GLOTECH ENTERPRISE (PTY) LTD
Registration No. 2021/423354/07

GLOBOOK PLATFORM — TERMS & CONDITIONS

Effective date: 2026/10/26. These Terms govern use of the Globook platform by event organisers ("Clients").

1. WHAT GLOBOOK IS

1.1 Platform. Globook is a ticket and seat booking platform developed and operated by Glotech Enterprise (Pty) Ltd ("Glotech", "we", "us"). It allows event organisers to configure events, manage bookings, and issue e-tickets to their attendees.

1.2 Who these Terms apply to. These Terms apply to Clients who register to use Globook to manage bookings for their own events. They do not create any contractual relationship between Glotech and a Client's attendees.

2. THE PLATFORM FEE

2.1 Fee model. Clients pay Glotech a platform fee for use of Globook, either as a recurring subscription or as a once-off fee, setup fee plus a per-seat/ticket fee, as agreed with the Client and set out in their signed agreement or order confirmation.

2.2 Billing. Platform fees are billed via Glotech's payment processor. By providing payment details, the Client authorises Glotech to charge the agreed fee on the agreed schedule.

2.3 Setup fee invoicing. Where a once-off setup fee applies (per-event fee model), it is invoiced separately and payable on receipt, before event configuration begins on the Globook platform.

2.4 Per-seat/ticket fee invoicing. Where a per-seat/ticket fee applies (per-event fee model), it is invoiced after each event, based on that event's actual confirmed bookings, and is payable within 7 days of the invoice date.

2.5 No collection on the Client's behalf. Glotech does not collect, hold, or process ticket or entry payments on behalf of Clients or their attendees. Any payment a Client charges its own attendees for tickets or entry is arranged and settled directly between the Client and its attendees, entirely separately from the Globook platform fee.

2.6 VAT. Fees are exclusive of VAT unless stated otherwise. VAT is added where Glotech is a registered VAT vendor.

3. CLIENT RESPONSIBILITIES

3.1 Accurate information. The Client is responsible for the accuracy of event details, pricing, capacity, and seating information it configures on Globook.

3.2 Attendee relationship. The Client remains solely responsible for its relationship with its attendees, including collecting attendee payment, honouring bookings, and resolving attendee disputes or refund requests.

3.3 Lawful use. The Client will not use Globook for any unlawful purpose, or to sell tickets to an event it does not have the right to hold or promote.

4. PLATFORM AVAILABILITY

4.1 Best efforts. Glotech will use reasonable efforts to keep Globook available and operational, particularly during active booking periods, but does not guarantee uninterrupted availability.

4.2 Support. Glotech provides reasonable technical support to Clients experiencing booking issues on the platform.

5. INTELLECTUAL PROPERTY

The Globook platform, including its software, design, and branding, remains the property of Glotech. Clients are granted a limited right to use the platform for the term of their agreement; no ownership rights are transferred.

6. LIABILITY

Glotech's liability to a Client under these Terms is limited to the platform fees paid by that Client in the 3 months preceding the event giving rise to a claim. Glotech is not liable for losses arising from the Client's own pricing, event cancellation, or disputes between the Client and its attendees.

7. TERMINATION

Either party may terminate a Client's use of Globook in accordance with the notice period set out in the Client's signed agreement. Fees already accrued remain payable.

8. CHANGES TO THESE TERMS

Glotech may update these Terms from time to time. Material changes will be communicated to active Clients in advance of taking effect.

9. GOVERNING LAW

These Terms are governed by the laws of the Republic of South Africa.

10. CONTACT

Questions about these Terms can be directed to admin@globook.co.za.