

GENERAL CONDITIONS OF ONLINE, STREAMING AND IN-PERSON TRAINING COURSES.

Metodo Ongaro Switzerland S.A. invites you to carefully read these general conditions and the specific conditions before proceeding with the purchase of one or more products.

These General Conditions must be accepted at the time of purchase, together with the "Privacy Policy" of Metodo Ongaro Switzerland S.A. available separately on the websites www.metodo-ongaro.com and store.metodo-ongaro.com.

1 - Object

These general terms and conditions govern the contract between Metodo Ongaro Switzerland S.A., with registered office in Switzerland, Agno, Via Lugano n. 18, CH-6982, and the User (hereinafter, the "Agreement"). The Contract concerns the supply, on a non-exclusive basis, of one or more products developed by Metodo Ongaro Switzerland S.A. and usable by consulting the websites www.metodo-ongaro.com and store.metodo-ongaro.com and *files* in digital format containing intellectual scientific and educational works. The Contract is made up of these general conditions of sale (hereinafter "General Conditions"), of the particular conditions of sale (hereinafter "Special Conditions") which apply, in addition to the General Conditions, depending on the type of product or service purchased by the User and the economic conditions advertised on the pages of the websites www.metodo-ongaro.com and store.metodo-ongaro.com dedicated to each product. The Special Conditions are found at the bottom of these General Conditions.

The provision of the service implies full acceptance, without reservations, of the General Conditions, the Special Conditions relating to the product purchased and the economic conditions advertised on the websites www.metodo-ongaro.com and store.metodo-ongaro.com. The General Conditions and the Special Conditions will remain valid and effective until they are modified and/or integrated by Metodo Ongaro Switzerland S.A..

This Contract will be considered concluded following acceptance by Metodo Ongaro Switzerland S.A. of the binding proposal duly completed by the User pursuant to the following article 5 of the Contract.

2 - Customer Service

For problems of technical and/or administrative nature or for further information regarding the methods of sale of Metodo Ongaro Switzerland S.A. products. send an email to supporto@metodo-ongaro.com detailing the reason for contact.

3 - Payment and invoicing methods

3.1 The available payment methods are:

a. Credit card. If the User chooses to pay by credit card, he must check with his issuing bank that the card is enabled for purchases on the *web*, you must ensure that you enter all the data correctly and that you have the *password* of the Verified by Visa and SecurCode by Mastercard security circuits. The cards accepted are Visa, Visa-Electron, Mastercard, Poste-Pay, American Express and Diners Club International. The account will be debited exclusively upon acceptance by Metodo Ongaro Switzerland S.A. of the binding proposal duly completed by the User pursuant to the following article 5 of the Contract. Using your credit card for purchases *on-line* is a practical and safe method. Metodo Ongaro Switzerland S.A. will

maintain the security of information regarding personal data. All sensitive data is encrypted during transmission with SSL (Secure Sockets Layer) technology adopted throughout the world as the most secure. All data is then stored on secure servers far away from possible Internet connections. The User must verify that their *browser* is compatible with SSL technology to complete the order. For payment *on line* with Credit Card Metodo Ongaro Switzerland S.A. uses the services of Stripe. Security is also guaranteed by the Verisign SSL encryption system which protects the transaction data.

b. PayPal. PayPal is a payment system *on-line*. By choosing this payment method, the amount is debited directly to the PayPal account when the order is received. For each transaction performed will be sent an *e-mail* confirmation from PayPal. In case of cancellation, the amount will be refunded to the User's PayPal account.

c. Stripe. Stripe is a solution that allows you to integrate different payment methods into an e-commerce website, marketplace or app. It is easy to implement, thanks to a unified API and a set of applications. Once integrated, it allows you to activate the desired payment methods via the Dashboard.

d. Bank transfer. Metodo Ongaro Switzerland S.A. provides the possibility of payment by bank transfer in a single solution only for the purchase of products with a value equal to or greater than Euro 1,500.00.

3.2 Acceptance of cookies is essential for any purchase on the site.

3.3 Metodo Ongaro Switzerland S.A. reserves the right to suspend the service in the event of non-payment by the User for technical reasons relating to the chosen payment system and/or in any case to definitively cease the supply for business and/or technical reasons.

3.4 In the event that the User agrees with Metodo Ongaro to pay the price of the products in installments, either by bank transfer or by credit card, Metodo Ongaro reserves the right to suspend the service and/or access to the site in case of failure to pay the installments on the agreed deadlines and until the User has paid the overdue installments.

3.5 All prices indicated on the site and relating to the products are expressed in Euros or Swiss Francs and are inclusive of tax charges.

3.6 Internet sales are not subject to the issue of a receipt. The system automatically generates and sends the purchase receipt to the User. An invoice will be issued only upon request to be sent via email to supporto@metodo-ongaro.com within 15 (fifteen) days of purchase. The before mentioned email must also contain all the mandatory data for issuing the invoice.

4 – Acceptance of General Conditions

The validity and effectiveness of the Contract implies the acceptance of the General Conditions fully and without reservation by the User as well as the payment of the fee for the activation of the requested product or service.

The User must check the compatibility of the format of the contents of the product or service with their own before purchasing *software*, as well as with the requirements of *hardware* provided in order to be able to use their contents.

5 - Purchase procedure

The User purchases the product or service by connecting to the page of the site or app relating to the requested product or service, followed by the insertion of personal data for registration, acceptance of the conditions of sale, choice of payment method, insertion of credit card or Paypal or Stripe data, display of the order confirmation page.

The order sent by the User has the value of a contractual proposal and entails complete knowledge and full acceptance of these General Conditions. Acceptance of the contractual proposal occurs through sending, by Metodo Ongaro Switzerland S.A., an *e-mail* to the email address used by the User in the purchase order, containing the access keys to be used on the sites www.metodo-ongaro.com and store.metodo-ongaro.com and related subdomains to consult the contents of the product or service purchased.

6 – Right of withdrawal

Metodo Ongaro Switzerland S.A. guarantees the User, in some cases, the right to withdraw from the Contract through the specific section of the websites www.metodo-ongaro.com and store.metodo-ongaro.com. The withdrawal deadline and the conditions for any refunds are specified for each type of product in the relevant Special Conditions section.

7 - Responsibilities of Metodo Ongaro Switzerland S.A.

Metodo Ongaro Switzerland S.A. is committed to maintain the efficiency of the service offered. Should it be forced to interrupt the service due to exceptional events or maintenance, Metodo Ongaro Switzerland S.A. will try to keep periods of interruption and/or malfunctioning as short as possible.

Metodo Ongaro Switzerland S.A. will provide the User with all the technical specifications to access the service. Metodo Ongaro Switzerland S.A. however cannot be held responsible for violation of this Contract due to circumstances beyond their control.

Under no circumstances will Metodo Ongaro Switzerland S.A. held responsible for the malfunctioning of the service resulting from faults, overloads and even temporary interruptions by the operators of telephone lines, electricity lines, global and national networks.

Under no circumstances will Metodo Ongaro Switzerland S.A. held responsible for the malfunctioning of services external to its servers, not expressly covered in the Contract and managed by third parties (registration in search engines, payment systems *on line* with banking institutions, etc.).

The contents of the products and services contain indications relating to health and well-being, but Metodo Ongaro Switzerland S.A. does not in any way provide medical advice or therapeutic indications. These indications contained in the products must in no way replace the direct relationship between health professional and patient. It is therefore advisable to always consult your doctor and/or specialist.

8 - User responsibilities

The access keys to access the contents of the products or services purchased are personal and the User is committed to not transfer or communicate them to third parties.

The User is committed to not use the service offered in an illicit or unauthorized manner. In case of any attempt to do so, Metodo Ongaro Switzerland S.A. has the right to block and cancel the access. The User fully guarantees and releases Metodo Ongaro Switzerland S.A. for any civil and criminal liability deriving from the illicit, improper or abnormal use of the service, even if caused by third parties through the User's system. The User ensures

that the information entered in the product or service activation request form is legitimately available to him and does not violate any rights of third parties.

9 - Intellectual property

All information, data, news, all reproduced trademarks, all programs and/or technologies and/or in any case any type of content transmitted by Metodo Ongaro Switzerland S.A. in execution of the Contract, are confidential and protected. It is therefore forbidden to reproduce the contents of the products outside of personal use. The User is also committed not to copy, modify, translate, reproduce, distribute, sell, publish, valorise or spread in any other format electronic or other, entirely or partially the mentioned contents of the products received from Ongaro Switzerland S.A. method.

10 – Recording interactions during courses, *webinars* and events and consent to the use of one's personal image

The User declares to be aware that the courses *live* and in *streaming* carried out by Metodo Ongaro Switzerland S.A., as well as the webinars and events (i) involve the active participation of participants, some of whom will be asked to interact with the hosts; (ii) they will be video-recorded and the recordings will remain stored on specific servers, including in the cloud, used by Metodo Ongaro Switzerland S.A. for archiving the material (by way of example and not limited to Amazon AWS, Vimeo, YouTube, Facebook, Instagram).

By accepting these General Conditions, the User consents to the video recording and use, by Metodo Ongaro Switzerland S.A., of his/her image through reproduction of all or part of the recording of the course itself.

Metodo Ongaro Switzerland S.A. is committed to reproduce and/or disclose the recording, in whole or in part, only through the websites www.metodo-ongaro.com, store.metodo-ongaro.com, Vimeo, Youtube, Facebook, Instagram, LinkedIn and for the purpose of advertising other courses similar to those on the website www.metodo-ongaro.com or be included in courses for sale.

11 - Customer Declarations

The User declares and guarantees: (i) to be of age; (ii) that the data provided by the same for the execution of the Contract are correct and truthful.

12- Law applicable to the contract.

This Agreement is governed by Swiss law.

Special Conditions of online, streaming and in-person training courses.

Special conditions Annual Subscription to Soul Camp

1 – Contents of the Annual Subscription

The Annual Subscription allows you to access the following multimedia contents (without the possibility of *download* of the same):

- the video courses of the Metodo Ongaro® present at the following web addresses: www.metodo-ongaro.com and store.metodo-ongaro.com on the date of signing this Agreement, as well as the video courses that will be added subsequently;
- 2 online interactive group coaching sessions on a monthly basis (in webinar mode);
- launch of a specific challenge every month;
- 2 pre-recorded meditations monthly;
- weekly emails accompanying the growth path for 12 months;
- access to exclusive promotions that will be communicated to the User from time to time.

2 – Duration of the Annual Subscription

The Contract has an annual duration and the Annual Subscription will be valid for twelve months from the date in which Metodo Ongaro Switzerland S.A. communicates to the User the access codes to the reserved area of the websites www.metodo-ongaro.com and store.metodo-ongaro.com and related subdomains.

In case of a first purchase, the User may withdraw from the Contract, through the appropriate section of the store.metodo-ongaro.com website, within 15 (fifteen) days of purchasing the subscription. In this case Metodo Ongaro Switzerland S.A. will refund the cost of the subscription.

Once the withdrawal has been exercised, the access keys to the sites www.metodo-ongaro.com and store.metodo-ongaro.com will no longer be valid.

At the end of the Contract, the subscription will be tacitly renewed from year to year, unless the User decides to withdraw from the Contract itself, before the original or extended expiry date. The withdrawal can be carried out from the specific section of the store.metodo-ongaro.com website.

In the event of tacit renewal of the Contract due to failure to cancel within the aforementioned deadline, the User must proceed with the payment of the annual fee within 5 (five) days of the original or extended expiry. Once this period has elapsed without the fee having been paid, Metodo Ongaro Switzerland S.A. will interrupt access to the reserved area until payment has been made.

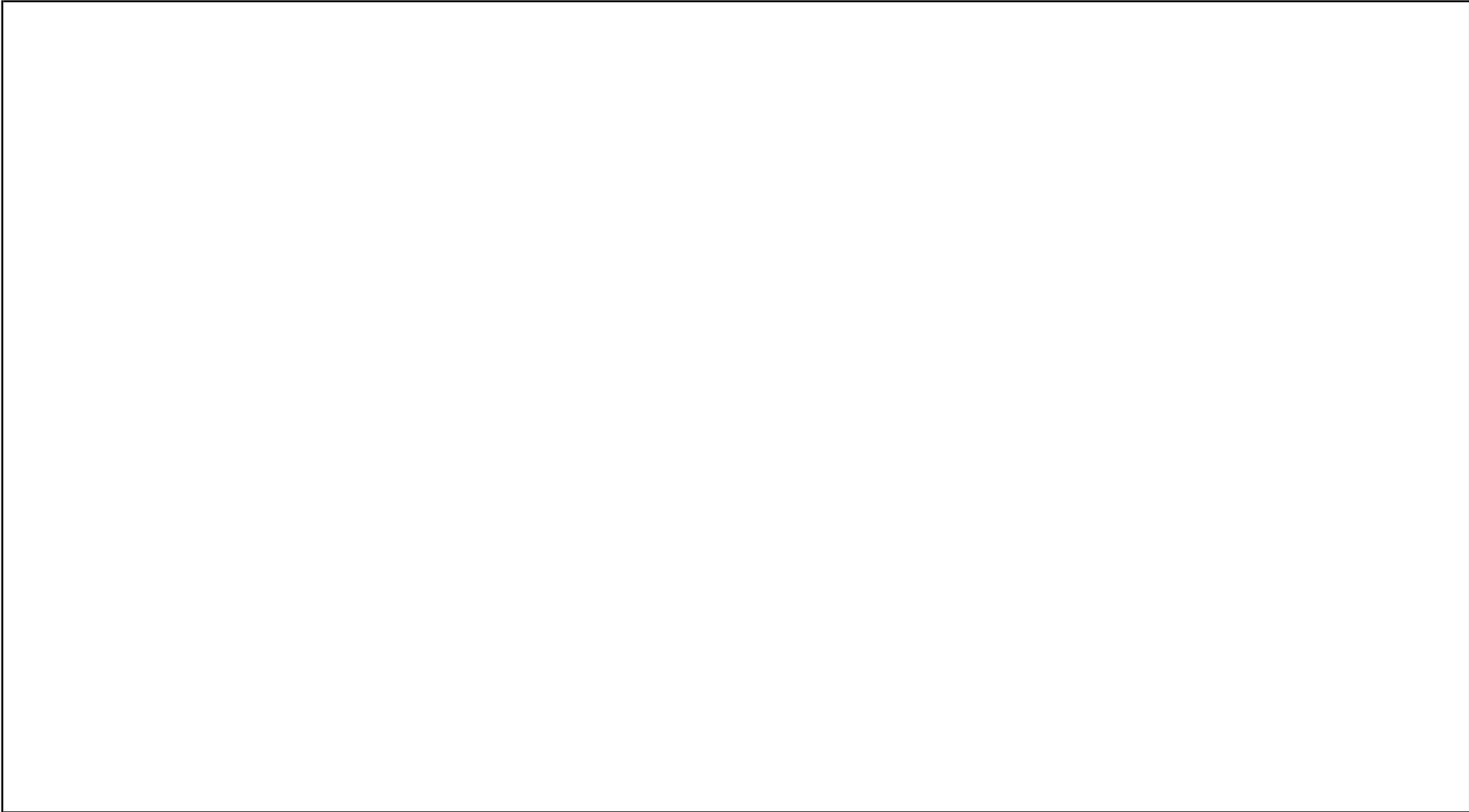
3 - Price

The annual price of the Annual Membership Subscription is equal to that advertised on the specific page of the websites www.metodo-ongaro.com and store.metodo-ongaro.com, to be paid in full at the time of purchase.

In case Metodo Ongaro Switzerland S.A. subsequently decides to offer the same product for sale at a reduced price, the User will not be entitled to any difference on the amount previously paid.

4- Unilateral modification of the terms and conditions

In the event of modification of the General Conditions and these Special Conditions, Metodo Ongaro Switzerland S.A. will communicate this, at least 30 (thirty) days from the entry into force of the changes, to the User, who may withdraw from the Contract in case of non-acceptance of the changes themselves.



Special conditions of the Monthly Subscription to Soul Camp

1 – Contents of the Monthly Subscription

- the video courses of the Metodo Ongaro® present at the following web addresses: www.metodo-ongaro.com and store.metodo-ongaro.com on the date of signing this Agreement, as well as the video courses that will be added subsequently;
- 2 online interactive group coaching sessions on a monthly basis (in webinar mode);
- launch of a specific challenge every month;
- 2 pre-recorded meditations monthly;
- weekly emails accompanying the growth path for 12 months;
- access to exclusive promotions that will be communicated to the User from time to time.

2 – Duration of the Monthly Subscription

The Contract is for an indefinite period and will be valid from the date in which Metodo Ongaro Switzerland S.A. communicates to the User the access codes to the reserved area of the websites www.metodo-ongaro.com and store.metodo-ongaro.com and related subdomains.

The Monthly Subscription fee is calculated and paid on a monthly basis.

The user can withdraw from the Contract at any time, through the appropriate section of the store.metodo-ongaro.com website.

The Monthly Subscription will expire thirty days from the date of the last payment made. The last payment made is non-refundable.

Once the Monthly Subscription expires, the access keys to the reserved area of the websites www.metodo-ongaro.com and store.metodo-ongaro.com will no longer be valid.

3 - Price

The monthly price of the Monthly Subscription is equal to that advertised on the specific page of the websites www.metodo-ongaro.com and store.metodo-ongaro.com at the time of purchase.

In case Metodo Ongaro Switzerland S.A. subsequently decides to offer the same product for sale at a reduced price, the User will not be entitled to any difference on the amount previously paid.

4- Unilateral modification of the terms and conditions

In the event of modification of the General Conditions and these Special Conditions, Metodo Ongaro Switzerland S.A. will communicate this, at least 30 (thirty) days from the entry into force of the changes, to the User, who may withdraw from the Contract in case of non-acceptance of the changes themselves.

Special conditions for the purchase of a single course or an interactive webinar

1 – Object of the Contract

The Metodo Ongaro® video courses can also be purchased individually. The User will be able to view the contents of the course whenever he wishes. Metodo Ongaro Switzerland S.A. also sells courses in *streaming* (in *webinar format*) which involve interactions with Users and which will be registered. The User can participate in the course on the date indicated or take advantage of the registration on another date or purchase the registration at a later time. The User will be able to view the contents of the course recording whenever he wishes.

2 – Duration of the Contract

In case of purchase of a single course, the Contract is for an indefinite period and will be valid from the date in which Metodo Ongaro Switzerland S.A. communicates to the User the access codes to the reserved area of the websites www.metodo-ongaro.com and store.metodo-ongaro.com and related subdomains.

The User may withdraw from the Contract, through the appropriate section of the store.metodo-ongaro.com website, within 15 (fifteen) days of purchasing the course and after having viewed no more than the first lesson of the course. In this case Metodo Ongaro Switzerland S.A. will refund the cost of the course purchased and for which the right of withdrawal has been exercised. The right of withdrawal can no longer be exercised after accessing the second lesson of the course.

Once the withdrawal has been exercised, the access keys to the sites www.metodo-ongaro.com and store.metodo-ongaro.com will no longer be valid. The withdrawal cannot be exercised for courses in *streaming* and as *webinar* that end in a single lesson or a single meeting.

3 - Price

The prices of the individual courses or *webinars* are those advertised on the pages of the websites www.metodo-ongaro.com and store.metodo-ongaro.com dedicated to each course or *webinar*.

In case Metodo Ongaro Switzerland S.A. subsequently decides to offer the same product for sale at a reduced price, the User will not be given any difference to the amount previously paid.

Special conditions for purchasing the course called “Future Health”

1 – Object of the contract

The Contract concerns the purchase and sale of the ticket which allows participation in the Future Health course lasting two days.

2 – Duration of the contract

Metodo Ongaro Switzerland SA guarantees the User the right to withdraw from the Contract within fifteen days of purchasing the ticket. The desire to exercise the right of withdrawal must be communicated by sending a communication via email to the address supporto@metodo-ongaro.com within 15 (fifteen) days of purchase. The right of withdrawal can also be exercised by the User who - after having participated in the first day of the course - declares that he is not satisfied with the course itself and requests a refund of the ticket price. In the latter case, the User must declare to the course organizers his/her wish to withdraw by the end of the first day and will not be able to access the course for the second day. In case of exercising the right of withdrawal, the amount paid by the User will be refunded by Metodo Ongaro Switzerland SA with the same payment system chosen by the User with the original purchase.

3 – Price

The price of the course is equal to that advertised on the page of the websites www.metodo-ongaro.com and store.metodo-ongaro.com dedicated to the course.

In case Metodo Ongaro Switzerland S.A. subsequently decides to offer the same course for sale at a reduced price, the User will not be given any difference to the amount previously paid.

The price includes:

1. participation in the Future Health course for one person;
2. useful material for participating in the course.

The price **does not** include:

1. travel costs to reach the venue which is hosting the course;
2. cost of board and lodging;
3. any other expense not indicated among those included in the fee.

4 - Unexpected impossibility

In the event that, due to force majeure events (including epidemics and pandemics), it is not possible to carry out the course in person on the dates indicated above, Metodo Ongaro Switzerland SA reserves the right (i) to reschedule the course on later dates; or (ii) to organize the course in *online format* rather than in presence.

In the event that the User cannot participate in the course due to:

- serious illness or injury;
- serious family bereavement (this means the death of a first-degree direct or collateral relative who passed away within the fifth day before the start of the course);

Metodo Ongaro Switzerland SA will refund the User the price of the course minus any expenses already advanced by Metodo Ongaro Switzerland SA. The refund is not repeatable and granted upon sending suitable documentation demonstrating the impossibility of participating in the course.

5 - Customer Responsibilities

The User is committed not to record the course (both audio and video recording, with any medium, is prohibited). In the event of any attempt to do so, Metodo Ongaro Switzerland SA has the right to ask the User to leave the course location. In the case of unauthorized recordings of the course, the User guarantees and fully releases Metodo Ongaro Switzerland SA from any civil and criminal liability deriving from the illicit, improper or abnormal use of the recording of the course, leaving intact the right of Metodo Ongaro Switzerland SA to obtain compensation for any damages.

The User ensures that the information entered in the order form requesting the provision of the Service is legitimately available to him and does not violate any rights of third parties.

6 - Responsibilities of Metodo Ongaro Switzerland SA

Metodo Ongaro Switzerland SA reserves the right to cancel the course if the minimum number of 500 (five hundred) participants is not reached with at least 15 (fifteen) days' notice of the start date of the course. In the event of cancellation of the course, the fee paid by the User will be refunded by Metodo Ongaro Switzerland SA with the same payment system chosen by the User with the original purchase.

Metodo Ongaro Switzerland SA will not be in any way responsible in the event that the course is canceled due to force majeure beyond its control. In the event of cancellation of the course, the fee paid by the User will be refunded by Metodo Ongaro Switzerland SA with the same payment system chosen by the User with the original purchase.

Special conditions for purchasing the live course called “Longevity Revolution”

1 – Object of the contract

The Contract concerns the purchase and sale of the ticket which allows participation in the Longevity Revolution course lasting two days.

2 – Duration of the contract

Metodo Ongaro Switzerland SA guarantees the User the right to withdraw from the Contract within fifteen days of purchasing the ticket. The desire to exercise the right of withdrawal must be communicated by sending a communication via email to the address supporto@metodo-ongaro.com within 15 (fifteen) days of purchase. The right of withdrawal can also be exercised by the User who - after having participated in the first day of the course - declares that he is not satisfied with the course itself and requests a refund of the ticket price. In the latter case, the User must declare to the course organizers his/her wish to withdraw by the end of the first day and will not be able to access the course for the second day. In case of exercising the right of withdrawal, the amount paid by the User will be refunded by Metodo Ongaro Switzerland SA with the same payment system chosen by the User with the original purchase.

3 – Price

The price of the course is equal to that advertised on the page of the websites www.metodo-ongaro.com and store.metodo-ongaro.com dedicated to the course.

In case Metodo Ongaro Switzerland S.A. subsequently decides to offer the same course for sale at a reduced price, the User will not be given any difference to the amount previously paid.

The price includes:

3. participation in the Longevity Revolution course for one person;
4. useful material for participating in the course.

The price **does not** include:

4. travel costs to reach the venue which is hosting the course;
5. cost of board and lodging;
6. any other expense not indicated among those included in the fee.

4 - Unexpected impossibility

In the event that, due to force majeure events (including epidemics and pandemics), it is not possible to carry out the course in person on the dates indicated above, Metodo Ongaro Switzerland SA reserves the right (i) to reschedule the course on later dates; or (ii) to organize the course in *online format* rather than in presence.

In the event that the User cannot participate in the course due to:

- serious illness or injury;
- serious family bereavement (this means the death of a first-degree direct or collateral relative who passed away within the fifth day before the start of the course);

Metodo Ongaro Switzerland SA will refund the User the price of the course minus any expenses already advanced by Metodo Ongaro Switzerland SA. The refund is not repeatable and granted upon sending suitable documentation demonstrating the impossibility of participating in the course.

5 - Customer Responsibilities

The User is committed not to record the course (both audio and video recording, with any medium, is prohibited). In the event of any attempt to do so, Metodo Ongaro Switzerland SA has the right to ask the User to leave the course location. In the case of unauthorized recordings of the course, the User guarantees and fully releases Metodo Ongaro Switzerland SA from any civil and criminal liability deriving from the illicit, improper or abnormal use of the recording of the course, leaving intact the right of Metodo Ongaro Switzerland SA to obtain compensation for any damages.

The User ensures that the information entered in the order form requesting the provision of the Service is legitimately available to him and does not violate any rights of third parties.

6 - Responsibilities of Metodo Ongaro Switzerland SA

Metodo Ongaro Switzerland SA reserves the right to cancel the course if the minimum number of 500 (five hundred) participants is not reached with at least 15 (fifteen) days' notice of the start date of the course. In the event of cancellation of the course, the fee paid by the User will be refunded by Metodo Ongaro Switzerland SA with the same payment system chosen by the User with the original purchase.

Metodo Ongaro Switzerland SA will not be in any way responsible in the event that the course is canceled due to force majeure beyond its control. In the event of cancellation of the course, the fee paid by the User will be refunded by Metodo Ongaro Switzerland SA with the same payment system chosen by the User with the original purchase.

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