

IWG Global Customer Referral Program

Terms & Conditions

1. Overview

- 1.1 These terms and conditions ("**Terms and Conditions**") apply to the following products: Office, Virtual Office/Virtual Office Plus, Coworking and Workplace Recovery. Mailbox, Telephone Answering, Meeting Rooms and Membership Referrals and do not qualify.
- 1.2 IWG reserves the right to amend or terminate these conditions at any time without prior notice.
- 1.3 The Global Customer Referral Program is reserved for existing customers of IWG only.
- 1.4 Employees of IWG and their immediate families are not eligible to take part in the Global Customer Referral Program.
- 1.5 Participants must be aged 18 or over.
- 1.6 In these Terms and Conditions:

"**Completed Sale**" means sale where (i) the customer has signed a service agreement (an "**Agreement**") and (ii) it has paid its initial invoice and the deposit.

2. Referral

- 2.1 IWG will reward an existing customer in return for the referral of new customers which leads to a Completed Sale.
- 2.2 Following a Completed Sale, the referee will receive a reward in the form of shopping vouchers (the "**Reward**"). Subject to clause 2.3, the Reward shall be equal to 5% of the deal value, rounded up to the nearest 10, the value of which shall not exceed GBP 500.00 (or other local equivalent amount).
- 2.3 If the referred customer signs a month-to-month Agreement, the Reward will be calculated on a deal term equivalent to six months' value and paid three months after the referral contract started.

3. Referral submissions

- 3.1 All claims for a Reward must be verified by GlobalBroker.Commissions@iwgplc.com for Agreement validation at the time of submission before a Reward can be given.
- 3.2 This offer cannot be used in conjunction with any other offers.
- 3.3 A referral needs to be completed in full in the prescribed online form in order to be considered. The form can be located on the dedicated customer portal.
- 3.4 Any inquiry coming through existing inquiry channels other than the prescribed online form will not be eligible for the referral program.
- 3.5 A referral will only be accepted if it (i) is a new inquiry; (ii) is made via the dedicated customer portal; (iii) results in a Completed Sale; and (iv) the referred customer has never been entered into any of the IWG sales systems prior to this referral. Referrals cannot be made retroactively; renewal and expansion agreements are excluded.

4. Rewards Payment Conditions

- 4.1 Customers are only eligible to claim their Reward once the referred customer has a Completed Sale and been an IWG customer for a minimum of 30 days.
- 4.2 If a referred customer gives notice on their product or terminates their contract prior to the 30-day period, the offer is not applicable.
- 4.3 To be eligible for a Reward the referee must submit their claim to IWG within 12 months of the referred customer's Completed Sale. After such time the referee will not be eligible for a Reward.
- 4.4 To qualify for Rewards, the referral must result in a Completed Sale.
- 4.5 In the event of multiple customers referring the same contact/company, only the first referral received by IWG will be eligible for the Reward.
- 4.6 Referrals cannot be for a sister company or a colleague working for the same company of the referee.
- 4.7 The Reward is as stated and is not redeemable for cash. IWG reserves the right to provide alternative rewards or a reward of approximately equivalent value.
- 4.8 IWG cannot provide any details or contracts signed to a referee on account of confidentiality obligations to all new customers.
- 4.9 IWG reserves the right to amend or withdraw this offer at any time without prior notice.
- 4.10 Neither the program nor any benefit offered by the program creates, constitutes or gives rise to any legal or contractual rights by members against IWG.
- 4.11 The promotion is a non-tax paid program. Individuals and participating resellers are responsible for declaring any prizes or Rewards to their local tax authority, if required, and paying any tax liability arising from receipt of any prizes or Rewards.
- 4.12 Under data protection legislation of several countries, IWG is required to draw your attention to the fact that by participating in the Global Customer Referral Program and in order to make it possible for IWG to perform its obligations under the program, you accept and explicitly authorize IWG, its subsidiaries and appointed third party agents, to hold your personal information, which is supplied by you during the course of the program. IWG requires such information in order to process and fulfill your Reward, to let you know the status of your Reward, to address any questions regarding your Reward, tailor the referral program based on your referral data. IWG may not use it for any other purposes. The basis on which IWG will process your personal data is set out in our Privacy Policies (available on our website at www.iwgplc.com/clientprivacypolicy).