

REGGAETON CRUISE GUEST TERMS AND CONDITIONS
CRUISE SPECIAL EVENT SERVICES AGREEMENT

Last Updated: October 12, 2026

IMPORTANT NOTICE TO GUESTS

THIS AGREEMENT CONTAINS IMPORTANT LIMITATIONS ON THE RIGHTS AND REMEDIES OF GUESTS, INCLUDING TIME LIMITS TO PROVIDE NOTICE AND TO SUE, FORUM SELECTION, ARBITRATION FOR CERTAIN DISPUTES, WAIVER OF JURY TRIAL FOR DISPUTES SUBJECT TO ARBITRATION, AND WAIVER OF CLASS, REPRESENTATIVE, AND PRIVATE ATTORNEY GENERAL PROCEEDINGS.

THIS REGGAETON CRUISE SPECIAL EVENT SERVICES AGREEMENT (this “Agreement”) is entered into between SPECTRA ENTERTAINMENT LLC, a Florida limited liability company (“Spectra”), as the principal company issuing this Agreement and the executive producer and event operator of the Reggaeton Cruise (Spectra is referred to in this Agreement as “Reggaeton Cruise”), and each individual who prebooks, purchases, receives, registers for, or attends the Reggaeton Cruise voyage and its related pre-cruise, onboard, destination, or post-cruise programming (the “Event”). The terms “Guest,” “you,” and “your” mean each person participating under a prebooking, booking, ticket, reservation, invitation, wristband, credential, or other access method for the Event.

1. ACCEPTANCE, BINDING EFFECT, AND AGE REQUIREMENT

1.1 Acceptance by Prebooking, Purchase, Registration, or Attendance. This Agreement is a binding legal contract between Reggaeton Cruise and each Guest. You agree to these terms when you make or authorize a Prebooking Payment; buy a ticket; make, confirm, pay for, or are included in a reservation; accept a booking confirmation or invoice; register online or in person; check in, including online check-in; board the ship; pick up or use a wristband, credential, badge, pass, lanyard, keycard, QR code, or other access method; enter an Event area; take part in an Event activity; or access Event content, messages, livestreams, or digital materials (together, “Participation”). Clicking “I Agree,” checking a box, tapping to accept, or completing any prebooking, purchase, or check-in process that references these terms counts as your signature and agreement to the fullest extent allowed by law. If you do not agree, do not make a Prebooking Payment, book, participate, or enter any Event area. Reggaeton Cruise may refuse entry or withdraw access for noncompliance with this Agreement.

1.2 Authority for Others, Lead Guest, and Individual Binding Effect.

(a) Lead Guest Authority, Notice to All Guests. The Lead Guest represents and warrants that the Lead Guest has authority to make the reservation, provide instructions, accept notices, and agree to this Agreement on behalf of each Guest in the reservation, and that each Guest has been given access to this Agreement and the Cruise Ticket Contract. Notice to the Lead Guest (or to any travel agent/representative used for the booking) constitutes notice to all Guests on that reservation, and the Lead Guest is responsible for ensuring all Guests receive and comply with this Agreement and Cruise Line policies (see Section 11.1).

(b) **Each Guest Independently Bound.** Notwithstanding the foregoing, each Guest is individually and independently bound by this Agreement by engaging in Participation (as defined in Section 1.1), including by embarking, checking in, receiving credentials, entering Event areas, or attending any Event programming. A Guest may not avoid being bound by claiming he or she did not personally sign or review this Agreement.

(c) **Responsibility for Reservation and Individual Charges.** The Lead Guest is primarily responsible for the deposit, scheduled payments, and unpaid balance for the reservation. Each Guest is individually responsible for that Guest's own purchases, damages, misconduct, fines, fees, and other obligations. A Guest is jointly and severally responsible for another person's obligations only where that responsibility is expressly accepted in the booking confirmation or another signed writing, required by the Cruise Line under the Cruise Ticket Contract, or imposed by applicable law.

1.3 Age Requirement (21-Plus Only), Identification, Denial or Removal, and Refund Consequences.

(a) **Strict 21-Plus Event.** The Event is strictly limited to persons twenty-one (21) years of age and older. Each Guest represents and warrants that the Guest will be at least twenty-one (21) years old on or before the first day of the Event. This age requirement applies even if the Cruise Line would otherwise permit a younger passenger on an ordinary sailing.

(b) **Identification, Verification.** Reggaeton Cruise and/or the Cruise Line may require any Guest to present a valid, unexpired, government-issued photo identification at any time (including at purchase, check-in, embarkation, credential pickup, or entry to specific activities). Acceptable identification is determined in Reggaeton Cruise's reasonable discretion and may include a passport or government-issued driver's license or identification card. Reggaeton Cruise may use reasonable methods to verify identity and age and may refuse entry where age cannot be verified.

(c) **Denial of Entry or Removal; Refund Consequences.** Reggaeton Cruise may deny entry, revoke credentials, or remove a person who is underage, fails to provide acceptable identification, or is reasonably suspected of using false identification. Event Fees are not refundable for a denial or removal under this Section, except as required by law. Any refundable Cruise Component or pass-through amount remains governed by Sections 6.2 and 8.1.

(d) **Misrepresentation.** Any misrepresentation regarding age or identity is a material breach of this Agreement and may result in cancellation of the reservation, revocation of access, and any other remedies available to Reggaeton Cruise or the Related Parties.

2. DEFINITIONS

2.1 **"Cruise Line"** means the vessel owner, operator, and/or maritime carrier identified for the Sailing in the Guest's booking confirmation, invoice, boarding document, or applicable passenger ticket contract, together with any related person or entity included within

that contract's defined carrier parties. The Sailing is presently expected to be operated by a Royal Caribbean entity, but the controlling operator and carrier are the entities identified in the applicable booking documents and Cruise Ticket Contract.

2.2 **"Cruise Ticket Contract"** means the country-specific passenger ticket contract or booking conditions selected according to the Guest's Primary Country of Residence and the operator identified in the booking documents, together with the Cruise Line policies applicable to the Guest, Sailing, vessel, and purchased or included products. Those policies include, as applicable, the Guest Health, Safety and Conduct Policy, Refusal to Transport Policy, prohibited-items rules, Global Purchase Terms and Conditions, and other published safety, security, operational, and product rules, each as lawfully amended by the Cruise Line. Royal Caribbean guest terms are available through <https://www.royalcaribbean.com/guest-terms/>. The Royal Caribbean Passenger Bill of Rights also applies to the extent stated in that document and applicable law.

2.3 **"Event Services"** means the special events, programming, experiences, coordination services, and related administrative/booking services offered by Reggaeton Cruise in connection with the Event.

2.4 **"Purchase Price"** means all amounts charged by Reggaeton Cruise in connection with a reservation, including amounts Reggaeton Cruise may collect and remit to third parties.

2.5 **"Event Fees"** means only the portion of the Purchase Price attributed to Event Services and any Reggaeton Cruise administrative or booking fee that is clearly itemized and disclosed as non-refundable before the Guest completes the applicable booking. An amount not identified as an Event Fee before booking confirmation will not later become an Event Fee merely through reclassification or a revised description.

2.6 **"Cruise Components"** means cruise fare, accommodations, transportation, shipboard services, taxes, port charges, gratuities, beverage packages, and other items fulfilled by the Cruise Line and/or other third parties.

2.7 **"Primary Country of Residence"** means the country where you primarily reside at the time of booking, as indicated by you, the Lead Guest, or your agent/representative during the booking process. If you provide conflicting information, Reggaeton Cruise may reasonably rely on the address or country associated with the payment method, invoice, or reservation profile.

2.8 **"Third-Party Reseller"** means any unrelated third-party (including a promoter, reseller, travel agent, group organizer, or other intermediary) that markets, bundles, sells, or collects payment in connection with a sailing, Event Services, or any part of the Event experience.

2.9 **"Third-Party Amenities"** means any entertainment, programming, experiences, add-ons, parties, events, shore events, perks, or other offerings marketed or provided by a

Third-Party Reseller or other third-party that are not part of the Cruise Components sold/fulfilled by the Cruise Line under the Cruise Ticket Contract.

2.10 **“Related Parties”** means Reggaeton Cruise and its owners, parent companies, subsidiaries, affiliates, successors, permitted assigns, and their respective officers, directors, members, managers, employees, agents, contractors, vendors, performers, promoters, sponsors, and service providers. The term does not include the Cruise Line, the vessel, or a Cruise Line or vessel party merely because that party is an Intended Third-Party Beneficiary under Section 18; those parties receive only the protections expressly extended to them in Section 18.

2.11 **“iHeart Parties”** means the iHeartMedia entity that is party to or performing services under the applicable agreement with Spectra relating to the Reggaeton Cruise, together with iHeartMedia, Inc. and its applicable parents, subsidiaries and affiliates, the iHeartRadio brand and platform, The Enrique Santos Show, Enrique Santos individually, participating iHeart radio stations and digital properties, and their respective officers, directors, employees, producers, agents, representatives, contractors, licensees, successors and permitted assigns, but only to the extent involved in promoting, producing, recording, broadcasting, livestreaming, distributing, advertising, or otherwise supporting the Event.

3. NATURE OF AGREEMENT, RELATIONSHIP TO CRUISE LINE, AND NO AGENCY.

3.1 **Reggaeton Cruise Is Not the Maritime Carrier; Limited Role.** Reggaeton Cruise is not the vessel owner, vessel operator, navigator, manager, maritime carrier, or ship’s agent. Reggaeton Cruise does not operate, navigate, crew, supply, maintain, insure, or exercise operational control over any vessel and does not provide maritime transportation. Reggaeton Cruise’s role is limited to arranging and coordinating Event Services, special programming, experiences, and related administrative or booking services in connection with a sailing operated by the Cruise Line. All maritime transportation, vessel operations, navigation, safety and security functions, shipboard services, and decisions affecting the itinerary, ports, speed, routing, and onboard rules remain solely within the authority of the Cruise Line and its personnel. Any accommodation, charter, group, or similar commercial arrangement between a Reggaeton Cruise party and the Cruise Line does not transfer maritime operational control to Reggaeton Cruise.

3.2 **Separate Cruise Contract Controls Cruise Operations and Cruise Components.** All Cruise Components (including, without limitation, cruise fare/accommodations, shipboard services and amenities, onboard safety/security and conduct policies, baggage handling, medical services, itinerary/port decisions, and transportation) are governed exclusively by the Cruise Line’s passenger ticket contract/booking terms and related policies (the “Cruise Ticket Contract”), which may be updated by the Cruise Line from time to time. Guests are solely responsible for reviewing, understanding, and complying with the Cruise Ticket Contract and all Cruise Line rules, requirements, and policies. If there is any conflict or inconsistency between this Agreement and the Cruise Ticket Contract with respect to Cruise Components or vessel operations, the Cruise Ticket Contract controls. Nothing in this Agreement expands, limits, replaces, or modifies the Cruise Ticket Contract or the Cruise Line’s rights, defenses, limitations, or policies.

3.3 Independent Contractors, and No Agency or Partnership. You acknowledge that Reggaeton Cruise and the Cruise Line act as independent contractors. Nothing in this Agreement creates or implies a partnership, joint venture, agency, fiduciary relationship, employment relationship, or franchise relationship between: (a) Reggaeton Cruise and the Cruise Line; (b) Reggaeton Cruise and any Guest; or (c) the Cruise Line and any Guest beyond the relationship created under the Cruise Ticket Contract. Neither Reggaeton Cruise nor the Cruise Line has authority to make representations, warranties, promises, or commitments on behalf of the other, or to bind the other in any manner, except as expressly agreed in a separate written agreement between them. Guests may not rely on statements by one party as statements on behalf of the other.

3.4 No Control of Vessel, Crew, Security, or Shoreside Personnel. Reggaeton Cruise has no right, authority, or ability to control or direct the vessel's operation or navigation, including the ship's routing, speed, itinerary, port calls, embarkation/disembarkation procedures, safety and security procedures, emergency decisions, crowd management, or operational staffing. Reggaeton Cruise does not control or supervise the Cruise Line's crew, ship security, medical personnel, contractors, or shoreside personnel, and Reggaeton Cruise is not responsible for their acts or omissions. Any requests, complaints, or claims relating to vessel operations, ship security, shipboard medical services, embarkation/boarding decisions, or other Cruise Components must be addressed to the Cruise Line under the Cruise Ticket Contract and applicable Cruise Line policies.

3.5 Third-Party Amenities, and No Modification of Cruise Ticket Contract. Guests acknowledge that Reggaeton Cruise (and/or a Third-Party Reseller, if applicable) may offer Event Services and other "Third-Party Amenities" that are separate from and not part of the cruise transportation and Cruise Components sold and fulfilled by the Cruise Line under the Cruise Ticket Contract. The Official Guest FAQs are provided for convenience only and do not modify this Agreement or the Cruise Ticket Contract. If there is any conflict between the Official Guest FAQs and this Agreement, this Agreement controls, and all Cruise Components remain subject exclusively to the Cruise Ticket Contract. No Reggaeton Cruise term, invoice, marketing statement, or Third-Party Reseller term modifies the Cruise Ticket Contract.

3.6 Media and Promotional Partners; No Agency or Guarantee. The iHeart Parties may promote, advertise, host, report upon, record, broadcast, livestream, distribute, or otherwise participate in connection with the Event. Unless expressly stated in a separate written agreement, no iHeart Party is the seller, producer, operator, maritime carrier, booking agent, travel adviser, or guarantor of the Event or any Cruise Component. No iHeart Party has authority to alter this Agreement, guarantee a performer, itinerary, vessel, refund, reservation, price, or Event feature, or bind Reggaeton Cruise, except to the extent Reggaeton Cruise expressly authorizes a particular representation in writing. Reggaeton Cruise likewise has no authority to bind an iHeart Party. The participation of an iHeart Party does not create a partnership, joint venture, fiduciary relationship, or agency between an iHeart Party and Reggaeton Cruise or any Guest.

4. PRICING, INCLUSIONS/EXCLUSIONS, TAXES, AND CHANGES

4.1 Pricing, Availability, and Corrections.

(a) **Prices Subject to Change.** Published prices, promotions, and offers may be changed, withdrawn, or made unavailable by Reggaeton Cruise at any time without notice, subject to applicable law and inventory availability.

(b) **Price Protection After Confirmation.** Price changes will not affect an existing reservation only after Reggaeton Cruise has received the required deposit (or full payment, if required) and has issued a written booking confirmation/invoice for that reservation.

(c) **Limited Inventory/Capacity.** Event programming, cabin categories, and add-ons may be limited by inventory, capacity, or operational constraints. Reggaeton Cruise is not responsible for unavailability of any category or add-on, even if displayed online or in marketing materials.

(d) **Errors and Corrections.** Reggaeton Cruise may correct a pricing, typographical, availability, or description error. If a correction materially affects a confirmed reservation, Reggaeton Cruise will notify the Lead Guest and provide a reasonable opportunity to accept the corrected terms or reject them. If the Guest timely rejects the correction, Reggaeton Cruise will cancel the affected reservation or affected portion and refund all amounts actually paid for that affected reservation or portion to the original payment method. A Guest who accepts the corrected terms remains bound by the corrected booking. Nothing in this subsection limits rights that cannot lawfully be waived.

4.2 **What the Purchase Includes; Itemized Disclosure.** The Purchase Price includes only the items listed below and any additional item expressly identified in the Guest's booking confirmation or invoice. Before the Guest completes a booking, the checkout record, confirmation, or invoice will disclose the material price components described in Sections 4.2 and 4.3.

(a) **Event Services (Reggaeton Cruise Programming).** Access to the reggaeton- and Latin-music-themed entertainment and experiences produced or coordinated by Reggaeton Cruise in connection with the Event ("Reggaeton Cruise Programming"). Programming may include live artists, DJs, themed parties, hosted experiences, meet-and-greet opportunities, activations, contests, panels, and destination programming, all subject to scheduling, capacity, operational constraints, and Sections 8 through 10. For the Puerto Plata, Dominican Republic stop, included destination programming is limited to admission to the designated Reggaeton Cruise concert at Taino Bay. Only concert entertainment is included. Food and drinks purchased ashore at Taino Bay concessions are not included and must be paid for separately by each Guest. Programming may be changed, substituted, rescheduled, relocated, or cancelled as permitted by this Agreement. No specific performer, lineup, set time, venue, activity, or destination experience is guaranteed unless expressly stated in the Guest's booking confirmation or invoice.

(b) **Cruise Components (Planned Five-Night Sailing and Included Packages).** A five (5) night sailing scheduled for December 10 through December 15, 2027, aboard a Royal Caribbean vessel or another vessel or Cruise Line designated in the booking confirmation (the "Sailing"), currently planned to include a call at Puerto Plata, Dominican Republic. The

embarkation port, vessel, other ports, arrival and departure times, and itinerary details remain subject to confirmation and change under Sections 8 through 10. Included Cruise Components are: (i) stateroom accommodations for the Sailing; (ii) standard onboard meals and beverages included by the Cruise Line in its base cruise fare; (iii) the beverage package identified in the Guest's booking confirmation or invoice for each eligible Guest, subject to Cruise Line age, service, and package rules; and (iv) onboard Wi-Fi access for each Guest, limited to one device at a time unless the booking confirmation or Cruise Line terms state otherwise. The beverage package and Wi-Fi are separately bundled Cruise Line products included in the Reggaeton Cruise Purchase Price; they are not represented as part of the Cruise Line's base cruise fare. Any other item is included only if expressly listed in the booking confirmation or invoice.

(c) **Important Exclusions and Extra-Charge Items.** Unless expressly listed as included in the Guest's booking confirmation or invoice, the Purchase Price excludes governmental taxes, port charges, daily ship gratuities, any beverage-package gratuity or service charge, other gratuities and service charges, fuel or security surcharges, specialty dining, shore excursions, destination activities, ground transfers, airfare, hotels, travel insurance, onboard purchases, spa or salon services, casino spending, medical services, merchandise, cellular or roaming charges, premium Wi-Fi, and all other third-party goods or services. Except for the concert admission included under Section 4.2(a), Puerto Plata transportation, excursions, other venue access, and other shoreside activities are not included unless expressly stated in the booking confirmation or invoice. Food and drinks purchased ashore at Taino Bay concessions are not included in the Purchase Price and are at the Guest's expense. Reggaeton Cruise is not responsible for the performance, pricing, availability, safety, or refundability of Third-Party Amenities or other third-party goods or services, which are governed by the provider's terms.

(d) **Administrative Convenience/No Carrier Status.** Any collection or remittance by Reggaeton Cruise of amounts for Cruise Components is provided solely as an administrative convenience and does not make Reggaeton Cruise the provider, owner, operator, manager, or carrier of any Cruise Component, which remains the sole responsibility of the Cruise Line under the Cruise Ticket Contract.

4.3 Exclusions, Additional Charges, and Itemization. The Purchase Price includes only what Section 4.2 and the Guest's booking confirmation or invoice expressly identify as included. Governmental taxes, port charges, daily ship gratuities, beverage-package gratuities or service charges, and other gratuities and service charges are excluded and will be charged separately unless the booking confirmation expressly states otherwise. Before booking completion, the checkout record, confirmation, or invoice will separately identify, to the extent applicable, Event Fees, the Cruise Fare or other Cruise Components, taxes and port expenses, gratuities or service charges, and optional add-ons. All personal, travel, destination, and onboard expenses not expressly included are at the Guest's sole expense.

4.4 Included Beverage Package and Wi-Fi; Cruise Line Terms. Any included or separately purchased beverage package and Wi-Fi service is provided, administered, and fulfilled solely by the Cruise Line and is subject to the Cruise Ticket Contract, including the Cruise Line's Global Purchase Terms and Conditions, eligibility rules, responsible-service policies, device limits, availability, and operational restrictions. The included beverage package does not cover

drinks purchased ashore at Taino Bay concessions. Guests must pay separately for all food and drinks purchased there. Reggaeton Cruise will address billing and refund questions for amounts collected by Reggaeton Cruise. An included package has no separate cash value unless the booking confirmation or invoice itemizes one. If the Cruise Line returns to Reggaeton Cruise a cash amount attributable to an included or purchased package for a Guest, Reggaeton Cruise will treat that amount as a pass-through refund under Section 6.2. Package sharing and misuse are prohibited as stated in Section 12.6.

4.5 Taxes, Port Charges, Gratuities, Assessments, Surcharges, and Pass-Through Amounts. Governmental taxes, port charges, fuel surcharges, security fees, daily ship gratuities, beverage-package gratuities or service charges, other gratuities or service charges, and similar assessments imposed by governments, ports, the Cruise Line, or other authorities are excluded unless the booking confirmation or invoice expressly states otherwise and may change after booking. The Guest is responsible for any permitted increase or newly imposed amount after clear disclosure. Reggaeton Cruise may collect an additional pass-through amount only as authorized under Section 5.4 or may require payment before embarkation or participation. A refundable pass-through amount remains a pass-through amount and will not be converted into an Event Fee. Failure to pay a properly disclosed required amount when due may result in cancellation under this Agreement, subject to applicable law.

5. PREBOOKING, PAYMENTS, AUTOMATIC BILLING, LATE FEES, AND NON-PAYMENT

5.1 US\$199 Prebooking Payment; No Confirmed Reservation. Reggaeton Cruise may accept the US\$199 prebooking payment shown at checkout (the “Prebooking Payment”) before stateroom selection opens. The Prebooking Payment gives the Guest priority access to the stateroom-selection process but does not itself reserve or guarantee a stateroom, cabin category, price, vessel, embarkation port, itinerary, or booking. A reservation becomes confirmed only after the Guest selects or accepts an available stateroom, satisfies any additional deposit or payment requirement, and receives a written booking confirmation or invoice from Reggaeton Cruise.

(a) **Refund Before Conversion.** The Guest may request a full refund of an unconverted Prebooking Payment at any time before it is applied to a confirmed reservation. A timely refund will be returned to the original payment method, subject to ordinary payment-processor and financial-institution processing times. A refund request ends the associated prebooking priority.

(b) **Conversion into Booking; Terms After Conversion.** When the Guest selects or accepts a stateroom and the Prebooking Payment is applied to a confirmed reservation, it becomes part of the required deposit or Purchase Price and is thereafter governed by the payment and cancellation terms applicable to that reservation, including Section 6.2. Any additional amount required to confirm the reservation is due as stated during selection or on the invoice. Reggaeton Cruise may announce reasonable selection windows and may release a Guest’s priority if a selection deadline is missed, but an unconverted Prebooking Payment remains refundable under subsection (a).

5.2 **Automatic Billing Plan (If Offered), Authorization, Timing, Failed Payments.**

(a) **Authorization.** If you select a payment plan or otherwise elect to pay in installments, you authorize Reggaeton Cruise (and its payment processors) to automatically charge the payment method on file for the deposit, installment payments, and any approved pass-through amounts in accordance with your invoice/booking confirmation schedule (the “Billing Plan”). This authorization remains in effect until your balance is paid in full, your reservation is canceled, or Reggaeton Cruise confirms in writing that automatic billing has been discontinued.

(b) **Processing Dates and Business-Day Adjustments.** Installments will be processed on the dates stated in the Guest’s booking confirmation or invoice. If a scheduled date falls on a weekend or bank holiday, Reggaeton Cruise may process the payment on the next business day or, where disclosed, the preceding business day. Reggaeton Cruise is not responsible for bank processing delays or holds.

(c) **Payment Method Updates.** You are responsible for maintaining a valid payment method on file and for promptly updating card expiration dates and billing information. If the payment method on file changes (including card reissuance), you authorize Reggaeton Cruise to charge any updated payment credentials provided by your card issuer or payment network to the extent permitted by applicable law and network rules.

(d) **Failed or Partial Payments.** If any scheduled charge is declined, reversed, or cannot be processed for any reason, you remain responsible for timely payment. Reggaeton Cruise may attempt to reprocess the charge and/or require payment by an alternative method. Late fees, administrative fees, and cancellation rights may apply as set forth in Sections 5.3 and 6.

(e) **No Waiver.** Reggaeton Cruise’s acceptance of a late payment, partial payment, or alternative payment arrangement in any instance does not waive Reggaeton Cruise’s right to enforce the Billing Plan and payment deadlines as stated on your invoice/booking confirmation. Scheduled processing dates are estimates only, and the date a payment posts or settles may vary based on your financial institution, card network, and payment processor.

5.3 **Declines/Late Payments, Cure, and Cancellation.** An administrative fee may apply to a declined or late payment only if disclosed in the booking portal, booking confirmation, or invoice. If an installment remains more than fourteen (14) days past due, Reggaeton Cruise may cancel the reservation and revoke Event access, and amounts paid toward the reservation may be forfeited as provided in Section 6, except as required by applicable law. Reggaeton Cruise will use commercially reasonable efforts to provide notice using the contact information on file. Acceptance of a late payment or a courtesy extension does not waive future enforcement of payment deadlines.

5.4 **Payment Authorization and Collections.** The Guest authorizes Reggaeton Cruise and its payment processors to charge only amounts previously disclosed and authorized through the booking confirmation, invoice, accepted payment schedule, or a later affirmative

authorization. This authorization does not permit a materially different or undisclosed charge. If Reggaeton Cruise refers a delinquent account to collections or engages counsel to collect a valid amount due, the Guest is responsible for reasonable collection expenses, including attorneys' fees and costs, only to the extent permitted by applicable law.

5.5 Payment Disputes, Chargebacks, and Cost Recovery for Abusive Conduct.

(a) **Good-Faith Disputes Allowed.** Nothing in this Agreement prohibits a Guest from disputing a charge in good faith. Guests are encouraged to first contact Reggaeton Cruise Customer Support to allow a reasonable opportunity to investigate and resolve issues.

(b) **Abusive or Fraudulent Chargebacks.** If a Guest initiates a chargeback that is fraudulent, materially misleading, or pursued in bad faith (including where the Guest received the Event Services or access as described, and the Guest knowingly misrepresents material facts to the payment provider), Reggaeton Cruise may: (i) cancel the reservation and revoke Event access; and (ii) seek reimbursement from the Guest for Reggaeton Cruise's actual, reasonable out-of-pocket costs incurred as a direct result of the abusive chargeback (such as processor fees, dispute fees, and documented administrative costs), not to exceed \$250 per chargeback unless a higher amount is permitted by law and supported by documented actual costs.

(c) **No Double Recovery.** Reggaeton Cruise will not recover the same costs twice (e.g., both via processor reimbursement and Guest reimbursement).

(d) **Documentation.** Upon request, Reggaeton Cruise will provide a reasonable summary of the categories of costs sought under this Section 5.5(b), subject to confidentiality and privilege.

5.6 Courtesy Refunds, Goodwill Accommodations, No Waiver, and No Precedent. Any refund, credit, discount, upgrade, rescheduling option, fee waiver, deadline extension, or other accommodation offered by Reggaeton Cruise as a courtesy, goodwill gesture, or customer service adjustment (a "Courtesy Accommodation") is voluntary, may be conditioned on acceptance terms specified by Reggaeton Cruise, and is provided without admitting fault or liability. A Courtesy Accommodation: (a) is not a waiver of any provision of this Agreement or of Reggaeton Cruise's rights, remedies, defenses, or limitations of liability; (b) does not modify this Agreement unless expressly stated in a written instrument signed by Reggaeton Cruise; (c) applies only to the specific reservation, Guest, and circumstances for which it is provided; and (d) does not create any expectation, entitlement, course of dealing, or precedent for any future refund, credit, exception, or accommodation. Reggaeton Cruise may withdraw or modify a proposed Courtesy Accommodation prior to acceptance, and Reggaeton Cruise's decision to decline or limit a Courtesy Accommodation in any circumstance will not be grounds for a claim or a refund except as required by applicable law. Guests are strongly encouraged to purchase comprehensive travel insurance.

6. GUEST CANCELLATIONS, REFUNDS, NO-SHOWS, AND TRAVEL INSURANCE.

6.1 Transfers and Resale Prohibited Unless Approved. A reservation, payment, ticket, credential, wristband, QR code, cabin assignment, or access right may not be assigned, resold, auctioned, bartered, gifted, or otherwise transferred without Reggaeton Cruise's prior written consent under Section 11.5. An unauthorized transfer is void and may result in reservation cancellation and loss of Event access. Event Fees are not refundable because of an unauthorized transfer except as required by law; any Cruise Component refund, credit, or pass-through amount remains governed by Section 6.2. Reggaeton Cruise may require identity verification and refuse Event access when the person presenting does not match the reservation record.

6.2 Guest Cancellation; Event Fees and Cruise Components Treated Separately. Clearly itemized deposits and Event Fees become non-refundable when a Prebooking Payment is converted into a confirmed reservation and space or cabin inventory is reserved, or tickets or credentials are issued, whichever occurs first, because Reggaeton Cruise then commits inventory and incurs costs in reliance on the booking. This rule does not apply to an unconverted Prebooking Payment under Section 5.1, a refund expressly required by Sections 7 or 10, or a right that cannot lawfully be waived. Non-refundability does not prohibit a Guest from raising a good-faith billing dispute or exercising nonwaivable statutory rights.

Cancellation charges, refunds, and credits for Cruise Components are governed by the Guest's actual booking confirmation and the Cruise Ticket Contract, including any promotional, non-refundable, group, or charter fare rules applicable to the reservation. If the Cruise Line returns to Reggaeton Cruise a cash amount attributable to a Guest's Cruise Components, Reggaeton Cruise will remit that amount to the Guest within thirty (30) days after Reggaeton Cruise receives both the funds and information reasonably necessary to allocate them, less only a deduction disclosed before booking and permitted by law. Refundable taxes, port expenses, daily ship gratuities, beverage-package gratuities or service charges, fuel supplements, and other pass-through amounts returned by the Cruise Line remain pass-through amounts and will not be converted into Event Fees or Event Credit. Any entitlement to, ownership of, or restrictions on a Cruise Line future cruise credit are determined by the Cruise Line and applicable group or charter terms; Reggaeton Cruise will accurately communicate the determination it receives. No Guest may recover the same amount twice if the Cruise Line pays the Guest directly. This Section does not promise a Cruise Component refund or credit that the Cruise Line or applicable terms do not provide.

6.3 How to Cancel; Effective Date; Lead Guest Authority. A cancellation must be submitted in writing by the Lead Guest, or by an individual Guest for an individual booking, using a designated email or physical delivery method in Section 22. A cancellation is effective when received at the designated email inbox or physical notice address. An automated acknowledgment, support-ticket number, or system confirmation is sufficient evidence of email receipt; a manual reply is not required. If no automated acknowledgment is received within two (2) business days, the sender should resend the request by a physical method in Section 22 to preserve proof, but the original receipt date controls if the sender can demonstrate receipt. The Lead Guest represents that the Lead Guest has authority to cancel for all Guests on the reservation. A payment dispute, chargeback, or reversal is not itself a cancellation.

6.4 No-Shows, Missed Embarkation, Early Disembarkation, and Removal.

Except for refundable pass-through amounts governed by Sections 6.2 or 8.1 and except as required by law, a Guest is not entitled to a refund or credit from Reggaeton Cruise if the Guest fails to check in or embark, misses the ship, cannot travel, chooses not to attend all or part of the Event, disembarks early, is denied boarding or entry, or is removed for violating this Agreement, the Cruise Ticket Contract, or safety and security directions. The Guest bears resulting travel, lodging, medical, rebooking, and transportation costs. No refund is available for missed days or activities, late arrival, early departure, or partial attendance except as expressly provided in this Agreement or required by law.

6.5 Travel Insurance Strongly Recommended, No Excuse for Nonpayment.

Guests are strongly encouraged to purchase third-party travel insurance (including “cancel for any reason” coverage where available) and to confirm that coverage includes medical treatment, emergency evacuation, trip interruption, missed embarkation, travel delays, and other relevant risks. Illness, injury, medical emergencies, severe weather, travel delays, flight cancellations, family or work conflicts, lost/stolen luggage, financial hardship, government orders affecting personal travel, or similar events generally do not excuse payment obligations and do not create any right to a refund of deposits or Event Fees. Guests are solely responsible for understanding and complying with the insurance provider’s terms and claim requirements.

7. CANCELLATION OR MATERIAL CHANGE BY REGGAETON CRUISE

7.1 Voluntary Cancellation of the Entire Event by Reggaeton Cruise. If Reggaeton Cruise voluntarily cancels the entire Event for a reason within its reasonable control, and the cancellation is not caused by Force Majeure or a Cruise Line cancellation, Reggaeton Cruise will refund the Event Fees paid for the cancelled Event to the original payment method. Instead of that cash refund, a Guest may affirmatively elect a rescheduled Event or Event Credit offered by Reggaeton Cruise. Silence, inaction, or failure to respond will not be treated as an election of credit.

7.2 Material Reduction Short of Full Cancellation. If, for a reason within Reggaeton Cruise’s reasonable control and not Force Majeure, Reggaeton Cruise materially reduces the Event Services as a whole without cancelling the entire Event, Reggaeton Cruise may provide a reasonably proportionate Event Credit, substitute programming, or another reasonable alternative. A cash refund is required only to the extent required by law. A material reduction does not include a performer substitution, schedule adjustment, venue change, capacity control, or cancellation of an individual activity addressed in Section 9 unless the combined effect materially reduces the Event Services as a whole.

7.3 Cruise Components and Third-Party Expenses. Cruise Component amounts remain governed by Sections 6.2 and 8 and the Cruise Ticket Contract. Reggaeton Cruise does not reimburse airfare, hotels, ground transportation, travel insurance, excursions, onboard purchases, or other incidental or consequential third-party expenses. Guests are strongly encouraged to purchase appropriate travel insurance.

8. CRUISE LINE CANCELLATIONS, ITINERARY/PORT CHANGES, DENIAL OF BOARDING

8.1 Cruise Line Cancellation, Delay, or Early Termination; Passenger Rights Preserved. A Cruise Line cancellation, delayed embarkation, substituted vessel, material sailing change, or early termination is governed by the Cruise Ticket Contract, applicable Cruise Line policies, the Royal Caribbean Passenger Bill of Rights where applicable, and nonwaivable law. Nothing in this Agreement reduces a Guest's remedy under those authorities. If Reggaeton Cruise receives from the Cruise Line a cash refund or other cash amount attributable to a Guest, Reggaeton Cruise will pass it through under Section 6.2 and will not convert it into Event Credit or treat it as forfeited. Any Cruise Line future cruise credit is governed by the Cruise Line and applicable group or charter terms. A Guest may not recover the same amount twice if the Cruise Line pays the Guest directly. The treatment of Event Fees is determined separately under Section 7 or, for Force Majeure, Section 10.

8.2 Itinerary, Port, Schedule, Shipboard, and Related Event Changes. The Cruise Line may change an itinerary, port, port time, schedule, shipboard offering, venue, embarkation or disembarkation procedure, onboard rule, or other aspect of the Sailing for operational, safety, security, weather, regulatory, public-health, emergency, or other reasons allowed by the Cruise Ticket Contract. A resulting operational constraint may require Reggaeton Cruise to modify, relocate, reschedule, substitute, delay, or cancel programming or impose reasonable capacity and entry controls. Except for a remedy expressly provided by Sections 6.2, 7, 8.1, or 10, or required by law, such a change does not create a refund or Event Credit right against Reggaeton Cruise. Nothing in this Section restricts a good-faith billing dispute under Section 5.5 or a right under the Cruise Ticket Contract or Passenger Bill of Rights.

8.3 Denial of Boarding or Removal by Cruise Line. The Cruise Line and ship security may deny boarding, refuse passage, confine, restrict, remove, or revoke shipboard privileges as permitted by the Cruise Ticket Contract and applicable policies. Reggaeton Cruise does not control those decisions and is not responsible for a lawful Cruise Line enforcement action. Event Fees are not refundable because of such an action except as required by law, and the Guest bears resulting travel, lodging, and transportation expenses. Any Cruise Component refund, credit, or pass-through amount remains governed by Sections 6.2 and 8.1 and the Cruise Ticket Contract.

9. EVENT MODIFICATIONS, PERFORMER AVAILABILITY, AND DESTINATION PROGRAMMING

9.1 Programming May Change, and No Guaranteed Lineup or Schedule. Guest acknowledges that the Event is a live experience and that Event programming is subject to change. Event schedules, activities, venues, themes, formats, capacity limits, entry procedures, locations, and performers (including headliners, hosts, DJs, speakers, and special guests) may be modified, rescheduled, substituted, relocated, delayed, interrupted, shortened, or cancelled, in whole or in part, at any time, due to circumstances including, without limitation: performer unavailability (including illness, travel delays, contractual disputes, or force majeure affecting performers), weather or sea conditions, itinerary or port changes, vessel operations and

safety/security requirements, technical or production issues, crowd management and capacity constraints, compliance with law or Cruise Line policies, operational constraints, emergencies, and health or safety concerns. Guest further acknowledges that promotional materials, preliminary schedules, and lineup announcements are provided for informational purposes only, are not guaranteed, and do not create a contractual right to any performer, schedule, activity, venue, or experience.

9.2 Routine Modifications and Partial Performance. An artist substitution, schedule or duration change, venue relocation, format or capacity change, eligibility rule, or cancellation, interruption, delay, or unavailability of an individual activity does not by itself create a refund or Event Credit right. Sections 7 and 10 govern a cancellation or material reduction of Event Services, and Sections 6.2 and 8.1 govern Cruise Component and pass-through remedies. To the maximum extent permitted by law, Reggaeton Cruise and its Related Parties are not liable for disappointment, loss of enjoyment, travel costs, or other incidental or consequential loss caused solely by a routine modification. Reggaeton Cruise may offer a substitute or courtesy accommodation without creating a precedent or future entitlement. Nothing in this Section restricts a good-faith billing dispute under Section 5.5.

9.3 Puerto Plata and Other Destination Programming. The Sailing is currently planned to call at Puerto Plata, Dominican Republic, but the Cruise Line may change or omit that call under the Cruise Ticket Contract. Reggaeton Cruise may offer optional destination programming, excursions, or access-controlled experiences in Puerto Plata or another port. Included programming in Puerto Plata is limited to admission to the designated Reggaeton Cruise concert at Taino Bay under Section 4.2(a). Food and drinks purchased ashore at Taino Bay concessions are not included and must be paid for separately by each Guest. Other destination events, excursions, transportation, venue access, and other shoreside goods or services are not included unless expressly stated in the booking confirmation or invoice. The concert remains subject to the programming-change provisions of this Agreement. All destination activity is subject to local law, port and venue rules, Cruise Line requirements, weather, capacity, and operational conditions.

9.4 Capacity, Selection, and Access Controls. Reggaeton Cruise may require advance selection, registration, credentials, identity verification, check-in, or other reasonable controls for a limited-capacity onboard or destination activity. Availability may be first-come, first-served, and access to a particular activity is not guaranteed. A sellout, missed selection window, port change, or inability to attend a particular activity does not create an Event Fee refund or credit except as required by Sections 7 or 10 or applicable law. Cruise Component and pass-through remedies remain governed by Sections 6.2 and 8.1.

9.5 Media-Partner and Enrique Santos Participation May Change. Media-partner participation, radio or digital broadcasts, livestreams, promotional integrations, interviews, appearances by hosts or media personalities, and the participation or availability of Enrique Santos, The Enrique Santos Show, any particular iHeart station, program, platform, or other iHeart Party may be modified, substituted, rescheduled, reduced, interrupted, or cancelled. Such a change does not, standing alone, constitute a cancellation or material reduction of the Event Services and does not create a right to cancel a reservation or receive a refund or credit, except as expressly provided by Sections 7 or 10 or required by applicable law.

10. FORCE MAJEURE, PUBLIC HEALTH, AND GOVERNMENT ORDERS

10.1 Force Majeure. Reggaeton Cruise is not liable for any failure, delay, cancellation, substitution, rescheduling, or modification caused by events beyond Reggaeton Cruise's reasonable control, including acts of God, severe weather, war, civil commotion, terrorism, fire, flood, labor disputes, supply chain disruptions, epidemics/pandemics, public health emergencies, governmental orders, Cruise Line cancellations, itinerary/port changes, port closures, denial of entry, or similar events ("Force Majeure").

10.2 Event Fee Remedy for Force Majeure; Cruise Remedies Unaffected. For Event Services not provided because of Force Majeure, Reggaeton Cruise may, to the maximum extent permitted by law, offer Event Credit in an amount reasonably based on the unprovided portion of the Event Services and may require a timely election and reasonable verification. Event Fees are not refundable in cash except as required by law. This Section does not limit or alter a cash refund, future cruise credit, or other pass-through remedy for Cruise Components under Sections 6.2 or 8.1, and Reggaeton Cruise will not convert a Cruise Line cash remedy into Event Credit.

10.3 Event Credit Terms and Usability Floor. Unless otherwise required by law, Event Credits: (a) have no cash value; (b) may be applied toward a future Reggaeton Cruise event of equal or greater value offered during the validity period, subject to availability; (c) are non-transferable unless Reggaeton Cruise permits a one-time transfer to another Guest on the same original reservation; (d) may not be combined with another promotion unless Reggaeton Cruise permits; and (e) ordinarily expire twenty-four (24) months after issuance. An Event Credit will not expire before at least one qualifying future Reggaeton Cruise event has been offered for booking during its validity period. If no qualifying event is offered during that period, the credit automatically remains valid until ninety (90) days after the first qualifying event is offered. A qualifying event is another Reggaeton Cruise or a substantially similar event offering comparable themed Event Services. Reggaeton Cruise may use reasonable verification and anti-fraud controls.

10.4 Priority. If any provision in this Agreement conflicts with this Section 10 with respect to Force Majeure, this Section 10 controls for matters arising from Force Majeure.

11. LEAD GUEST, RESERVATION MODIFICATIONS AND TRANSFERS

11.1 Lead Guest Authority, Primary Contact, and Financial Responsibility. The person identified as the primary name or contact on the reservation is the "Lead Guest." The Lead Guest may receive communications, submit reservation instructions, and request changes for the reservation and is primarily responsible for the deposit, scheduled payments, and unpaid reservation balance. Notice to the Lead Guest constitutes notice to all Guests on the reservation, and the Lead Guest must share this Agreement and Cruise Line policies with them. Each Guest nevertheless accepts this Agreement individually and remains responsible for that Guest's own purchases, conduct, damages, fines, and fees as provided in Section 1.2(c).

11.2 Changes Requested by Lead Guest; Discretion, Timing, and Fees. Reggaeton Cruise may, but is not obligated to, accommodate changes requested by the Lead Guest, including changes to cabin category, guest names, payment method, add-ons, or other reservation details. Because the Event is presently offered as a single scheduled sailing, transfer to another sailing is unavailable unless Reggaeton Cruise offers that option in writing. Approved changes are subject to availability, Cruise Line rules and deadlines, operational constraints, payment of any price difference, and any administrative or third-party fee disclosed in the Official Guest FAQs, booking portal, confirmation, or invoice. As a general guideline, Reggaeton Cruise will consider change requests received at least sixty (60) days before the first day of the Event, but may deny, limit, or condition a request earlier if required by the Cruise Line, inventory, anti-fraud measures, or operational needs.

11.3 Upgrades and Downgrades.

(a) **Upgrades.** Upgrades may be permitted at Reggaeton Cruise's discretion and are subject to availability, Cruise Line rules, and payment of: (i) the difference between the then-current price for the upgraded category and the original price paid, plus (ii) any applicable administrative fees and third-party fees.

(b) **Downgrades.** A downgrade may be permitted in Reggaeton Cruise's discretion and may be subject to administrative and third-party change fees. No Event Fee refund or credit is created by a downgrade. Any cash Cruise Component amount actually returned by the Cruise Line will be handled as a pass-through under Section 6.2.

(c) **Repricing.** Approved changes may result in repricing based on then-current rates and promotions, and prior promotional pricing may not be retained.

(d) **No Guaranteed Outcome.** Reggaeton Cruise does not guarantee that upgrades or downgrades will be available or approved.

11.4 Occupancy and Guest Count Changes. A change in room occupancy, guest count, or guest composition may change the Purchase Price because of pricing tiers, taxes, port charges, gratuities, service charges, and Cruise Line rules. Any change is subject to cabin capacity, safety requirements, Cruise Line approval, availability, and payment of disclosed administrative or third-party fees. A reduction in occupancy does not create an Event Fee refund. Any cash Cruise Component or pass-through amount actually returned by the Cruise Line will be handled under Section 6.2.

11.5 Transfers, Name Changes, Anti-Fraud, and Consent Required. Reservations, tickets, credentials, and access rights are non-transferable except with Reggaeton Cruise's prior written consent. A transfer, name change, or substitution may be denied because of inventory constraints, Cruise Line rules, identity verification, suspected resale activity, anti-fraud measures, compliance obligations, or operational needs. An approved change must be requested by the Lead Guest in writing, comply with Section 22 and all Cruise Line deadlines and approval requirements, satisfy verification requirements, and include any price difference and administrative or third-party fee disclosed before approval. Each substitute or transferee must

separately accept this Agreement and the Cruise Ticket Contract. An approved change creates no refund right and does not alter Section 6.2.

11.6 Travel Agents and Other Booking Intermediaries. A travel agent, group organizer, or other intermediary selected by a Guest acts as the Guest's agent and not as Reggaeton Cruise's agent. Notice delivered to that intermediary may constitute notice to the Guest, but the intermediary has no authority to bind Reggaeton Cruise or alter this Agreement. Except to the extent required by law, Reggaeton Cruise is not responsible for the intermediary's representations, omissions, or financial condition. A payment made through an intermediary is credited only when the applicable funds are actually received by Reggaeton Cruise or the Cruise Line, as applicable.

12. GUEST RESPONSIBILITIES, COMPLIANCE, SECURITY, SEARCH

12.1 Compliance with Cruise Line Policies; Captain's Overriding Authority. Guests must comply at all times with the Cruise Ticket Contract and all applicable Cruise Line policies, safety and security instructions, and operational directions. The vessel's master or Captain has overriding authority at all times concerning navigation, safety, security, medical response, shipboard operations, embarkation, carriage, confinement, and disembarkation. A Captain's or Cruise Line instruction controls over any inconsistent Event instruction. Noncompliance may result in denial of boarding, restriction, confinement, removal, or other action by the Cruise Line, and Reggaeton Cruise has no control over or liability for a lawful Cruise Line enforcement decision.

12.2 Security, Screening, Monitoring, and Cooperation. For safety and security, a Guest and the Guest's property may be screened or inspected by the Cruise Line, port authorities, ship security, approved Reggaeton Cruise security, a venue, or a governmental authority as permitted by law and applicable policy. Guests must follow lawful directions involving restricted areas, crowd control, credentials, and approved No-Recording Event controls. Public and common areas may be monitored for safety, security, operations, incident response, and rule enforcement, subject to law. Any Reggaeton Cruise device check, pouch, or storage measure is also subject to Section 13. A refusal may result in denied access to Event programming; Event Fee and pass-through consequences are governed by Sections 6.2, 8.1, and 13.

12.3 Prohibited Conduct and Items; Removal. Guests must not engage in illegal, violent, harassing, threatening, discriminatory, unsafe, reckless, disruptive, or destructive conduct; enter restricted areas; interfere with the Event, vessel operations, staff, performers, or other guests; or encourage another person to violate applicable rules. Guests must comply with the Cruise Line's prohibited-items rules and may not possess or use illegal drugs, marijuana (including medical marijuana), weapons, explosives, unauthorized heating or open-flame items, drones, or any other item prohibited by the Cruise Line or applicable law. Reggaeton Cruise or the Cruise Line may revoke credentials, deny entry, remove a Guest, or cancel Event access for a violation, without refund except as provided in Sections 6.2 or 8.1 or required by law. Matters may be referred to ship security, port authorities, or law enforcement. The Guest is responsible for resulting damage and lawful costs.

12.4 No Unauthorized Commercial Solicitation or Promotion. Without Reggaeton Cruise's prior written consent, a Guest may not market, advertise, promote, distribute, or sell a product, service, third-party event, excursion, transportation service, merchandise, photography service, or fee-based meetup in connection with the Event. Reggaeton Cruise may remove promotional material, revoke credentials, or deny Event access for a violation. Event Fee and pass-through consequences are governed by Sections 6.2 and 8.1 and applicable law.

12.5 Additional Acknowledgments for Royal Caribbean Sailings. If the Sailing is operated by a Royal Caribbean entity, the following provisions apply in addition to Sections 12.1 through 12.4:

(a) **Applicable Royal Caribbean Terms.** The Guest is bound by the applicable Royal Caribbean passenger ticket contract or booking conditions, Guest Health, Safety and Conduct Policy, Refusal to Transport Policy, prohibited-items rules, and Global Purchase Terms and Conditions for included or purchased products. Current versions are available through <https://www.royalcaribbean.com/guest-terms/>.

(b) **Check-In and Required Information.** The Guest must timely complete Royal Caribbean's check-in process and provide all travel, emergency, identity, health, and other information required for embarkation, continued carriage, and ports of call.

(c) **Health, Safety, Conduct, and Captain's Directions.** The Guest must comply with Royal Caribbean's current health, safety, conduct, security, and operational requirements and all directions of the Captain, crew, ship security, and medical personnel. The Captain's authority is controlling as stated in Section 12.1.

(d) **Screening, Prohibited Items, and Controlled Substances.** The Guest must submit to lawful health and security screening and comply with Royal Caribbean's current prohibited-items and controlled-substances rules. Marijuana, including medical marijuana, is prohibited onboard even if lawful or prescribed in a Guest's place of residence, unless Royal Caribbean expressly states otherwise in an applicable written policy.

(e) **Refusal of Transport and Other Consequences.** Royal Caribbean may refuse transport, deny boarding or reboarding, restrict privileges, revoke a package, confine, or remove a Guest as allowed by its contract and policies. Those actions may also result in loss of Event access. Reggaeton Cruise does not control Royal Caribbean's decision, and any refund or pass-through amount is determined under Sections 6.2 and 8.1.

12.6 Responsible Alcohol Consumption, Package Rules, and Zero Tolerance for Violence or Illegal Activity. Alcohol service and any included beverage package remain subject to the Cruise Line's rules and responsible-service decisions. A Guest may not share a beverage package, obtain a drink for a person who is not eligible to receive it, or provide alcohol to a person whom the Cruise Line or law prohibits from receiving it. The Cruise Line may refuse service, revoke a package, or take other action without a refund when permitted by its terms. Guests must consume responsibly and behave safely and respectfully.

(a) **Refusal of Service and Removal.** Reggaeton Cruise may revoke Event credentials or remove a Guest from Event programming, and the Cruise Line may refuse alcohol service, revoke a beverage package, restrict privileges, or remove a Guest, if the Guest appears intoxicated, misuses a package, or engages in disorderly, threatening, or unsafe behavior. Any refund or pass-through amount is governed by Sections 6.2 and 8.1 and applicable law.

(b) **Physical Abuse and Violence Prohibited - Material Breach.** Any acts of physical abuse, assault, fighting, unwanted physical contact, or threats of violence are strictly prohibited and constitute a material breach of this Agreement. Reggaeton Cruise and/or the Cruise Line may immediately remove the Guest from Event activities and may seek any remedies available under this Agreement and applicable law.

(c) **Illegal Activity, Security and Law Enforcement.** Illegal activity of any kind is strictly prohibited. Where appropriate, Reggaeton Cruise may refer matters to ship security, port authorities, and/or law enforcement, and Guests engaging in physical abuse or illegal activity may be detained or confined, denied boarding or re-boarding, disembarked at the next available port, and/or otherwise removed from the vessel or Event activities, and may be subject to arrest and prosecution in the applicable jurisdiction.

(d) **Guest Responsibility for Costs and Damages.** Guests are responsible for all costs, losses, and damages arising from intoxication, unruly conduct, physical abuse, or illegal activity, including damage to the vessel, venues, or equipment, medical costs, fines, security/administrative fees, cleaning or repair costs, and any travel, lodging, and transportation costs associated with early disembarkation or denial of re-boarding. These obligations are in addition to, and do not limit, any indemnification obligations under Section 17 and any joint and several responsibility under Section 1.2(c).

(e) **Hospitalization Due to Intoxication, and Missed Ship/Left Behind.** If a Guest, due to excessive drinking, intoxication, or drunkenness, requires medical treatment, observation, or hospitalization and thereby misses the vessel, misses embarkation, fails to re-board, or is left behind at any port or location, does so at such Guest's sole risk and expense. All medical, hospital, ambulance, medication, travel, lodging, and transportation costs incurred by or on behalf of such Guest shall be the sole responsibility of that Guest, and no refund, credit, reimbursement, or other compensation shall be owed by Reggaeton Cruise or the Cruise Line, to the maximum extent permitted by law and subject to the Cruise Ticket Contract.

13. ADULT-ORIENTED PROGRAMMING, NO-RECORDING RULES, AND DEVICES

13.1 **Mature Content Notice and Consent to Adult Programming.** The Event is intended for adults and may include mature or adult-oriented themes, language, music, comedy, attire, late-night programming, crowded environments, and alcohol service. By attending, the Guest voluntarily accepts possible exposure to such content and environments. A Guest who does not wish to encounter particular programming should not attend the activity and should avoid any area Reggaeton Cruise identifies for mature or restricted programming.

13.2 No-Recording Events, Device Controls, Enforcement, and Refund Consequences.

(a) **Designation and Notice.** Reggaeton Cruise may designate particular activities or areas as “No-Recording Events” when heightened privacy, artist-rights, safety, or security considerations apply. Reggaeton Cruise will provide reasonable notice through signage, announcements, staff direction, credentialing rules, or other methods.

(b) **Strict Device Prohibition.** During a No-Recording Event, Guests are strictly prohibited from using or possessing any phone, camera, smart glasses, wearable camera, tablet, laptop, audio recorder, or any device capable of recording, photographing, live streaming, transmitting, or capturing images/audio/video (collectively, “Recording Devices”). “Possessing” includes having the device on your person, in clothing, bags, purses, pockets, or otherwise within your immediate control in the No-Recording Event area.

(c) **Screening and Access Controls.** Subject to prior Cruise Line approval and the Captain’s and ship security’s authority, Reggaeton Cruise may use reasonable external screening and access controls for a No-Recording Event, including visual inspection, metal detection, credential checks, tamper-evident seals, locked device pouches, or designated device storage. These measures may not impede emergency communications, conflict with crew directions, or authorize Reggaeton Cruise personnel to search the digital contents of a device without lawful authority and the Guest’s valid consent.

(d) **No Duty as Bailee, and Limited Responsibility.** Where Reggaeton Cruise offers device storage or pouches, such measures are provided solely to facilitate compliance and privacy. To the maximum extent permitted by law, Reggaeton Cruise is not a bailee or insurer of Guest devices and is not responsible for loss, theft, or damage to devices during any check, pouching, or storage process, except to the extent caused by Reggaeton Cruise’s gross negligence or willful misconduct.

(e) **Material Breach and Remedies.** Unauthorized recording, attempted recording, circumvention of an approved device control, tampering with a pouch or seal, or refusal to comply with a lawful access rule is a material breach. Subject to Cruise Line authority, Reggaeton Cruise may deny entry, remove the Guest from Event programming, revoke credentials, cancel Event access, or refer the matter to ship security or law enforcement. Reggaeton Cruise may request deletion of an unauthorized recording only to the extent permitted by law and Cruise Line policy; this provision does not authorize an otherwise unlawful search, seizure, or destruction of a device or its contents.

(f) **Refund Consequences.** Event Fees are not refundable for denial of entry, removal, cancellation, or loss of access caused by a violation of this Section, except as required by law. Any Cruise Component or pass-through amount remains governed by Sections 6.2 and 8.1.

13.3 Respect for Privacy and Consent; No Unauthorized Capture or Distribution. Guests must respect the privacy, dignity, and consent of others. Except where expressly

permitted in a designated area, a Guest may not photograph, record, livestream, transmit, publish, or otherwise capture or distribute another guest's, performer's, or staff member's image, likeness, voice, name, or identifying information without that person's consent and must comply with privacy, harassment, and voyeurism laws. Doxxing, stalking, unwanted physical contact, and conduct that compromises another person's privacy or safety are prohibited. A violation may result in action under Sections 12 and 13. Event Fee and pass-through consequences are governed by Sections 6.2 and 8.1.

13.4 Equitable Relief and Cumulative Remedies. The parties acknowledge that violations of this Section 13 (including unauthorized recording, attempted recording, or distribution of private images) may cause immediate and irreparable harm that may not be fully compensable by monetary damages. Accordingly, Reggaeton Cruise and the Related Parties may seek injunctive relief or other equitable relief to the extent permitted by law and subject to the court's discretion, in addition to any other rights and remedies available under this Agreement or at law. Nothing in this Section limits any rights under Section 16 (Limitations) or Section 19 (Dispute Resolution).

13.5 Third-Party Recording/Posting, and No Responsibility for Personal or Economic Consequences. Guest acknowledges that Reggaeton Cruise does not control the independent conduct of other guests or third parties (including their personal livestreams, recordings, posts, reposts, tags, comments, or other communications), whether made onboard, ashore, or online. To the maximum extent permitted by law, Reggaeton Cruise and the Related Parties shall not be liable for any reputational, personal, relational, professional, economic, or other consequences a Guest may suffer as a result of being captured, identified, referenced, discussed, or depicted by other guests or third parties (including, by way of example, loss of employment, business opportunities, clients, sponsorships, memberships, relationships, or marital/household disputes), except to the extent such liability is finally determined to have been proximately caused by Reggaeton Cruise's gross negligence or willful misconduct. This Section 13.5 does not limit Reggaeton Cruise's enforcement rights under Sections 12 - 13 or any Guest obligations under Sections 13.2 - 13.3 and 17.

13.6 No Streaming or Broadcasting of Themed Events (Onboard or Onshore) - Except as expressly authorized in advance in writing by Reggaeton Cruise, Guests, including vloggers, influencers, media creators, and other attendees, may not livestream, broadcast, transmit, or otherwise publicly distribute in real time or near real time any portion of Reggaeton Cruise's themed events, programming, activations, parties, performances, or experiences (collectively, "Themed Events"), whether onboard the vessel or at an onshore venue, destination, or Event site. This prohibition applies regardless of platform or technology. Subject to Cruise Line approval and the Captain's overriding authority, Reggaeton Cruise may impose reasonable device and access controls and may remove a Guest from Event programming for a violation. A violation is a material breach and may result in credential revocation, Event-access cancellation, or referral to ship security or law enforcement where appropriate, without refund except as provided in Sections 6.2 or 8.1 or required by law. This Section does not restrict after-the-fact content captured lawfully and in compliance with Sections 13.2 and 13.3.

13.7 iHeart and Event Intellectual Property. No Guest obtains any ownership, license, broadcast right, publicity right, or commercial-use right in the names, trademarks,

service marks, logos, programming, broadcasts, recordings, or other intellectual property of Reggaeton Cruise or the iHeart Parties, including the iHeartMedia, iHeartRadio, Enrique Santos, and The Enrique Santos Show names, brands, and content. Without prior written authorization from the applicable rights holder, a Guest may not copy, rebroadcast, retransmit, simulcast, commercially exploit, sell, sublicense, create an unauthorized commercial derivative work from, or falsely imply sponsorship, endorsement, or affiliation with any authorized Event broadcast or media content. This Section does not prohibit lawful personal, noncommercial commentary, criticism, or social-media activity otherwise permitted by this Agreement.

14. REGGAETON CRUISE PHOTOGRAPHY, VIDEO, LIVE STREAMING, AND IMAGE/LIKENESS RELEASE

14.1 Live Stream Areas, Authorized Media Partners, and Notice. Reggaeton Cruise and its authorized media partners, including the iHeart Parties, may photograph, audio record, video record, livestream, broadcast, or otherwise capture portions of the Event (collectively, “Reggaeton Cruise Media”). Reggaeton Cruise will provide reasonable notice of live streaming or organized media capture through signage, announcements, staff direction, portal postings, or other means. Areas designated for live streaming or organized media capture are “Live Stream Areas.”

14.2 Grant of Rights (Each Guest). BY ATTENDING THE EVENT, EACH GUEST IRREVOCABLY GRANTS TO REGGAETON CRUISE, THE RELATED PARTIES, AND THE IHEART PARTIES, TO THE EXTENT AUTHORIZED BY REGGAETON CRUISE, THE WORLDWIDE, ROYALTY-FREE, PERPETUAL, TRANSFERABLE, SUBLICENSABLE RIGHT TO CAPTURE, USE, REPRODUCE, LIVE STREAM, BROADCAST, TRANSMIT, DISTRIBUTE, DISPLAY, EDIT, ADAPT, AND CREATE DERIVATIVE WORKS FROM SUCH GUEST’S NAME, IMAGE, LIKENESS, VOICE, APPEARANCE, AND STATEMENTS AS EMBODIED IN REGGAETON CRUISE MEDIA, IN ANY MEDIA NOW KNOWN OR HEREAFTER DEVELOPED, FOR ANY LAWFUL PURPOSE, INCLUDING PROMOTION, MARKETING, ADVERTISING, PUBLICITY, COMMERCIAL USE, EDITORIAL USE, BROADCASTING, STREAMING, PODCASTING, SOCIAL-MEDIA DISTRIBUTION, AND DOCUMENTATION, WITHOUT COMPENSATION TO THE GUEST, TO THE MAXIMUM EXTENT PERMITTED BY LAW.

14.3 No Expectation of Privacy in Live Stream Areas. Guest acknowledges that Guest may be recorded in Live Stream Areas and that Guest has no expectation of privacy in such areas.

14.4 Limited Accommodation Requests. If a Guest does not wish to appear in Reggaeton Cruise Media, the Guest should avoid Live Stream Areas and notify Reggaeton Cruise staff in advance when practicable. Reggaeton Cruise may attempt to accommodate reasonable requests but does not guarantee exclusion from Reggaeton Cruise Media in all circumstances.

14.5 No-Recording Events and Sensitive Content Handling. To protect privacy and artist rights, Reggaeton Cruise may designate particular activities or areas as No-Recording

Events. Reggaeton Cruise does not intend to publicly distribute Reggaeton Cruise Media captured in a No-Recording Event in a manner that identifies a Guest as participating in sensitive or restricted programming without separate express consent, unless the distribution is otherwise lawful. Reggaeton Cruise may retain and use such material for security, rule enforcement, incident response, insurance, dispute resolution, or legal compliance.

14.6 No Implied Endorsement. Nothing in this Agreement requires Reggaeton Cruise to use Reggaeton Cruise Media in a manner that implies Guest's endorsement of any product, service, or political or social viewpoint. Where a specific endorsement consent is required by applicable law, Reggaeton Cruise will obtain such consent separately.

14.7 Release of Claims. To the maximum extent permitted by law, each Guest releases Reggaeton Cruise, the Related Parties, and the iHeart Parties from any claims arising from the capture or authorized use of Reggaeton Cruise Media in accordance with this Section 14, including claims for right of publicity, appropriation, or invasion of privacy, except to the extent based on the released party's willful misconduct or unlawful use.

14.8 Authorized iHeartMedia and iHeartRadio Coverage. Guest acknowledges that the Event may be promoted, photographed, recorded, livestreamed, broadcast, reported upon, edited, reproduced, and distributed by the iHeart Parties through participating radio stations, the iHeartRadio platform, websites, applications, podcasts, social-media channels, video platforms, and other existing or future media. Such coverage may include live or recorded Event programming, artist or Guest interviews, crowd footage, Enrique Santos-hosted content, promotional segments, and excerpts from Event activities. Subject to applicable law and Section 14.5, Guest has no right to compensation, inspection, or approval arising solely from Guest's incidental or authorized appearance in such coverage.

14.9 Editorial Discretion; No Right to Appear or Approve. No Guest is promised or entitled to appear on The Enrique Santos Show or any other iHeart program, to be interviewed, to have an interview, image, statement, or recording broadcast or distributed, or to receive any particular media exposure. To the extent permitted by applicable law and subject to the separate agreement between Spectra and the applicable iHeart Party, the iHeart Parties retain editorial discretion over the selection, editing, timing, format, and distribution of content they produce or distribute. A Guest has no right to inspect or approve such content before use, except where applicable law expressly requires otherwise.

14.10 Direct iHeart Services, Promotions, and Privacy. If a Guest follows an iHeart link, uses an iHeart website, application, or the iHeartRadio platform, enters an iHeart-administered contest or promotion, submits information directly to an iHeart Party, or otherwise interacts directly with an iHeart service, that separate interaction may also be governed by the applicable iHeart Party's own terms of use, contest or promotion rules, and privacy notice. Reggaeton Cruise does not control those independent terms or the iHeart Party's independent processing of information submitted directly to it.

15. ASSUMPTION OF RISK, HEALTH, COMMUNICABLE DISEASES, MEDICAL

15.1 Assumption of Risk. Participation in travel and Event activities involves inherent risks, including risks of injury, illness (including communicable diseases), property loss, and other hazards. Each Guest voluntarily assumes all such risks.

15.2 Allocation of Inherent Risk and Savings Clause. Event Services involve inherent risks, including crowds, alcohol service, entertainment environments, late-night programming, and travel-related hazards. The following provisions allocate only those inherent risks and do not displace liability that applicable law does not permit the parties to waive or limit.

(a) **Risk Allocation.** Guest acknowledges that the Event Services involve inherent risks (including crowds, alcohol service, entertainment environments, late-night programming, and travel-related hazards) and agrees that Reggaeton Cruise's pricing reflects an allocation of risk and limitation of Reggaeton Cruise's exposure as set forth in this Agreement.

(b) **Assumption of Inherent Risk; No Release of Nonwaivable Claims.** The Guest voluntarily assumes inherent risks of the Event Services that are not proximately caused by Reggaeton Cruise's actionable negligence or other legally actionable conduct. Nothing in this Agreement releases, waives, or creates a covenant not to sue for personal injury, illness, or death where such a provision is prohibited by law, or for gross negligence, recklessness, willful misconduct, fraud, or any other liability that cannot lawfully be waived. Claims relating to carriage, vessel operations, or Cruise Components are governed by the Cruise Ticket Contract as stated in Sections 3 and 18.

(c) **Enforceable Remainder.** If any portion of this Section is unenforceable for a particular claim or remedy, only that portion will be limited or severed to the minimum extent necessary, and the remaining lawful risk-allocation provisions will continue to apply.

15.3 Medical Fitness, Medical Services, Costs, and No Medical Advice.

(a) **Fitness to Travel/Participate.** Each Guest is solely responsible for determining and maintaining their own medical, physical, and mental fitness to travel and to participate in the Event, including any activities that may involve physical exertion, late-night programming, alcohol service, crowded environments, or exposure to communicable illnesses.

(b) **No Medical Advice or Screening by Reggaeton Cruise.** Reggaeton Cruise does not provide medical advice, medical screening, diagnosis, treatment, or care, and Reggaeton Cruise does not evaluate whether any Guest is medically fit to travel or participate. Any information provided by Reggaeton Cruise regarding health or safety is general in nature and is not medical advice.

(c) **Shipboard and Third-Party Medical Providers.** Medical services (if any) aboard the vessel are provided by the Cruise Line and/or independent shipboard medical providers under the Cruise Ticket Contract and applicable policies. Reggaeton Cruise has no control over, and is not responsible for, the availability, quality, scope, pricing, or decisions of the Cruise Line, shipboard medical providers, emergency responders, shoreside clinics, or any other third-party healthcare providers.

(d) **Assumption of Costs and Insurance.** Guests are solely responsible for all costs associated with medical care, testing, treatment, medication, quarantine/isolation requirements,

evacuation, repatriation, and related expenses, including those incurred onboard or at ports of call. Guests are strongly encouraged to obtain appropriate travel and medical insurance (including coverage for evacuation) before traveling.

(e) **Accessibility and Special Needs.** Requests involving the vessel, staterooms, mobility assistance, dietary needs, shipboard medical equipment, or other Cruise Components must be made directly to the Cruise Line or its Access Department in accordance with its procedures. Requests involving Reggaeton Cruise-produced Event Services should be submitted as early as practicable to info@spectraents.com. Reggaeton Cruise will engage in an interactive process and provide reasonable Event-specific accommodations as required by applicable law, subject to safety, feasibility, Cruise Line authority, and the essential nature of the activity. Nothing in this subsection limits a nonwaivable accessibility right.

15.4 Travel Documents, Vaccinations, Entry Requirements, and Compliance.

(a) **Guest Responsibility.** Each Guest is solely responsible for obtaining, maintaining, and carrying all passports, visas, permits, residency and re-entry documents, and other travel permissions required by governments, airlines, ports, and the Cruise Line for embarkation, transit, ports of call, and return travel.

(b) **Health/Entry Requirements May Change.** Guests are also responsible for complying with all health-related requirements that may apply to travel and entry, including vaccinations, testing, screening, health attestations, quarantine rules, and similar requirements imposed by any governmental authority or the Cruise Line. Requirements may change with little or no notice, and Guests are responsible for monitoring and satisfying them.

(c) **Immigration/Customs, and Prohibited Items.** Guests must comply with all immigration and customs laws and regulations at embarkation, during the voyage, and at all ports of call, including restrictions on prohibited items and controlled substances. Guests are solely responsible for any fines, penalties, delays, confiscations, denied entry, or other consequences arising from noncompliance.

(d) **Denial of Boarding or Entry.** Reggaeton Cruise is not responsible if a Guest is denied boarding, entry, or passage because of inadequate documents, unmet health or entry requirements, immigration or customs issues, a criminal or regulatory matter, or another compliance failure. Event Fees are not refundable for such a denial except as required by law. Any Cruise Component refund, credit, or pass-through amount remains governed by Sections 6.2 and 8.1 and the Cruise Ticket Contract.

(e) **No Representation by Reggaeton Cruise.** Reggaeton Cruise does not represent or warrant that any Guest will be permitted to travel or enter any destination, and any general information Reggaeton Cruise provides about travel requirements is informational only and not legal advice.

(f) **Medications and Controlled Substances.** Guests are solely responsible for ensuring that all prescription medications and medical substances they bring are lawfully

possessed and transported and comply with the laws and regulations of the United States, the embarkation port, each port of call, and the Cruise Line's policies. Guests should carry prescriptions in their original pharmacy-labeled containers and bring a copy of the prescribing documentation where appropriate. Reggaeton Cruise does not provide legal advice regarding medication legality, and Reggaeton Cruise has no liability for any confiscation, denial of boarding/entry, delay, fines, or other consequences arising from a Guest's failure to comply with applicable laws or policies.

(g) **Completion of Voyage and Unauthorized Early Disembarkation.** A Guest must complete the voyage where required by the Cruise Ticket Contract, immigration authorities, port officials, or applicable law. Subject to the Cruise Ticket Contract and nonwaivable law, a Guest is responsible for and must reimburse any fine, penalty, assessment, repatriation expense, or other direct cost caused by the Guest's unauthorized early disembarkation or failure to complete required immigration or customs formalities.

16. LIMITATION OF LIABILITY, DISCLAIMERS, AND DAMAGES WAIVER

16.1 **Third-Party Services.** Reggaeton Cruise is not responsible for acts or omissions of the Cruise Line or any third parties, including shore excursion providers, vendors, performers, or contractors. Any issues with Cruise Components must be addressed to the responsible provider under its terms.

16.2 **No Consequential Damages.** TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL REGGAETON CRUISE, THE RELATED PARTIES, OR THE IHEART PARTIES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, LOST ENJOYMENT, LOSS OF USE, OR DIMINUTION IN VALUE, ARISING OUT OF OR RELATING TO THE EVENT OR THIS AGREEMENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. FOR AVOIDANCE OF DOUBT, CONSEQUENTIAL DAMAGES INCLUDE, WITHOUT LIMITATION, ALLEGED LOSS OF EMPLOYMENT OR INCOME, LOSS OF BUSINESS OPPORTUNITIES, REPUTATIONAL HARM, RELATIONSHIP OR MARITAL DISRUPTION, EMOTIONAL DISTRESS (SUBJECT TO SECTION 16.3), OR OTHER DOWNSTREAM CONSEQUENCES ARISING FROM A GUEST'S APPEARANCE IN THIRD-PARTY CONTENT OR SOCIAL MEDIA.

16.3 **No Liability for Emotional Distress Absent Physical Injury (to the Extent Permitted).** To the maximum extent permitted by applicable law, Reggaeton Cruise, the Related Parties, and the iHeart Parties will not be liable for emotional distress, mental anguish, psychological injury, shock, humiliation, or similar non-physical damages unless such damages are: (a) the direct result of a physical injury to the claimant caused by Reggaeton Cruise's negligence (where liability is not otherwise waived/limited), or (b) the direct result of the claimant having been placed in actual danger of immediate physical injury by Reggaeton Cruise's negligence.

16.4 **Limitation on Direct Damages; Exceptions.** TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE TOTAL AGGREGATE LIABILITY OF REGGAETON CRUISE, ITS RELATED PARTIES, AND THE IHEART PARTIES FOR CLAIMS ARISING FROM

EVENT SERVICES WILL NOT EXCEED THE EVENT FEES ACTUALLY PAID BY THE CLAIMING GUEST FOR THE EVENT, EXCLUDING AMOUNTS COLLECTED FOR THE CRUISE LINE OR ANOTHER THIRD PARTY. THIS CAP DOES NOT APPLY TO A CLAIM FOR PERSONAL INJURY, ILLNESS, OR DEATH; GROSS NEGLIGENCE; RECKLESSNESS; WILLFUL MISCONDUCT; FRAUD; OR ANY LIABILITY OR REMEDY THAT CANNOT LAWFULLY BE LIMITED.

16.5 Personal Property, No Bailment, Assumption of Risk, and Limited Responsibility.

(a) **No Bailment and No Custody.** Reggaeton Cruise is not a bailee, insurer, or custodian of any Guest's personal property. Except where Reggaeton Cruise expressly agrees in a separate written receipt to take temporary custody of an item (if ever), Guests always retain sole custody and control of their property, including while boarding, during shipboard activities, at ports of call, and in connection with any Event programming.

(b) **Guest Responsibility.** Guests are solely responsible for safeguarding their belongings, including valuables such as cash, jewelry, watches, passports, travel documents, medications, electronics, phones, cameras, computers, and Recording Devices (including any devices checked or sealed for No-Recording Events). Guests are encouraged to use in-cabin safes (if available), keep valuables secured, and avoid bringing unnecessary valuables to Event activities.

(c) **Event Services Personal-Property Cap.** To the maximum extent permitted by law and without creating a bailment, any liability of Reggaeton Cruise or a Related Party for loss of or damage to a Guest's personal property arising from Event Services will not exceed US\$300 per Guest. A different limit applies only if Reggaeton Cruise accepts the item under a separate written receipt signed by an authorized representative that expressly states the different limit, or if applicable law requires otherwise. Reggaeton Cruise is not responsible for cash, jewelry, watches, precious metals, collectibles, electronics, passports, travel documents, or other high-value items except to the extent liability cannot lawfully be excluded.

(d) **Cruise, Cabin, Baggage, and Security Claims.** A claim for property lost, stolen, delayed, confiscated, or damaged in connection with carriage, a stateroom, baggage handling, shipboard services, ship or port security screening, or another Cruise Component is governed exclusively by the Cruise Ticket Contract and the responsible provider's terms.

(e) **Found Property.** Reggaeton Cruise may, but is not obligated to, attempt to assist with lost-and-found. Any such assistance is a courtesy only and does not create a duty of care, a bailment, or liability on the part of Reggaeton Cruise or the Related Parties.

16.6 Essential Basis, Allocation of Risk, Survival, and Maximum Enforceability.

(a) **Essential Basis of the Bargain.** Guests acknowledge and agree that the limitations, exclusions, waivers, and disclaimers in this Section 16 (together with the assumption of risk and release provisions elsewhere in this Agreement) are a fundamental allocation of risk

between the parties and are an essential basis of the bargain. Reggaeton Cruise would not offer the Event Services, and the pricing charged would be materially higher, without these limitations.

(b) **Independent of Remedies.** These limitations apply regardless of the form of action (contract, tort, strict liability, statutory claim, or otherwise) and regardless of whether any limited remedy fails of its essential purpose, to the maximum extent permitted by applicable law.

(c) **Severability/Maximum Extent.** If any portion of this Section 16 is held invalid or unenforceable, it will be enforced to the maximum extent permitted by law, and the remainder will remain in full force and effect consistent with Section 21.1 (Severability).

(d) **Survival.** The provisions of this Section 16 survive cancellation, termination, expiration, or completion of the Event and the Guest's participation.

17. INDEMNIFICATION BY GUEST

17.1 **Indemnification, Defense, Hold Harmless.** To the maximum extent permitted by applicable law, Guest agrees to indemnify, defend, and hold harmless Reggaeton Cruise and the Related Parties, and the Intended Third-Party Beneficiaries, the iHeart Parties, and Beneficiary Related Parties described in Section 18 (including, without limitation, the vessel owner/operator/manager/carrier parties, ship's crew, ship security personnel, and shoreside personnel and contractors) (collectively, the "Indemnified Parties"), from and against any and all third-party claims, demands, suits, causes of action, proceedings, damages, losses, liabilities, penalties, fines, judgments, settlements, costs, and expenses (including reasonable attorneys' fees and costs of investigation) arising out of or relating to: (a) Guest's breach of this Agreement or any representation, warranty, or obligation hereunder; (b) Guest's violation of the Cruise Ticket Contract, Cruise Line policies, ship rules, port rules, or any applicable law, regulation, or governmental order; (c) Guest's negligent, reckless, or intentional acts or omissions, including misconduct, harassment, threats, unsafe behavior, or property damage; (d) Guest's unauthorized recording, photographing, live streaming, transmission, publication, or distribution of any content involving the Event, Reggaeton Cruise Media, No-Recording Events, or any other guest, performer, staff member, or third-party; and/or (e) Guest's infringement, misappropriation, or violation of any intellectual property rights or privacy/publicity rights of Reggaeton Cruise, the Related Parties, other guests, performers, vendors, or any third-party (including claims based on defamation, false statements of fact, doxxing, or invasion of privacy).

17.2 **Defense and Cooperation.** Reggaeton Cruise may, in its discretion, assume control of the defense of any indemnified matter with counsel of its choosing, and Guest agrees to cooperate fully in the defense (including providing information, documents, and reasonable assistance). Guest may participate in the defense at Guest's own expense with counsel reasonably acceptable to Reggaeton Cruise. Guest may not settle any claim that imposes any obligation, admission, or non-monetary relief on Reggaeton Cruise or any Indemnified Party without Reggaeton Cruise's prior written consent and, if the settlement would impose an obligation, admission, or non-monetary relief on another Indemnified Party, the prior written consent of that affected Indemnified Party. Any required consent may be withheld in the consenting party's reasonable discretion.

17.3 Exclusions and Allocation. Guest's indemnity obligations apply only to the extent a claim is caused by Guest's acts or omissions. Guest is not required to indemnify a party for that party's gross negligence or willful misconduct, to the extent such indemnification is prohibited by law. The obligations in this Section are in addition to, and not in lieu of, any other rights or remedies available to Reggaeton Cruise or the Related Parties under this Agreement or at law.

17.4 Survival. This indemnification obligation survives cancellation, termination, and completion of the Event and Guest's participation.

18. INTENDED THIRD-PARTY BENEFICIARIES

18.1 Intended Third-Party Beneficiaries.

(a) **Cruise Beneficiaries.** ROYAL CARIBBEAN GROUP, including its brands, subsidiaries, affiliates, and the owner, operator, manager, or carrier of the vessel used for the Event, if applicable, and any substitute Cruise Line and vessel owner, operator, manager, or carrier identified in the Guest's booking confirmation or Cruise Ticket Contract, are expressly intended third-party beneficiaries of this Agreement (collectively, the "Cruise Beneficiaries").

(b) **iHeart Beneficiaries.** The iHeart Parties are expressly intended third-party beneficiaries of this Agreement with respect to the provisions that protect their participation in the marketing, promotion, production, recording, broadcasting, livestreaming, distribution, advertising, and exploitation of authorized Event content. The Cruise Beneficiaries and the iHeart Parties are collectively referred to as the "Intended Third-Party Beneficiaries."

(c) **Beneficiary Related Parties.** The Intended Third-Party Beneficiaries include, and this Agreement is intended to benefit where applicable, their respective parents, subsidiaries, affiliates, successors, permitted assigns, officers, directors, members, managers, shareholders, employees, agents, representatives, servants, crew, security personnel, producers, contractors, subcontractors, vendors, suppliers, sponsors, performers, venues, licensees, and insurers (collectively, "Beneficiary Related Parties"), but only to the extent involved in or affected by the Event or the beneficiary's authorized Event-related activities.

(d) **Purpose.** The Event Services depend on coordinated work among Reggaeton Cruise, the Cruise Line, the iHeart Parties, and other third-party partners. The Guest conduct rules, recording and device restrictions, media and intellectual-property protections, releases, indemnities, limitations, dispute provisions, and other provisions that expressly apply to a beneficiary are intended to protect those parties while preserving the separate Cruise Ticket Contract framework for carriage, vessel operations, and Cruise Components.

18.2 Enforcement and Separation of Event Claims from Cruise Claims. The Intended Third-Party Beneficiaries may enforce only the protections that this Agreement expressly extends to them or that directly protect their authorized Event-related activities, subject to the allocation below.

(a) **Guest Obligations Enforceable by Beneficiaries.** An Intended Third-Party Beneficiary may directly invoke a Guest obligation that protects it, including applicable conduct, safety, recording, device, media-release, intellectual-property, privacy/publicity, property-damage, indemnification, limitation-of-liability, dispute-resolution, truthful-review, non-interference, and survival provisions. Without limiting the foregoing, an iHeart Party may directly enforce Sections 12, 13, 14, 16, 17, 19, 20, and 21.5 to the extent those provisions apply to that iHeart Party or its authorized Event-related activities.

(b) **Claims Against Reggaeton Cruise.** A Guest claim against Reggaeton Cruise arising from this Agreement or the Event Services is governed by Section 19, including its notice, forum, limitations, arbitration, and individual-action provisions to the extent enforceable.

(c) **Claims Against Cruise and Vessel Parties.** A claim against the Cruise Line, vessel, vessel owner, operator, carrier, crew, or a related Cruise Line beneficiary arising from carriage, Cruise Components, vessel operations, shipboard products or services, or a Cruise Line act or omission is governed exclusively by the Cruise Ticket Contract and applicable law, including its forum, governing-law, notice, time-limit, arbitration, class-action, and security provisions. Section 19 does not govern such a claim.

(d) **No Modification of Cruise Line Rights.** Nothing in this Agreement expands, reduces, replaces, or modifies a Cruise Line party's rights, defenses, limitations, remedies, or obligations under the Cruise Ticket Contract or applicable law.

(e) **No Duplicate Recovery or Expanded Duty.** A beneficiary's ability to invoke an applicable protection creates no duty beyond a duty otherwise imposed by its own contract or applicable law and permits no duplicate recovery.

(f) **Notices and Service.** A notice concerning a claim against Reggaeton Cruise must comply with Sections 19 and 22. A notice or claim directed to a Cruise Line or vessel party must comply with the Cruise Ticket Contract and applicable law. Service of process on any person or entity must comply with the governing procedural law and is not accomplished solely by sending a notice under Section 22.

(g) **Claims Against iHeart Parties.** A Guest claim against an iHeart Party arising from the Guest's attendance at the Event, an authorized iHeart promotion or Event-related communication, the capture or authorized use of Reggaeton Cruise Media, or rights granted under this Agreement will be subject to Section 19 to the same extent as a comparable claim against Reggaeton Cruise, except to the extent a separate direct interaction between the Guest and an iHeart service is governed by mandatory law or by separate iHeart terms that expressly control that interaction. Nothing in this subsection expands an iHeart Party's duties beyond those imposed by applicable law or its own agreement with the Guest, if any.

19. DISPUTE RESOLUTION, FORUM, GOVERNING LAW, TIME LIMITS, ARBITRATION, AND CLASS ACTION WAIVER

19.1 Pre-Dispute Notice and Sixty-Day Informal Resolution. Before filing a lawsuit or arbitration against Reggaeton Cruise or an iHeart Party for a claim governed by this

Agreement, the claimant must send a complete, personally signed Notice of Dispute describing the factual and legal basis of the claim and the specific relief sought. The notice must include the claimant's name and contact information, reservation number, the party or parties against whom the claim is asserted, and enough detail to permit a good-faith response, and must be delivered under Section 22. For a claim against an iHeart Party governed by Section 18.2(g), delivery of the Notice of Dispute to Reggaeton Cruise under Section 22 satisfies this contractual pre-dispute notice requirement, but does not constitute service of process on the iHeart Party. The parties will then allow sixty (60) days for individualized, good-faith informal resolution. Either party may request an individualized telephone or video conference, and each party must reasonably cooperate in scheduling it. No lawsuit or arbitration may be filed before the sixty-day period ends. Any contractual limitations period applicable under this Agreement is tolled from receipt of a compliant notice until the sixty-day period ends.

19.2 Forum Selection for Court Claims Against Reggaeton Cruise or an iHeart Party. To the fullest extent permitted by law, a court claim against Reggaeton Cruise, or against an iHeart Party that Section 18.2(g) makes subject to this Section 19, must be brought exclusively in the United States District Court for the Southern District of Florida in Miami-Dade County. If that court lacks subject-matter jurisdiction, the claim must be brought in a state court located in Miami-Dade County, Florida. Each claimant consents to personal jurisdiction and waives an objection to venue in those courts. This Section does not govern a claim against a Cruise Line or vessel party described in Section 18.2(c), or a separate direct iHeart service interaction governed by different controlling terms under Section 18.2(g).

(a) **Remote Participation (Discretionary).** To the extent permitted by the court and consistent with due process, either party may request to appear by video or telephone for conferences or hearings. Any such request will be subject to the court's rules and the court's discretion, and Reggaeton Cruise does not waive any objection to remote appearance where in-person attendance is required by the court or necessary to protect Reggaeton Cruise's rights.

(b) **No Effect on Vessel-Related Remedies.** This Section governs only claims against Reggaeton Cruise and claims against an iHeart Party made subject to Section 19 by Section 18.2(g); it does not govern claims against a Cruise Line or vessel party. Any in rem claim, security request, vessel-arrest issue, attachment, or other vessel-related remedy is governed by the Cruise Ticket Contract and applicable law. Neither Reggaeton Cruise nor an iHeart Party is identified in this Agreement as the vessel owner, operator, or maritime carrier. Accordingly, a claim solely against Reggaeton Cruise or an iHeart Party must be brought in personam and does not by itself support arrest, attachment, or seizure of the vessel or vessel property.

19.3 Governing Law for Claims Against Reggaeton Cruise or an iHeart Party. Claims against Reggaeton Cruise arising from Event Services, and claims against an iHeart Party governed by Section 18.2(g), are governed by applicable United States general maritime law and federal maritime statutes to the extent they apply. For an issue not governed by federal maritime law, Florida law applies without regard to its conflict-of-laws rules, except to the extent preempted by federal law. The Federal Arbitration Act governs the arbitration agreement and

arbitration procedure in Section 19.5. Claims against Cruise Line or vessel parties remain governed by the Cruise Ticket Contract and applicable law under Section 18.2(c).

19.4 Time Limits for Claims Against Reggaeton Cruise or an iHeart Party. The following notice and filing periods apply only to claims against Reggaeton Cruise or a Related Party arising from Event Services and to claims against an iHeart Party governed by Section 18.2(g), and only to the maximum extent permitted by law:

(a) **Personal Injury, Illness, or Death.** Written notice with full particulars must be received by Reggaeton Cruise within six (6) months after the injury, illness, or death, and any lawsuit must be filed within one (1) year after that date. The notice must comply with Section 22. Service of process must be completed within the time and manner required by applicable procedural law and court rules.

(b) **All Other Claims Against Reggaeton Cruise or an iHeart Party.** To the maximum extent permitted by law, any other claim against Reggaeton Cruise arising from this Agreement or Event Services, or against an iHeart Party governed by Section 18.2(g), must be filed within one (1) year after the claim accrues.

(c) **Substantial Compliance; No Unfair Forfeiture.** If a Guest substantially complies with an applicable notice requirement and a technical defect causes no prejudice to Reggaeton Cruise, Reggaeton Cruise will not seek dismissal solely because of that defect, to the extent permitted by law.

(d) **Nonwaivable Rights.** Nothing in this Section shortens a longer limitations period required by law or imposes a notice prerequisite that applicable law prohibits.

19.5 Arbitration of Certain Claims Against Reggaeton Cruise or an iHeart Party. This Section applies to claims against Reggaeton Cruise arising from this Agreement or Event Services and to claims against an iHeart Party governed by Section 18.2(g); it does not govern claims described in Section 18.2(c). The Federal Arbitration Act governs the arbitration agreement and arbitration procedure. If the Guest's Primary Country of Residence is the United States and the Event includes a United States port of embarkation, disembarkation, or call, the provisions below apply to the maximum extent permitted by law. For a Guest whose Primary Country of Residence is outside the United States, this Section applies only to the extent permitted by applicable law. A claim that cannot lawfully be arbitrated will proceed under Sections 19.2 through 19.4.

(a) **Mandatory Arbitration of Covered Claims.** Except for a claim identified in subsection (b) or an eligible individual small-claims action under subsection (g), any dispute or claim by a Guest against Reggaeton Cruise arising from this Agreement, Event Services, a reservation, marketing, communications, payments, refunds, data or privacy, or a related loss, and any claim against an iHeart Party governed by Section 18.2(g) must be resolved by individual binding arbitration administered by the American Arbitration Association ("AAA") under its Consumer Arbitration Rules, as modified by this Agreement and applicable law. Judgment on an award may be entered by a court with jurisdiction.

(b) **Claims Not Subject to Arbitration.** A claim against Reggaeton Cruise, or against an iHeart Party governed by Section 18.2(g), for a Guest's personal injury, illness, or death is not subject to arbitration under this Agreement and must be brought in the court identified in Section 19.2, subject to Section 19.4 and applicable law.

(c) **Required Informal Process.** The complete Notice of Dispute and sixty-day individualized informal-resolution process in Section 19.1 are conditions precedent to arbitration. Any applicable contractual limitations period is tolled as stated in Section 19.1.

(d) **Federal Arbitration Act; Residual Law.** The Federal Arbitration Act governs the construction, interpretation, enforceability, and administration of this arbitration agreement and the arbitration procedure. Florida law applies only to a residual issue not governed or preempted by the Federal Arbitration Act or other controlling federal law.

(e) **Individual Claims Only; Claim-Specific Severance.** THE GUEST, REGGAETON CRUISE, AND EACH IHEART PARTY INVOLVED IN A COVERED CLAIM MAY BRING CLAIMS AGAINST ONE ANOTHER ONLY IN AN INDIVIDUAL CAPACITY, NOT AS A PLAINTIFF, CLASS MEMBER, OR REPRESENTATIVE IN A CLASS, COLLECTIVE, CONSOLIDATED, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL PROCEEDING. An arbitrator may award relief only to the individual claimant and only to the extent necessary to resolve that claimant's individual claim. If the individual-action restriction is finally held unenforceable for a particular claim or requested remedy, only that claim or remedy will be severed and decided by the court identified in Section 19.2 after all arbitrable claims are completed; the remaining claims and provisions remain subject to arbitration and enforceable to the maximum extent permitted by law.

(f) **Administration and Fees.** The AAA will administer the arbitration under its Consumer Arbitration Rules as modified by this Agreement and applicable law. Filing, administrative, and arbitrator fees will be allocated under those rules and applicable law. Each party otherwise bears its own attorneys' fees and costs except as provided in Section 19.7.

(g) **Small Claims.** Either party may elect an eligible individual action in a small claims court with jurisdiction, provided it remains within that court's limits and is not brought on a class, collective, representative, or private attorney general basis. If the action ceases to qualify for small-claims treatment, a covered claim will proceed in arbitration. A pre-dispute notice must comply with Section 19.1, and service of process must comply with applicable procedural law and court rules.

19.6 Jury-Trial Waiver for Arbitrable Claims. TO THE FULLEST EXTENT PERMITTED BY LAW, THE GUEST, REGGAETON CRUISE, AND EACH IHEART PARTY INVOLVED IN A COVERED CLAIM WAIVE A JURY TRIAL FOR A CLAIM THAT SECTION 19.5 REQUIRES TO BE ARBITRATED, INCLUDING A COURT PROCEEDING TO COMPEL OR STAY ARBITRATION OR TO CONFIRM, ENFORCE, VACATE, OR MODIFY AN AWARD. This waiver does not apply to a personal-injury, illness, or death claim

excluded from arbitration, a claim against a Cruise Line or vessel party under Section 18.2(c), or a claim for which applicable law prohibits the waiver.

Service of process in any court proceeding must comply with applicable procedural law and court rules. Nothing in Sections 19.5 or 19.6 changes the law governing a claim against a Cruise Line or vessel party under Section 18.2(c).

19.7 Attorneys' Fees and Costs, and AAA Administration.

(a) **Fees and Costs Generally.** Each party will bear its own attorneys' fees and costs unless a statute, the applicable AAA rules, a court, or an arbitrator permits or requires a different allocation. Fees or costs may be awarded for frivolous or bad-faith conduct to the extent permitted by law.

(b) **Consumer/Statutory Rights Preserved.** Nothing in this Section 19.7 limits any nonwaivable right to attorneys' fees, costs, or statutory remedies provided by applicable law, and any fee-shifting required or prohibited by applicable law will control.

(c) **Arbitration Administration.** Any arbitration under Section 19.5 shall be administered as set forth in Section 19.5(f).

20. TRUTHFUL REVIEWS, NO DEFAMATION AND NON-INTERFERENCE

20.1 No False Statements, Harassment, or Interference.

(a) **No Knowing Falsehoods (Defamation/False Statements of Fact).** Guests agree not to make, publish, or cause to be published any knowingly false statement of fact about Reggaeton Cruise, any Related Party, or any iHeart Party, including any statement made with actual knowledge of falsity or with reckless disregard for the truth, whether communicated verbally, in writing, online, on social media, in reviews, in messages, in emails, or in any other medium.

(b) **No Harassment, Threats, Stalking, or Bullying.** Guests agree not to harass, threaten, intimidate, stalk, bully, assault, or otherwise engage in conduct reasonably likely to cause fear, distress, or disruption to any staff member, performer, vendor, contractor, iHeart Party, Cruise Line personnel, or other guest. This includes unwanted physical contact, repeated unwanted communications, targeted verbal abuse, discriminatory slurs, or coordinated campaigns of intimidation.

(c) **No Doxxing or Privacy Violations.** Guests agree not to disclose, publish, or disseminate another person's personal information without consent, including home address, phone number, email address, government IDs, private communications, room/cabin number, real-time location, or travel details ("doxxing"), and not to encourage others to do so.

(d) **No False Reports/Bad-Faith Complaints.** Guests agree not to submit or encourage any knowingly false or bad-faith reports or complaints to Reggaeton Cruise, the

Cruise Line, the ship's security team, payment processors, platforms, or law enforcement, and not to misrepresent material facts in connection with disputes, chargebacks, or claims.

(e) **No Interference with Event Operations.** Guests agree not to materially interfere with the operation of the Event, authorized iHeart media activities, or Cruise Line operations, including by obstructing staff, disrupting programming, trespassing into restricted areas, or encouraging others to violate this Agreement or Cruise Line policies.

(f) **Remedies.** A violation of this Section 20.1 is a material breach of this Agreement and may result in removal from Event programming, revocation of credentials, denial of entry, cancellation of the reservation, referral to ship security and/or law enforcement where appropriate, and any other remedies available to Reggaeton Cruise, the Related Parties, or an affected iHeart Party under this Agreement or applicable law (including injunctive relief).

20.2 Consumer Review Rights Preserved, and Lawful Communications.

(a) **Truthful Reviews Allowed.** Nothing in this Agreement prohibits or restricts a Guest from providing truthful reviews, opinions, commentary, or other lawful communications regarding Reggaeton Cruise, the Event, or a Guest's experience, including on social media or consumer review platforms.

(b) **Protected Communications.** Nothing in this Agreement limits a Guest's right to: (i) file a good-faith complaint with or cooperate with law enforcement, governmental agencies, or regulatory authorities; (ii) comply with lawful subpoenas, court orders, or other legal process; or (iii) communicate with personal legal counsel regarding the Guest's rights.

(c) **Distinguishing Opinion vs. Fact.** Guests are encouraged to clearly distinguish opinions from statements of fact when posting reviews or commentary. This Agreement does not restrict opinions, but Guests remain responsible for any knowingly false statements of fact, threats, harassment, privacy violations, or unlawful conduct, all as described in Section 20.1.

(d) **No Retaliation for Truthful Reviews.** Reggaeton Cruise will not impose penalties solely because a Guest posted a truthful review or lawful opinion. However, Reggaeton Cruise may enforce this Agreement for conduct that violates Section 20.1 (e.g., harassment, threats, doxxing, unlawful recording, or knowingly false statements of fact), regardless of where such conduct occurs.

21. SEVERABILITY, ENTIRE AGREEMENT, AMENDMENTS, ASSIGNMENT, AND SURVIVAL

21.1 Severability.

(a) **General Severability.** If any provision of this Agreement is held to be unlawful, void, invalid, or unenforceable by a court or other tribunal of competent jurisdiction, that provision will be severed (or limited) to the minimum extent necessary so that the remaining provisions of this Agreement remain in full force and effect.

(b) **Maximum Enforceability, Limited “Blue-Pencil.”** The parties intend that each provision be enforced to the maximum extent permitted by applicable law. If a court determines that any provision is overly broad or otherwise unenforceable as written, the parties request that the court modify and enforce that provision to the fullest extent permitted (including by narrowing scope, duration, geography, or remedy) rather than declaring it entirely unenforceable, to the extent modification is permitted under applicable law.

(c) **Essential Terms.** The parties agree that the provisions relating to limitations of liability, assumption of risk, indemnification, dispute resolution, class action waiver, and venue/time limits are material and were relied upon by Reggaeton Cruise in setting pricing and making the Event available. If any such provision is held unenforceable as to a particular claim or remedy, it will be severed and the remaining provisions will continue to apply to the maximum extent permitted, consistent with the dispute resolution/severability mechanics set forth in Section 19 (if applicable).

(d) **No Total Failure.** No invalidity or unenforceability of any provision will affect the validity or enforceability of any other provision, and the parties will remain bound by the terms of this Agreement as so modified or severed.

21.2 **Entire Agreement, and Order of Precedence.**

(a) **Entire Agreement (Event Services).** This Agreement, together with (i) your booking confirmation and/or invoice issued by Reggaeton Cruise, and (ii) any written addenda or written amendments signed by Reggaeton Cruise (collectively, the “Contract Documents”), constitutes the entire agreement between Reggaeton Cruise and each Guest regarding the Event Services and supersedes all prior or contemporaneous understandings, communications, representations, or agreements (whether oral or written) relating to the Event Services.

(b) **No Reliance on Extracontractual Statements (Limits).** To the maximum extent permitted by law, Guests acknowledge they are not relying on any statement or representation not expressly included in the Contract Documents (including advertisements, radio spots, host reads, podcasts, interviews, social media posts, influencer content, iHeart or other media promotions, or promotional materials) in deciding to purchase, register, or attend. This subsection does not limit liability for fraud, intentional misrepresentation, or any nonwaivable statutory rights.

(c) **No Oral Modification.** No oral statement, shipboard instruction (other than for immediate safety/security compliance), email from an unauthorized sender, or informal communication will amend or modify the Contract Documents. Any modification must comply with Section 21.3 (Amendments) and Section 23.1 (Waiver) and must be in a writing signed by Reggaeton Cruise (unless this Agreement expressly permits acceptance by continued participation after notice).

(d) **Order of Precedence Among Contract Documents.** If there is any conflict among the Contract Documents regarding Event Services, the following order of precedence applies (highest to lowest):

- i. any written addendum or amendment signed by Reggaeton Cruise that expressly states it modifies this Agreement;
- ii. this Agreement; and
- iii. the booking confirmation/invoice (for administrative details, pricing breakdowns, and dates), unless the invoice/confirmation expressly states it controls on a specific issue and Reggaeton Cruise has signed or otherwise expressly approved that precedence in writing.

(e) **Internal Priority Within This Agreement.** In case of conflict within this Agreement: (i) Section 10 (Force Majeure), Section 16 (Limitations of Liability/Disclaimers), and Section 19 (Dispute Resolution/Time Limits/Venue) control to the extent of the conflict, and (ii) the more specific provision controls over the more general provision, to the extent they cannot be harmonized.

(f) **Cruise Ticket Contract and Passenger Bill of Rights Control Cruise Matters.** The Cruise Ticket Contract exclusively governs Cruise Components, carriage, vessel operations, shipboard products and services, navigation, itinerary decisions, onboard safety and security, and Cruise Line conduct enforcement, together with any applicable Royal Caribbean Passenger Bill of Rights and nonwaivable law. Nothing in this Agreement reduces a right or remedy provided by the Passenger Bill of Rights or alters the claim allocation in Section 18.2(c).

(g) **No Third-Party Representations.** Reggaeton Cruise is not bound by statements or promises made by third parties (including the Cruise Line, travel agents, contractors, performers, promoters, vendors, media partners, radio personalities, or iHeart Parties) unless Reggaeton Cruise expressly adopts them in a writing signed by Reggaeton Cruise.

(h) **Authorized iHeart Content Does Not Modify Guest Contract.** An authorized advertisement, host read, interview, social post, radio or podcast segment, livestream, broadcast, or other content created or distributed by an iHeart Party does not modify this Agreement, guarantee any Event feature, or create a separate promise by Reggaeton Cruise unless Reggaeton Cruise expressly adopts the specific promise in a writing that satisfies this Section 21.2. This subsection does not limit liability for fraud, intentional misrepresentation, or a right that cannot lawfully be waived.

21.3 Amendments.

(a) **Updates by Reggaeton Cruise.** Reggaeton Cruise may update this Agreement from time to time, including to reflect operational needs, safety/security requirements, changes in applicable law, changes required by the Cruise Line, and updates to Event programming, procedures, or policies.

(b) **Effective Date and Notice.** Reggaeton Cruise will provide reasonable notice of updated terms by one or more of the following methods: posting the updated Agreement on Reggaeton Cruise's website or booking portal, sending an email notice to the Lead Guest (or individual Guest for individual bookings), or otherwise providing written notice. The updated Agreement will be effective as of the date stated (or, if no date is stated, upon posting), subject to subsection (c) below.

(c) **Which Version Applies.**

- i. **At Prebooking/Booking/First Attendance.** The version of the Agreement in effect at the time you prebook, book, or first attend the Event will apply, unless a later version is (i) required by applicable law, (ii) required by the Cruise Line for participation or safety/security compliance, or (iii) accepted by you through continued participation after reasonable notice.
- ii. **Non-Retroactivity.** To the maximum extent permitted by law, updates apply prospectively and will not retroactively eliminate vested rights or impose new material obligations for past conduct.
- iii. **Continued Participation is Acceptance.** If you continue to participate in the Event (including check-in, embarkation, or attending Event programming) after Reggaeton Cruise provides reasonable notice of updated terms, you will be deemed to have accepted the updated terms, to the extent permitted by law.

(d) **Written Amendments Signed by Reggaeton Cruise.** Any individual change, exception, or amendment that applies specifically to a particular Guest or reservation (rather than the Event generally) must be in a writing signed by Reggaeton Cruise and will be effective only as stated in that writing.

(e) **No Requirement to Update.** Reggaeton Cruise's decision not to update this Agreement at any time does not create any obligation to do so in the future, nor does it waive Reggaeton Cruise's right to enforce the Agreement as written.

21.4 **Assignment.**

(a) **Reggaeton Cruise Assignment/Delegation.** Reggaeton Cruise may assign, transfer, or delegate this Agreement, in whole or in part, and any of its rights or obligations, to any affiliate, parent, subsidiary, successor, purchaser of assets, or other entity in connection with a business transaction, reorganization, Event operator transition, or operational need, without notice to or consent from any Guest, to the maximum extent permitted by law.

(b) **Subcontracting.** Reggaeton Cruise may subcontract performance of any portion of the Event Services to qualified third parties (including promoters, production vendors, security personnel, and other contractors), provided that Reggaeton Cruise's limitations of liability and

other protections in this Agreement apply to the Related Parties and intended beneficiaries as set forth elsewhere in this Agreement.

(c) **Guest No Assignment.** Guests may not assign, transfer, delegate, or sublicense any rights or obligations under this Agreement (including any reservation, credential, ticket, access right, refund right, or credit) without Reggaeton Cruise's prior written consent. Any attempted assignment or transfer in violation of this Section is void and of no effect.

(d) **Binding Effect.** This Agreement is binding upon and inures to the benefit of the parties and their respective permitted successors and assigns.

21.5 Survival.

(a) **Survival Generally.** All provisions that by their nature should survive the termination, cancellation, expiration, or completion of the Event (or a Guest's attendance) will survive, including obligations and rights that are intended to be enforceable after the Event concludes.

(b) **Non-Exclusive List.** Without limiting subsection (a), the following will survive:

- i. payment obligations, fees, chargeback/cost recovery rights, and collection rights;
- ii. Sections relating to No-Recording/Device Restrictions, conduct rules, compliance, and enforcement remedies;
- iii. media/image/likeness releases and any related consents;
- iv. assumption of risk, releases, waivers, limitations of liability, and disclaimers;
- v. indemnification obligations;
- vi. dispute resolution, arbitration/venue selection, notice requirements, and time-to-sue limitations;
- vii. severability, interpretation, construction, and remedies provisions; and
- viii. any rights of intended third-party beneficiaries.

(c) **Enforcement After the Event.** Reggaeton Cruise, the Related Parties, and the iHeart Parties may enforce surviving provisions after the Event, including seeking injunctive relief, damages, fees/costs, and other lawful remedies for violations occurring during or after the Event (including post-Event publication or distribution of prohibited recordings).

22. NOTICES

22.1 Notices to Reggaeton Cruise Must Be in Writing. Except where this Agreement expressly permits verbal or on-site instructions (e.g., security directions), all notices, requests, demands, cancellations, and other communications that are required or intended to have legal effect under this Agreement (“Notices”) to Reggaeton Cruise must be in writing and sent by one of the methods described in this Section 22.

22.2 Physical Delivery Methods and Notice Address. Except for an email expressly permitted by Section 22.4, a Notice to Reggaeton Cruise must be delivered by hand, certified mail with return receipt requested, or a recognized overnight courier with tracking and delivery confirmation, addressed to:

Spectra Entertainment LLC
100 SE 2nd Street, Suite 3800
Miami, FL 33131
Attn: Reggaeton Cruise Guest Services / Legal Notices

22.3 When Notices Are Deemed Received (by Physical Delivery). A Notice delivered by the methods in Section 22.2 will be deemed received as follows:

(a) **Hand Delivery:** when delivered to the notice address in Section 22.2, as evidenced by a written receipt signed by Reggaeton Cruise or its authorized representative.

(b) **Certified Mail (RRR):** on the date of delivery shown on the return receipt (or USPS delivery record).

(c) **Overnight Courier:** on the date of delivery shown by the courier’s tracking records.

(d) **Refused/Undeliverable Due to Sender Error:** If a Notice is refused, rejected, or returned due to an incorrect address, insufficient postage, improper labeling, or other sender error, the Notice will not be deemed received. If delivery is refused after proper addressing and delivery attempt, the Notice will be deemed received on the date of the attempted delivery reflected in the carrier’s records.

(e) **No Extensions for Weekends/Holidays.** Notices are effective on the deemed received date above regardless of weekends or holidays. If a deadline in this Agreement requires receipt by a particular date, the sender must account for carrier timing.

22.4 Email Notices. The following rules apply to an email communication intended to have effect under this Agreement.

(a) **Permitted Email Purposes Only.** Email may be used only for (i) routine operational communications (e.g., general questions, reservation logistics) and (ii) cancellation requests submitted by the Lead Guest (or an individual Guest with an individual booking), unless Reggaeton Cruise expressly agrees otherwise in writing.

(b) **Email Address.** Permitted email notices must be sent to info@spectraents.com.

(c) **Receipt and Effectiveness.** An email cancellation request is effective when it reaches the designated inbox. An automated acknowledgment, support-ticket number, or system confirmation is sufficient evidence of receipt; a manual response is not required. The sender should retain the sent message and any acknowledgment.

(d) **Follow-Up if No Acknowledgment.** If the sender receives no automated or manual acknowledgment within two (2) business days, the sender should resend the notice by a physical delivery method in Section 22.2 to preserve proof. If the sender can demonstrate that the original email reached the designated inbox, its original receipt date controls.

(e) **Formal Legal Notices and Service of Process.** Unless Reggaeton Cruise expressly agrees otherwise in writing, a Notice of Dispute, subpoena, or other formal legal notice must be delivered by a physical method in Section 22.2 in addition to any courtesy email. Service of process must comply with applicable law and court rules; Section 22 alone does not establish valid service.

22.5 Notice Content Requirements. To reduce processing errors, each Notice should include the information below to the extent applicable. A cancellation request is not invalid solely because of a technical omission if Reggaeton Cruise can reasonably identify the sender, reservation, and intent to cancel. A Notice of Dispute must contain the information required by Section 19.1.

- (a) the full name of the Guest(s) and the Lead Guest (if any);
- (b) reservation/booking number and sailing/Event name and date;
- (c) the sender's phone number and email address;
- (d) a clear statement that the communication is a "NOTICE" under this Agreement; and
- (e) the specific action requested (e.g., "cancellation") and the effective date requested (if applicable).

22.6 Notices from Reggaeton Cruise to Guests.

(a) **Delivery Methods.** Reggaeton Cruise may provide notices to Guests by any reasonable method, including email, SMS/text (if provided), postal mail, posting to the Guest's online booking portal (if applicable), onboard announcements, signage, or in-app notifications (if applicable).

(b) **Lead Guest, Notice to All.** For reservations with multiple Guests, notice to the Lead Guest constitutes notice to all Guests on that reservation, and the Lead Guest is responsible for informing the other Guests (see Section 11.1).

(c) **Deemed Receipt by Guests.** Notices from Reggaeton Cruise are deemed received when sent to the most recent contact information provided by the Guest/Lead Guest or when posted/announced as described above, as applicable.

22.7 Guest Responsibility to Maintain Accurate Contact Information. Guests must ensure Reggaeton Cruise has accurate email, mailing address, and phone information. Reggaeton Cruise is not responsible for missed communications due to outdated or incorrect contact information, spam filtering, blocked messages, carrier delays, or similar issues outside Reggaeton Cruise's reasonable control.

22.8 Changes to Notice Address. Reggaeton Cruise may change its notice address or notice email by providing notice to Guests in accordance with Section 22.6. Notices sent to a prior notice address remain valid for thirty (30) days after such change notice, unless a longer period is required by applicable law.

23. WAIVER, HEADINGS, AND CONSTRUCTION

23.1 Waiver.

(a) **Writing Required, and Authorized Signature.** No waiver of any provision of this Agreement, and no consent, approval, election, or other act of forbearance by Reggaeton Cruise, will be effective unless it is (i) in a written instrument that (ii) expressly identifies the specific provision being waived and the specific facts/circumstances to which the waiver applies, and (iii) is signed by an authorized representative of Reggaeton Cruise. For the avoidance of doubt, no Reggaeton Cruise employee, contractor, performer, shipboard staff member, or third-party is authorized to waive or modify this Agreement unless expressly authorized in writing by Reggaeton Cruise.

(b) **No Implied Waiver.** Reggaeton Cruise's failure or delay in exercising any right, remedy, power, or privilege under this Agreement does not operate as a waiver of that right, remedy, power, or privilege. No waiver will be implied from any course of dealing, course of performance, usage of trade, communications, conduct, or silence.

(c) **Limited Scope, No Continuing Waiver.** Any waiver granted by Reggaeton Cruise applies only to the specific instance and purpose for which it is given and does not waive: (i) any other provision of this Agreement; (ii) any other breach (whether similar or dissimilar); or (iii) any future performance under this Agreement. A waiver on one occasion does not create an obligation to grant a waiver on any other occasion.

(d) **No Waiver by Partial/Delayed Acceptance.** Without limiting the foregoing, (i) acceptance of late or partial payments, (ii) acceptance of performance that differs from strict compliance, (iii) permitting a Guest to board, check-in, or participate in any portion of the Event, or (iv) the provision of any courtesy accommodation, credit, or exception, will not constitute a waiver of Reggaeton Cruise's right to enforce this Agreement, including its right to assess fees,

deny entry, revoke credentials, cancel reservations, or pursue any remedies permitted by law. (see Section 5.6).

(e) **Cumulative Rights.** Except where this Agreement expressly provides an exclusive remedy, Reggaeton Cruise's rights and remedies are cumulative and in addition to any rights and remedies available at law or in equity.

23.2 Headings.

(a) **Convenience Only.** All headings, captions, titles, section numbers, and formatting in this Agreement are inserted solely for convenience and reference and do not define, limit, interpret, or describe the scope, intent, or meaning of any provision.

(b) **Body Controls.** If a heading or caption appears to conflict with the text of a provision, the text controls.

(c) **References.** References to "Section," "subsection," or "paragraph" refer to the corresponding part of this Agreement, and references to a Section include all subsections and paragraphs within that Section, unless the context clearly indicates otherwise.

23.3 Construction.

(a) **Fair Interpretation, and No Drafter Presumption.** This Agreement will be interpreted in a reasonable manner consistent with its purpose and the plain meaning of its terms. The parties intend that this Agreement be construed as if jointly drafted, and no presumption or rule of construction will be applied against any party on the basis that party drafted all or any portion of this Agreement.

(b) **Give Effect to All Provisions.** The provisions of this Agreement will be interpreted to give effect to all terms and to avoid rendering any term meaningless, superfluous, or redundant.

(c) **Interpretation Rules.** Unless the context requires otherwise:

- (i) "including," "include," and "includes" mean "including, without limitation";
- (ii) "or" is inclusive (i.e., "and/or");
- (iii) words in the singular include the plural and vice versa;
- (iv) "any" means "any and all";
- (v) "day" means a calendar day; and

(vi) references to statutes, rules, or regulations include amendments, replacements, and successor provisions.

(d) **Maximum Enforceability and Limited Reformation.** If a provision is invalid, illegal, or unenforceable, it will be enforced to the maximum extent permitted by law, including by narrowing it only as necessary where reformation is permitted, and the remainder of this Agreement will remain effective consistent with its severability provisions.

(e) **No Third-Party Drafting Reliance.** Except where reliance cannot lawfully be disclaimed, Guests acknowledge that they are not relying on a statement or representation outside this Agreement and its incorporated documents when deciding to prebook, purchase, register, or attend.

BY PARTICIPATING, EACH GUEST AGREES TO THIS AGREEMENT.