



HOSPITALITY SOFTWARE SERVICES SCHEDULE

1. Definitions

The following definitions apply in this schedule:

Ancillary Services: additional services provided by Planet, such as installation and training services, as specified in the Order Form and in this website: <https://www.weareplanet.com/hospitality-support>.

Approved hardware: hardware for which the Software is approved under this Agreement, as specified in the Order Form.

Documentation: A detailed technical description of the software product and its use provided by Planet with occasional additions. The documentation can be accessed directly from the Software. It can also be reached independently via the links included in the Order Form and here: www.weareplanet.com/hospitality-support. Planet shall provide the Customer with the current version of the Software either via the Internet, or by delivering the Software against payment for the duration of the Contract. For this purpose, Planet sets up the Software on a server that can be accessed by the Customer via the Internet) or delivers the Software for installation on the server of the Customer or destined for the Customer. Software Installation works shall be billed by Planet at applicable rates, as specified in the Order Form and in this website: <https://www.weareplanet.com/hospitality-support>. Customer expressly acknowledges and agrees that the terms available at www.weareplanet.com/hospitality-support form integral part of this Agreement and prevail over the terms of this Agreement in case of conflict. Customer acknowledges Planet's right to change the terms available at this website at any time, without the need to notify the Customer, who undertakes to check the website periodically and expressly agrees that the applicable terms will be the ones available at www.weareplanet.com/hospitality-support at any time.

Preferred Integration Partner: Any company listed as preferred partner at this website: <https://store.protel.io/#/service-store/filtered?vendorId=&tag=&sort=rating&sort=DESC>

Services: services provided by Planet under this Agreement, which include the provision of the Software and its Updates, Maintenance Services and Support Services, as specified in the Order Form and in this website <https://www.weareplanet.com/hospitality-support>.

Software: The software specified in the Order Form, including all material in machine-readable form or in printed form that Planet from time to time may place at the disposal of the Customer pursuant to this Agreement.

Updates: An updated version of the Software that entails the elimination of past errors or improved functionality of the Software in accordance with the Documentation prepared for the respective Software. Updates are provided at Planet dis

2. License

Planet grants to Customer, and Customer accepts a non-exclusive, non-transferable, revocable non-sublicensable license to use the Software for the term, the location and the number of Customers set forth in the Order Form (the "License"). The limited right of use granted by this License implies that the Customer may only:

- (a) use the Software to the extent that this is covered by the intended use of the Software according to its current service description, as detailed in the Order Form.
- (b) duplicate the Software only if expressly authorized by Planet in the Order Form. Necessary duplication does not include the temporary installation or storage of the Software on data carriers (such as hard disks or similar) of the hardware used by Customer.

Customer agrees that under no circumstances will:

- a) copy, reproduce, duplicate, sell, resell, distribute or otherwise commercially use the Software or part thereof, or service (such as, but not limited to, images, text, code and functionality) without express prior approval in the Agreement;
- b) provide, disclose or make available the Customer's account password to anyone, or use another Customer name, account password;
- c) reverse engineer, decompile, modify the Software;

- d) circumvent any technology used by Planet or other third party to protect the Software;
- e) resell these Services or any information provided by Planet and/or by third parties in connection with the Services to a third party.
- f) use the Software in a manner that is contrary to the Agreement;

Planet may suspend or terminate the License at any time, and for any reasonable reason, without notice. Reasons for suspension and termination include but are not limited to a) abusive or threatening communication or solicitation, and/or b) use of the Software for criminal and/or illegal activities, and/or c) breach of the License and/or the Agreement.

Customer acknowledges and agrees that the Software:

- (a) is provided "as is". Planet disclaims all representations, warranties and conditions of any kind or nature, express or implied, including without limitations, representations, warranties or conditions of satisfactory quality, performance, merchantability, merchantable quality, durability, fitness for a particular purpose, non-infringement and title (whether arising by statute or otherwise in law or from a course of dealing or use of trade) of any Software, Services and/or Ancillary Equipment provided under this Agreement; The Customer is responsible for the choice and use of the Software and the results obtained. The Customer acknowledges Software malfunctions, even with the utmost diligence, cannot be completely ruled out and that uninterrupted operation cannot be guaranteed.
- (b) is a trade secret of Planet. Customer agrees to secure and protect the Software and any previously authorized copies thereof in a manner consistent with the maintenance of Planet's rights therein and to take appropriate action by instruction or agreement with its employees to satisfy its obligations hereunder. Violation of these provisions shall be the basis for immediate termination of this License and the Agreement. Termination of the License and/or the Agreement shall be in addition to and not in lieu of any other legal or equitable remedies available to Planet.

Planet shall be entitled to take appropriate technical measures to protect against use that breaches the License and/or the Agreement. Planet's disabling of the Software and/or the Services is not deemed as a notice of termination by Planet.

The Customer is not eligible for any compensation if Customer cannot use the Software and/or receive the Services because (a) there is a general outage at the location from Customer is attempting to access the Software and/or receive the Services; (b) the location is undergoing maintenance; (c) the Services have been suspended because of a failure or reason outside of Planet's reasonable control; (d) the Software functioning and/or the Services are suspended due to Software maintenance services, at Planet's discretion, or (d) any common occurrence in the full operation of the Software, given that the Software is not error free, which the Customer expressly acknowledges and accepts. Specifically, including but not limited to, Planet assumes no responsibility for the proper functioning of the Software due to Internet access, the result of errors in the Software and/or any partial malfunctioning not directly attributable to Planet.

3. Fees increase

By entering this agreement, Customer acknowledges Planet's right to increase the Fees, once per year, after the initial twelve (12) months from the Commencement Date. Planet will inform the Customer in writing sixty (60) days before implementing any applicable Fees increase that will apply automatically on the date specified by Planet in the corresponding notice to Customer.

Only if the Fees increase exceeds the 7.5% of the applicable Fees for the preceding twelve (12) month period shall the Customer be entitled to terminate this Agreement, provided that the Customer notifies its decision to terminate the Agreement to Planet in writing, within thirty (30) days following Planet's notice regarding such Fees increase; otherwise the new conditions shall be considered as having been agreed upon by Customer and Planet under this Agreement. Planet undertakes to refrain from large increases as much as possible.

4. Software Upgrades and modifications

Planet may upgrade or modify its Software at any time and will not be liable for non-material changes in functionality. Customer is not entitled to any specific development.

Planet is obliged to undertake adjustments or modifications of the Software only if these are required for the maintenance or repair of the Software or to safeguard its purpose as defined in the product description (feature overview, system requirements, system security, legal and/or fiscal compliance), as described in the Order Form.

Planet reserves the right to proactively send information by e-mail in urgent cases, even if the Customer has unsubscribed from the Planet newsletter. These service messages are labelled accordingly and serve exclusively to pass on business-critical information that the Customer needs to remain able to act. (Examples: Changed technical requirements, necessary adjustments to the Software configuration as a result of changes in the law, status reports on the software used by the Customer, security information issues, etc.) The Customer undertakes to provide a current e-mail address for this purpose and to inform Planet promptly of any changes to this e-mail address.

5. Granting of storage space

Planet may provide the Customer with space on a server to store its data, as detailed in the Order Form. Planet is expressly authorized to involve subcontractors when granting storage space. Planet will notify the Customer if storage space is no longer sufficient to store the data, so the Customer may reorder corresponding quantities, if available. The Customer shall not be entitled to:

- (a) transfer this storage space to a third party for use, in part or in full, against payment or free of charge;
- (b) store any content on the storage space, whose availability, publication, or use violates applicable law, this Agreements and/or agreements with third parties.

6. Warranty

6.1. Material defects

Planet undertakes to maintain the Software for the term of the Agreement in a condition suitable for the contractual use (i.e. free of material defects). A material defect is present if the Software does not exhibit the properties stipulated in the Documentation. This obligation refers only to the contractual state of the Software at the time of confirming operating readiness, pursuant to the Order Form.

The limitation period for Software defects is one year from the commencement date of the statutory limitation period. Should the applicable law otherwise provide for shorter limitation periods, the law shall apply.

6.2. Minor impairment of suitability

A mere minor impairment of suitability for contractual use does not establish any claims based on defects in the Software. Similarly, claims based on such defects are excluded if the deviation from the contractual state is due to improper use or the use of the Software under non-agreed conditions of implementation or in a non-agreed system environment or through interactions with a third party integration and/or interface connected to the Software. The same applies to such deviations which arise due to specific external influences for which no contractual provision was made.

6.3. Disclaimer for initial defects

Any strict liability of Planet for defects that were already present at the time of conclusion of the Agreement is excluded - unless it is a case of injury to life, limb, or health. Otherwise, the Customer shall only be entitled to claim damages for initial defects if Planet is responsible for their existence or failure to rectify them.

6.4. Customer's Duty to notify

The Customer must notify in writing any defects. The Customer shall report any defects in the Software, at the latest within 7 (seven) calendar days of discovering the defect, in detailed and comprehensible form giving all information required for the detection and analysis of the defect.

If the notification is made in due time, the defective contractual product will either be replaced or repaired by Planet. Should these measures fail, the Customer shall be entitled, at its discretion, to reduce the remuneration paid for the contractual products (licence fee or purchase price) or to cancel the order for the defective contractual products.

In particular, the work steps that led to the occurrence of the defect, the frequency of the occurrence, as well as the effects of the defect, must all be specified. The Customer shall create a support ticket <https://www.weareplanet.com/support> for this purpose with receipt of a ticket ID being an acknowledgement of receipt. Critical incidents (priority 1) must be raised by phone. The Customer shall state the given defect severity in their opinion. If the defect reaches a higher severity level, the Customer must inform Planet without undue delay. The priority classification and further support-pertaining information about Planet's [Service Offerings](#) can be found on Planet website.

The Customer must also support Planet to the extent required to eliminate the defects. The Customer will exercise any right to choose in respect of claims for defects within a reasonable period; this is normally two weeks from the date on which the Customer was able to become aware of the defect.

If, after examination of notice of defect by Planet, it turns out that the defect did not occur within Planet's sphere of responsibility, Planet may charge the Customer for the costs of the examination at the currently valid prices.

6.5. Rectification

Rectification shall be at the discretion of Planet, regularly by updating the Software. Planet must be allowed a reasonable period of time for this purpose. A reasonable period of time is a period within which Planet may analyse and eliminate the reported defects without undue delay, taking into account their order situation and the availability of suitable employees.

Unless otherwise agreed in the Order Form, the Services do not include:

- a) The adaptation of the Software to versions used by other Customers or distributed by Planet.
- b) Adaptation of the Software to a changed hardware or Software environment, including adaptation to changed operating systems.
- c) The adaptation of the Software to statutory or other sovereign requirements.
- d) The elimination of defects arising from the Customer's area of risk, in particular defects caused by improper operation or modification of the Software, by contamination of Software components with computer viruses, use of unsuitable data carriers, abnormal operating conditions not in accordance with the contractually agreed hardware and system requirements, faulty hardware, failure of the power supply or data-carrying lines, defects due to lack of information security, unsuitable environmental conditions at the location of the Software operation or force majeure.
- e) The elimination of errors resulting from adaptations of the Software or parts thereof (in particular: reports, key figures, validations) by the Customer or at any interaction by third parties with the Software including, among others, injection and/or manipulation of data, any system performance issues that may be attributed to a third-party system.
- f) The installation of the Software and/or its Updates.
- g) Service requests: that refers, specifically and including but not limited to, any request from a Software user for information, advice, training a standard change, access to a service and/or any other similar requests. Planet work regarding service requests will be billed by Planet at the applicable rates, as detailed in the Order Form and in this website: www.weareplanet.com/hospitality-support.
- h) Advice that goes beyond the defect rectification owed.
- i) The instruction and training of Software Customers.

The list is not exhaustive. It cannot be inferred from the lack of naming of services that such services are the subject of Planet's contractual obligations.

Customer expressly acknowledges and agrees that the terms available at www.weareplanet.com/hospitality-support form integral part of this Agreement and prevail over the terms of this Agreement in case of conflict. Customer acknowledges Planet's right to change the terms available at this website at any time, without the need to notify the Customer, who undertakes to check the website periodically and expressly agrees that the applicable terms will be the ones available at www.weareplanet.com/hospitality-support at any time.

7. Other Customer's obligations

The Customer shall provide, in a timely manner and at its own expense, the IT infrastructure (Customer devices, network, modem, Internet, firewall, antivirus software, data transmission, etc.) with the corresponding Software and in accordance with the instructions of Planet and Planet, as well as the guidelines of the hardware manufacturers for the operation of the Software. In addition, the Customer must always be equipped with the latest technological, security and operational advances.

The Customer is obliged to support Planet, to create the conditions necessary for the proper execution of the Agreement and to make existing analysis equipment available. To this end, Planet must be provided with a responsible contact person with decision-making authority (including all necessary information). Without these components, Planet cannot guarantee the execution of the Agreement.

The Customer shall follow all Planet's instructions regarding Software installation. In particular, the Customer shall:

- a) Notify Planet in writing Customer's confirmation of the Software installation date and/or Software installation project plan (if applicable) proposed by Planet. Customer shall notify its confirmation within ten (10) working days from Planet's submission by email to the person indicated by the Customer as responsible contact person.
- b) Provide the documentation required by Planet to install the Software at least 3 working days prior to the Software installation date or in accordance with the Software installation project plan (if applicable).

After Customer confirmation of Software installation date and/or Software installation project plan (if applicable), Customer may request one (1) Software installation reschedule with no additional cost by prior written notice with at least (5) five working days before the confirmed Software installation date and/or the confirmed Software installation project plan milestone. Customer acknowledges that Planet needs to reserve the time and resources for the Software installation in advance. Therefore, the Customer agrees to pay Planet the corresponding additional fees for any reschedule requested without the aforementioned prior notice.

Planet reserves the right to suspend Software installation and to charge the Customer the total Fees included in the Order Form if there is no response from the Customer's responsible contact person within four (4) weeks after Planet's first documented attempt to contact, provided that Planet has made at least five (5) documented attempts.

The scope of the documentation depends on the Software chosen by the Customer in the Order Form. Planet will notify the required documentation by email to the person indicated by the Customer as responsible contact person.

Planet undertakes to support the Customer in completing the documentation required for Software installation by means of additional meetings of up to one (1) hour per selected Software, information materials and email responses. The Customer is the sole responsible for (a) the data recorded in the documentation completed by the Customer; and (b) any actions by third parties employed or hired by the Customer during the documentation completion and/or the Software installation.

Planet may not charge the Customer for some Software and/or Updates installation applicable fees, provided that the Customer keeps an integration and the corresponding commercial agreement with the Preferred Integration Partner selected by the Customer active for at least eighteen (18) months from the Software installation. Planet expressly reserves the right to charge the Customer Software and/or Updates installation fees in accordance with Planet's pricing packages if Customer fails to meet any of the above-mentioned requirements.

The Customer undertakes to:

- (a) notify Planet of any disruption to contractual use of the Software as soon as it becomes aware of it.

- (b) integrate all the latest versions/Updates of programs or corrections provided by Planet into its IT installations and to retain the license codes in accordance with the requirements.

A fully functional IT system is subject to strict requirements. Changes to the IT environment and interfaces must be agreed in advance with Planet.

The Customer will notify Planet in writing without delay, and in any case within 24 hours, of (a) any changes made to the Software implementation environment, and (b) disturbances arising from its area of responsibility (e.g., of the network operator, access provider) and their probable duration. If the effort of Planet is increased, the latter may, without prejudice to other claims, require remuneration for the extra effort incurred by Planet

The Customer will keep secret any assigned authorizations for use and access, and agreed identification and authorization security mechanisms, and protect them against access by unauthorized third parties.

The Customer will inform Planet without delay and in any case within 24 hours if they suspect that the access data and/or passwords have become known to unauthorized third parties.

When using the Software to transmit texts and/or any other information, the Customer shall ensure that all rights of third parties are observed.

After termination of the Agreement, the Customer must return or destroy the data carriers and backup copies received from Planet, uninstall the Software, and delete any remaining recognizable software remnants from the IT system. At the request of Planet, the Customer must certify in writing that the aforementioned obligations have been fulfilled.

Regardless of the length of the Agreement, the Customer is required to keep and respect the intellectual property rights to the Software as specified by Planet in the Agreement, including after the expiry of the Agreement

8. Legal Defects

8.1. Duty to notify

If a third-party claims against the Customer to the effect that a service of Planet infringes its rights, the Customer is obliged to notify Planet accordingly without delay after becoming aware of the same. Where admissible, Planet is entitled, but not obliged, to defend the claims brought at its own expense.

8.2. Corrective measures

If third-party rights are infringed by a service of Planet, Planet will, at its own discretion and at its own expense,

- (a) conduct negotiations for the settlement of the dispute. Customer shall assist Planet in any such proceeding to the extent reasonable and appropriate to facilitate the defence and settlement discussions; or
- (b) procure the right for the Customer to use the service; or
- (c) redesign the product so that it does not infringe rights; or
- (d) if Planet is unable to procure any remedy at reasonable expense, then remove the partial service from the subject matter of the service while reducing the remuneration paid by the Customer for this part of the Software. In this case, the Customer is entitled to terminate the Agreement in its entirety for extraordinary cause.

Planet will give due consideration to the interests of the Customer when selecting the measure.

8.3. Data protection and IT security

Planet treats Customer data with due care and protects it against misuse and loss using the means provided by law. To this end, it takes technical and organizational measures in accordance with the Federal Data Protection Act (FADP) and the European General Data Protection Regulation (GDPR). Where necessary, the products are designed so that they can be operated in accordance with PCI requirements. However, the responsibility for ensuring compliance with all company requirements always lies with the Customer. Planet accepts no liability for the misuse of database fields that are not

intended for the entry of credit card data, in particular with regard to the consequences that may result, such as loss of PCI certification, fines for violation of the rules, or civil liability and claims for damages in the event of misuse.

The Customer will install state-of-the-art anti-virus software, and check data and information for viruses before transmitting them to Planet.

The Customer is sole responsible for the security of data (backup) on its system and programs, with the exception of applications with cloud technology, for which data security remains outside the Customer's area of responsibility. Similarly, the Customer is required to prevent unauthorized persons (including "hackers") from accessing data and applications. In addition, the Customer is obliged to protect their system appropriately against computer viruses.

The Customer bears full responsibility for compliance with legal provisions relating to data protection, in particular the lawfulness of data transmission to Planet and the lawfulness of data processing in the context of support services.

8.4. Transfer of risk. Retention of title.

The risk of loss or damage is transferred to the Customer when the Ancillary Equipment and/or any other contractual products are handed over. Planet retains ownership of Ancillary Equipment and/or any other contractual products delivered to the Customer until they have been paid for in full.

8.5. Export

In the event of any export of the contractual products or technical products thereof, including by means of remote data transmission, the Customer shall comply with all applicable export regulations of its home country and the United States of America.

9. Maintenance and Support Services

9.1. Updates

Correction of errors of the Software will be carried out by Planet providing the Customer with Updates at Planet's discretion. Updates are provided to the Customer as part of the Software license at no additional cost. The work required to implement the Updates will be billed in addition to the price of the Software license, applying the hourly rates published by Planet, unless otherwise expressly agreed between Customer and Planet.

9.2. Written Fault Report

The Customer must notify Planet in writing if there are errors in the Software Product, errors in the Documentation or problems using the Software in accordance with the Documentation.

9.3. Conditions for Maintenance

Planet's commitments under the Agreement will require the Customer to (1) pay Planet on time all the charges and remuneration set out in the Order Form, (2) implement the changes and modifications to the Software that Planet refers to in messages to the Customer, and (3) that the Software Products are used on Approved hardware.

For remote maintenance and emergency interventions, Planet generally works with Beyond Trust and TeamViewer tools, among others. It is the Customer's responsibility to ensure that an appropriately trained representative or employee with required user rights and system access is available at all times in case of an emergency and can grant Planet access to support on the server, workstation and/or interface on which the Software was installed. Inability to resolve an issue due to the delay and/or non-availability of the mentioned resources and/or access to the tool is sole Customer's responsibility.

Creation and management of system backups and the ability to access and/or restore them are the sole responsibility of the Customer

Installation and training times are based on experience. Because deviations may occur due to unforeseeable circumstances, billing is based on the actual time spent, according to the installation protocol signed by the Customer.

The protocol /performance record is considered approved even without a signature if Customer do not object within 14 calendar days of receipt.

Planet is not liable for the functionality and performance of software products and services provided by third-party providers. For binding information about the scope of functions and services of your third-party software, the Customer shall contact the respective third-party provider directly.

9.4. Approval of Updates

The Software is subject to technical alterations. Planet will notify the Customer of current Updates to the Software in writing. Updates to the Software will be delivered to the Customer, unless the Customer informs Planet in writing within 15 days of receiving the message from Planet that the Update is not desired.

Once the delivery of the Update has been made to the Customer, Planet's obligation to support the previous version ceases. The cabling/connecting to the server/workstation is the sole responsibility of the Customer.

9.5. Previous versions

For the correction of errors in a previous version of the Software, Planet has the right to deliver a later version of the Software to the Customer if the fault is corrected in this.

9.6. Support Services

Planet will provide the Customer with Software support services under the terms of the support tier selected by the Customer, as detailed in the Order Form. If no support tier is selected in the Order Form the basic support tier terms shall apply to Customer.

For the purposes of this Agreement, an "Incident" refers to a situation where the Software is not functioning as intended, including faults, outages, or technical issues that prevent normal operation. A "Service Request" refers to any request for information, advice, training, configuration changes, enhancements, or other non-incident assistance.

The specific scope of included and excluded Services, as well as the definitions of Incidents and Service Requests, are set out and regularly updated at www.weareplanet.com/hospitality-support. The content published on this webpage forms an integral and binding part of this Agreement and Planet can amend it without prior notice to Customer.

Customer expressly acknowledges and agrees that the support services will be ruled by the terms indicated at www.weareplanet.com/hospitality-support, which form integral part of this Agreement and prevail over the terms of this Agreement in case of conflict. Customer undertakes to comply with them at any time and to consult them periodically, as Planet has the right to change them without the need to notify the Customer. Specifically, and without limitation, Planet can modify support tiers and support channels terms at any time.

Where remote support services are required for the resolution of an Incident or Service Request, the Customer is responsible for enabling access via remote support software approved by Planet (such as BeyondTrust). The lack of a suitable remote access option may delay or limit the provision of such support services.

The support services described in this section apply exclusively to Planet Hospitality Software. Support services for Planet Payments services or any other Planet services is governed by the corresponding separate agreement(s).

The Customer has the right to make a call to one of Planet's specified telephone numbers with questions about the Software's method of working, functions and limitations.

10. Charges and Fees

Notwithstanding any other provisions of this agreement, the Monthly Subscription Fees specified in the Hospitality Software Schedule of Requirements and Fees shall be invoiced quarterly in advance. All other fees under this agreement shall continue to be invoiced in accordance with the standard billing process specified Clause 6 of the General Terms and Conditions.

For all other products, services and integrations referred to in the Hospitality Software Schedule of Requirements and Fees a 100% deposit is required to confirm the order, with the balance due sixty (60) days after the date of signing hereof or Software installation, whichever occurs first.

Travel costs, travel time, parking charges and expense allowances are also applied. The Customer undertakes to cover any accommodation and catering costs incurred by the installation team. Planet will invoice these costs after the actual delivery date and will require payment within sixty (60) days of the invoice date. In the event of late payment, late payment interest will be charged in accordance with this Agreement.

Material, shipment and connection expenses are not included. These costs are to be invoiced and reimbursed to Planet separately. Deliveries and services provided in excess of the scope of the amounts set forth in the Order Form will be charged according to effective costs. Notwithstanding anything to the contrary, the fees shall be charged to the Customer upon signature of the Order Form.

If the Customer does not pay charges or other remuneration due to Planet within the correct time under the Agreement, or if the Customer does not at the correct time regulate other liabilities to Planet under the Agreement, Planet is, in addition to the other available measures, is entitled to turn off the systems (data, TV or other) for which Planet or its associated companies have granted licenses to the Customer.

11. NOTICE, GOVERNING LAW AND JURISDICTION SCHEDULE

Services utilised by Merchant	Notice(s)	Governing law	Courts having exclusive jurisdiction
Protel Cloud and Protel onPrem except as set out below	Protel Hotelsoftware GmbH Address: Florianstraße 3, 44139 Dortmund, Germany Email: Legalinbox@weareplanet.com	Germany	Germany
Protel Cloud and Protel onPrem services provided in Austria	Protel Hotelsoftware Austria GmbH Address: Handelskai 94-96/Top 393, 39. Stock, 1200 Wien, Österreich, Austria Email: Legalinbox@weareplanet.com	Austria	Austria
Protel Cloud and Protel onPrem in France	Eclipse SAS Address: 1, Terrasse Bellini, Paris La Défense, 92919, France Email: Legalinbox@weareplanet.com	France	France
Protel Cloud and Protel onPrem in Moldova	Protel SRL Address: str. Alexei Șciusev 62/A, MD2012 Chișinău, Republic of Moldova Email: Legalinbox@weareplanet.com	Moldova	Moldova
Protel Cloud and Protel onPrem in Morocco	Pro Hotel Software SAR Address: 6 Rue Reamur ETG 2 No4, Casablanca, Morocco Email: Legalinbox@weareplanet.com	Morocco	Morocco

Protel Cloud and Protel onPrem in Switzerland	Rebag Data AG Address: Kreuzbühlstrasse 26, c/o Datatrans AG, Zürich, ZH, 8008, Switzerland Email: Legalinbox@weareplanet.com	Switzerland	Switzerland
Protel Cloud and Protel onPrem in England and Wales	Protel PMS Limited Address: 4th Floor Ilona Rose House, Manette Street, London, W1D 4AL, England Email: Legalinbox@weareplanet.com	England and Wales	England and Wales
Hotsoft except as set out below	Hoist Group Hospitality Ireland Address: UNIT 5, PURCELLSINCH BUSINESS PARK, DUBLIN ROAD, Kilkenny, R95YD9Y, Ireland Email: Legalinbox@weareplanet.com	Ireland	Ireland
Hotsoft in Denmark	Planet PMS Denmark ApS Address: Østergade 24A, København K, 2. 1100, Denmark Email: Legalinbox@weareplanet.com	Denmark	Denmark
Hotsoft in Finland	Planet PMS Finland Oy Address: c/o Spaces, Mannerheiminaukio 1 A, 00100 Helsinki, Finland Email: Legalinbox@weareplanet.com	Finland	Finland
Hotsoft in England and Wales	Planet PMS UK Limited Address: 4th Floor Ilona Rose House, Manette Street, London, W1D 4AL, England Email: Legalinbox@weareplanet.com	England and Wales	England and Wales
Hotsoft in Norway	Planet PMS Norway AS Address: c/o Planet Payment Norway, Tollbugata 8, Oslo 0152, Norway Email: Legalinbox@weareplanet.com	Norway	Norway
Hotsoft in Sweden	Planet PMS Sweden AB Address: Röntgenvägen 3 C, 17154 Solna, Stockholm, Sweden Email: Legalinbox@weareplanet.com	Sweden	Sweden
Protel Cloud and Protel onPrem and Hotsoft in the United Arab Emirates	Planet Software Trading & Payment Solutions LLC Address: 5, Emaar Square Bldg, Burj Khalifa, 163-0, 345-832, United Arab Emirates Email: Legalinbox@weareplanet.com	United Arab Emirates	United Arab Emirates