phone or sms to provide You relevant information about the Event program, as well as information related to Your security, transportation and accommodation; and (v) any other purpose You may from time to time provide Your consent to the IIHF to facilitate.
- c) **Personal information collected:** information collected through the Registration System includes, but is not limited to; title, first name, last name, date of birth, email address, photo, organization/company, position/function, identity document details (nationality, number, date and place of issuance, expiry date), job title, special dietary restrictions, address, phone number, flight number, date and time of departure and arrival of the flight, check-in and check-out date and time, and room type.
- d) **Sharing information with third parties:** where necessary for the purposes indicated in section 4, the IIHF is authorized to share Your and Your Guests and/or Staffs personal information with the following recipients (i) service providers acting on the IIHF's behalf which help the IIHF operate, secure and maintain the Registration System or the operation of the Event; (ii) local organizing committee responsible for helping the IIHF deliver the Event; (iii) competent authority in a respective country where an Event is taking place which require certain information to facilitate Your and Your Guest and/or Staffs stay in the country and ensure the security of the Event; (iv) IIHF official travel agent (Destination Sport) (more information concerning Destination Sport processing of personal information is available at <https://destinationsport.com/privacy-policy/>); (v) hotels and other accommodation service providers; and (vi) travel service providers such as airline carriers, in accordance with their respective privacy policies.
- e) **Data retention:** the IIHF will retain Your personal information only for the duration necessary for the purposes identified in these Terms or as necessary to meet its legal obligations.
- f) **User Accounts and Profiles:** When You register with the Registration System, an ongoing user account and profile may be created in Your name. This profile contains the personal information You provide and may be updated when You participate in future Events. The purpose of the profile is to: (i) allow You to reuse Your information for future Event registrations without re-entering the same data; (ii) facilitate the management of Your accreditations, accommodations, travel, and other Services across Events; and (iii) improve the efficiency, accuracy, and security of the Registration System.
You may access and update Your profile information at any time by logging into the Registration System. You also have the right to request the deactivation and deletion of Your profile at any time by contacting privacy@iihfoffice.com. If You request deletion, the IIHF will delete or anonymize Your profile unless retention is required by law. Your profile will remain active until (i) You request deletion, or (ii) the IIHF determines that the profile is no longer needed to provide Services or to comply with applicable legal obligations.

- g) **International Transfer:** Personal information collected through the Registration System is usually processed in the European Union or Switzerland. However, some of the receipts indicated in Clause 4(d) may be located outside of the European Union or Switzerland. Some countries do not provide in their laws for a level of protection of your privacy equivalent to the one applied within the European Union or Switzerland.
- h) **Contacting the IIHF:** You have the right to request access to Your data, to request the deletion or correction of any erroneous or incomplete data and to object to the IIHF's use of Your data. You may log in to the Registration System to update Your personal information. To request the deletion or correction of erroneous or incomplete data when the Registration System is closed, please contact the IIHF at privacy@iihfoffice.com.
- i) **Capture and use of images:** As participants in an Event, You, and/or Your Guest and/or Staff, agree to be filmed, televised, photographed, identified and/or otherwise recorded during the Event, and that Your, and/Your Guest and/or Staff, captured or recorded image, together with Your names, likenesses, voices, performances and biographical information, may be used, including copied and communicated to the public, in any content, format and through any media or technology whether now existing or created in the future, without payment, for the maximum duration permitted by applicable law and when applicable at least until they are in the public domain, by the IIHF and its affiliated third parties such as commercial partners, broadcasters, social media networks, Member National Associations, Organizing Committees of IIHF Competitions during and after the Event in relation to direct or indirect promotion of IIHF Competitions, ice hockey development and the IIHF in a commercial or non-commercial manner.

5. Specific Accommodation Service Conditions

The Registration System facilitates hotel room reservations. Reservation of rooms and the overall hotel and room allocations are subject to availability and the IIHF cannot guarantee that it will be able to satisfy Your request. When You request accommodation on the Registration System, Your request is still subject to IIHF confirmation, and Your reservation will become effective only upon email confirmation from the IIHF subject to all applicable invoicing requirements. Once You receive the reservation confirmation, Your reservation will be considered as final and no cancellation or modification will be acceptable. The invoice related to Your reservation confirmation will be considered fully due and any amount paid shall be non-refundable.

6. Rules for the Use of Media Content

You acknowledge and agree that the use of photographs and/or audio/video content within captured within the Event venues is restricted according to the IIHF Social Media Guidelines, which can be found on iihf.com.

7. Cancellation of the Event

Should an Event be cancelled for any reason within the IIHF's control, when feasible, the IIHF will refund any amount You paid via invoice for a service that You registered for in the Registration System. The IIHF will not be liable for any other direct or indirect costs or expenses (such as travel and other associated costs) incurred by You because of any such cancellation.

8. Disclaimer

In addition to all other items agreed to herein, You agree to the following:

- a) Your use of the Registration System shall be at Your sole risk and You are responsible for ensuring that Your use is compliant with laws applicable to You.

- b) It is Your responsibility to keep Your log-in and password information secure and to immediately notify the IIHF in case You notice any unauthorized use of Your user account.
- c) The Registration System is provided to You "as is" and without any express or implied warranty of availability or fitness for a particular purpose. The Registration System may contain technical mistakes, inaccuracies or typographical errors.
- d) The IIHF reserves the right to modify, improve, update, suspend or terminate any functionality of the Registration System or its content, at any time and without notice.
- e) Your attendance at certain Events may be subject to successful completion of the visa and entry processes into the host country(ies) of the Events. In certain cases, due to country laws, You and/or Your Guests and/or Staff may not be allowed to take part in the Event.

9. Limitation of Liability

To the fullest extent admissible under applicable laws, the IIHF, its officers, directors, employees or agents, and the IIHF's affiliates and subcontractors, shall not be liable for damages of any kind arising in connection with: (i) any conduct of any other user of the Registration System; (ii) errors or inaccuracies in the Registration System or information provided on the Registration System; (iii) any delays, interruptions, failure, poor quality or limitations of any kind in transmissions to or from the Registration System or in the delivery or the performance of services offered on the Registration System; (iv) any acts, errors, omissions, representations, warranties, breaches or negligence of any third-party providers, or any personal injuries, death, property damage or other damage or expenses resulting therefrom, and (v) You or Your Guests and/or Staff being denied entry into the territory of a country where the Event is taking place.

10. Indemnification

YOU AGREE TO DEFEND, INDEMNIFY AND HOLD HARMLESS THE IIHF, AS WELL AS ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, AFFILIATES AND SUBCONTRACTORS, FROM AND AGAINST ANY CLAIMS OR DAMAGES (INCLUDING LEGAL FEES) ARISING IN RELATION TO YOUR VIOLATION OF THE PRESENT TERMS INCLUDING, BUT NOT LIMITED TO, IN THE EVENT OF YOUR FAILURE TO INFORM AND OBTAIN CONSENT FROM YOUR GUESTS AND/OR STAFF AND ENSURE THAT THEY UNDERSTAND THE PRESENT TERMS, BEFORE ENTERING THEIR PERSONAL INFORMATION INTO THE REGISTRATION SYSTEM. THIS DEFENSE AND INDEMNIFICATION WILL SURVIVE THE PRESENT TERMS AND YOUR USE OF THE REGISTRATION SYSTEM.

11. Miscellaneous

- a) **Non-waiver:** No action of the IIHF, other than a written waiver or amendment, may be construed as a waiver or amendment of a provision of these Terms. If any provision of these Terms is found invalid or unenforceable, the remainder of these Terms shall remain valid and enforceable to the fullest extent permitted by applicable law.
- b) **Modification of these Terms:** The IIHF reserves the right to change any term or condition within these Terms at any time and in its sole discretion. When the IIHF makes changes, it will revise the last updated date at the bottom of the Terms. Any changes will become effective immediately upon posting. While the IIHF will take reasonable steps to inform You about any Changes to the Terms, Your continued use of the Registration System after posting the change will constitute your acceptance of such changes.
- c) **No Assignment:** You may not assign any rights or license granted to You in these Terms or the service provided to You in the Registration System.
- d) **Governing Law:** The present Terms shall be governed and interpreted by the laws of Switzerland, without reference to its conflict of laws. Any dispute arising from or in connection

with the execution or interpretation of these Terms, or any breach thereof which cannot be settled amicably, shall be submitted to the exclusive jurisdiction of courts in Zurich, Switzerland.

Last Updated: July 2025