

# Public Offer

Bernadini Global Connections FZE

This offer is the official proposal of Bernadini Global Connections FZE to enter into a paid services agreement for partner matching (matchmaking) on the terms below.

## 1. General provisions

1.1. Bernadini Global Connections FZE, a company registered in the Sharjah Publishing City Free Zone, Emirate of Sharjah, UAE, licence No. 4431384.01, registration No. 4431384, address: Business Centre, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates, represented by its Manager, Inna Bernadina (the "Agency"), offers to any individual aged 18 or over with full legal capacity (the "Client") to enter into an agreement on the terms of this offer (the "Agreement").

1.2. This offer is public: its terms are the same for all Clients, except where individual terms are agreed in writing in a separate agreement. A separate signed agreement prevails over this offer.

1.3. Full and unconditional acceptance of this offer is any of the following actions by the Client:

1. completing a questionnaire to take part in the Agency's programme;
2. paying for any paid service of the Agency.

1.4. From the moment of acceptance, the Agreement is deemed concluded in writing. Acceptance means that the Client has read and accepted this offer, the Privacy Policy and the User Agreement on Personal Data Processing.

1.5. The Agency may amend this offer. A new version takes effect upon publication on the Agency's website. For Clients who have already paid for a package, the terms of that package remain in force until the end of the paid term.

## Definitions

| Term         | Meaning                                                                                                          |
|--------------|------------------------------------------------------------------------------------------------------------------|
| Services     | Consultations, matching, arranging introductions and support as described in section 2                           |
| Profile      | Information about the Client, their expectations and preferences provided to the Agency                          |
| Candidate    | A person the Agency proposes to the Client for an introduction                                                   |
| Introduction | Providing the Client with information about a Candidate with the consent of both parties, or arranging a meeting |
| Package      | The plan chosen by the Client, with a set of services, term and price                                            |

## 2. Subject matter and packages

2.1. The Agency provides the Client with lifestyle development consultancy services (activity code 9609.13) and organises introductions and meetings (event organizing, activity code 9000.11) for the purpose of finding a partner for a serious relationship, and the Client pays for them at the Agency's rates.

2.2. The Agency does not guarantee a relationship, marriage or any other personal outcome. The result of an introduction depends on the free will of the Client and the Candidate. A service is deemed rendered once the actions included in the Package have been performed, regardless of the outcome of introductions.

2.3. The Agency is not a marriage, immigration or legal intermediary and does not provide services of an intimate nature. Any request of this kind is grounds for terminating the Agreement without refund.

## 2.4. Packages:

| Package             | What is included                                                                                                                                                                                      |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Open Network        | Placement of the profile in the Agency's database                                                                                                                                                     |
| Consultation        | In-person meeting or video call with a specialist, review of the request, recommendations                                                                                                             |
| Events              | Participation in the Agency's online or offline events for meeting people                                                                                                                             |
| Membership          | Subscription: access to a private channel with profiles of potential partners, promotion of the Client's Profile on the Agency's social media, collection of responses and passing them to the Client |
| Private Matchmaking | Personal private matching through the Agency's database, social media and other Agency sources; support from a manager                                                                                |
| VIP                 | Work on the Client's individual request: search criteria and geography, format of introductions, support and timing are agreed individually and set out in a separate agreement                       |

2.5. The exact content of the chosen Package, number of Introductions, term and price are set out in the agreement and the invoice. Prices are in UAE dirhams.

2.6. Additional meeting expenses (flights, accommodation, restaurants, interpreters) are not included in the Package price and are paid by the Client separately, unless otherwise specified in the Package.

2.7. The Package term starts on the date payment is received. The term may be extended by written agreement of the Parties.

## 3. Rights and obligations of the parties

3.1. The Agency undertakes to:

1. provide the Services within the chosen Package in good faith and taking the Client's Profile into account;
2. vet Candidates to a reasonable extent;
3. share information about the Client with a Candidate only with the Client's consent and to the extent agreed with them;
4. keep personal data confidential in accordance with the Privacy Policy;
5. update the Client on the progress of the search at least once a week for paid Packages.

3.2. The Agency may:

1. ask the Client to confirm information in the Profile, including marital status, and to provide current photographs;
2. refuse to enter into the Agreement or suspend the Services if the Client has provided false information, behaves disrespectfully towards Candidates or staff, or breaks the law;
3. engage partners and contractors to perform the Agreement, while remaining responsible to the Client for their actions;
4. use the Client's anonymised reviews in advertising only with the Client's written consent.

3.3. The Client undertakes to:

1. provide accurate information about themselves, including marital status, children and the purpose of meeting, and keep it up to date;

2. not be married at the time the Agreement is concluded, unless expressly agreed otherwise with the Agency;
3. follow meeting etiquette: punctuality, respect, no pressure or insults;
4. not disclose information about Candidates to third parties or use it for any purpose other than meeting;
5. inform the Agency of the results of meetings and of any decision not to continue contact with a Candidate;
6. pay for the Services on time.

3.4. The Client may receive information about the progress of the search and decline any Candidate without giving reasons.

## 4. Payment and refunds

4.1. Payment is made as 100% prepayment by bank card via a payment provider, by bank transfer to the Agency's account, or by another method stated in the invoice.

4.2. The payment obligation is fulfilled when the funds are credited to the Agency's account. Bank and currency conversion fees are paid by the Client.

4.3. Paid Packages have a trial period of 1 (one) month from the date of payment. During this period the Agency already provides the Services: it prepares the Profile, promotes it and searches for Candidates. The Client may withdraw from the Agreement both during the trial period and after it; refunds are made under clause 4.4.

4.4. Refunds:

| Situation                                                                       | Refund                                                                                                                   |
|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Withdrawal during the trial period, no introductions made                       | Package price less AED 1,000 for work performed (preparing the Profile, promotion, search)                               |
| Withdrawal during the trial period, introductions already made                  | Package price less AED 1,000 and the cost of introductions made, calculated in proportion to their number in the Package |
| Withdrawal after the trial period, not all introductions provided               | Package price less AED 1,000 and the cost of introductions made, calculated in proportion to their number in the Package |
| Withdrawal after all introductions provided for in the Agreement have been made | No refund                                                                                                                |
| Breach of the Agreement by the Client (clauses 2.3, 3.3)                        | No refund                                                                                                                |
| Consultation cancelled by the Client less than 24 hours in advance              | No refund                                                                                                                |
| Online or offline event: cancellation less than 24 hours in advance             | No refund; the Agency may offer participation in the next event                                                          |

## 5. Liability

5.1. The Parties are liable for non-performance of the Agreement in accordance with UAE law.

5.2. The Agency is not responsible for the behaviour, words or actions of the Client and Candidates during and after meetings, for the accuracy of information a Candidate provided about themselves beyond what the Agency has verified, or for the Client's personal, financial or other decisions.

5.3. The Client takes their own safety precautions: first meetings take place in public places. The Client reports any suspicious behaviour of a Candidate to the Agency immediately.

5.4. The Parties are released from liability in the event of force majeure: natural disasters, epidemics, military action, decisions of public authorities, communication network failures.

## 6. Term and termination

6.1. The Agreement is valid from acceptance until the end of the Package term, and for Open Network until the Profile is deleted.

6.2. The Client may terminate the Agreement at any time by notifying the Agency; refunds are made under clauses 4.3–4.4.

6.3. The Agency may terminate the Agreement unilaterally if the Client breaches clause 2.3 or 3.3, with prior notice to the Client.

## 7. Dispute resolution and governing law

7.1. The Agreement is governed by the laws of the UAE, the Emirate of Sharjah and the rules of the Sharjah Publishing City – Free Zone Authority.

7.2. The Parties resolve disputes through negotiation. A claim is submitted in writing; the response period is 15 business days.

7.3. If no agreement is reached, the dispute is referred to the competent courts of the Emirate of Sharjah, UAE.

7.4. The Agreement is made in Russian and English. In the event of any discrepancy, the English version prevails.

## 8. Agency details

| Detail             | Value                                                                                                 |
|--------------------|-------------------------------------------------------------------------------------------------------|
| Name               | Bernadini Global Connections FZE                                                                      |
| Licence            | No. 4431384.01, issued by the Sharjah Publishing City – Free Zone Authority; registration No. 4431384 |
| Registered address | Business Centre, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates                     |