H2 SUSTAINABLE HOSPITALITY TOOLBOX

Subscription Terms

Effective Date: 25 July 2026

1. Purpose of this Document

These Subscription Terms describe, in practical terms, exactly what is included in each Subscription Level of the H2 Sustainable Hospitality Toolbox (the "Toolbox"), how billing works, and how Members can change or end their subscription. These Subscription Terms are incorporated by reference into, and form part of, the Terms and Conditions (Master Agreement), which govern the Toolbox as a whole. Where these Subscription Terms describe the scope of a Subscription Level, they take precedence over the Terms and Conditions on that specific point, as set out in the Terms and Conditions' Order of Precedence clause.

2. Subscription Levels at a Glance

The Toolbox is offered at three Subscription Levels: Sustainability Access, Sustainability Framework, and Sustainability Partnership. Each is described in detail below. Sustainability Access and Sustainability Framework can be subscribed to directly on the Platform; Sustainability Partnership is arranged directly with H2 under a separate consulting agreement.

3. Sustainability Access

US$55/month, or US$594/annual (a 10% saving against the monthly rate).

Designed for hospitality professionals seeking practical sustainability guidance and resources, whether beginning or advancing their sustainability journey. Includes:

- H2 Prism Briefs — insight notes on current sustainability topics, published every two weeks, available exclusively to active Members
- Up to 2 AEQUOR Advisory questions per month (non-cumulative — see Section 8)
- Access to the Toolbox resource library
- Practical guides and operational recommendations
- Sustainability news and insights
- Templates, checklists, and reference materials

4. Sustainability Framework

US$375/month, or US$4,050/annual (a 10% saving against the monthly rate).

Designed for hotels and resorts looking to move from ideas to implementation with expert support. Includes everything in Sustainability Access, plus:

- Up to 10 AEQUOR Advisory questions per month (non-cumulative — see Section 8)

- A monthly advisory session, or equivalent support time
- Sustainability Roadmap development support
- The AEQUOR sustainability implementation framework
- Priority-setting and action planning guidance
- An expanded resource library and implementation tools
- Access to selected case studies and best practices

4.1 Enterprise Deployment

For hotel groups and multi-property owners, Sustainability Framework can be deployed at portfolio level through a tailored Enterprise structure, ensuring consistency and efficiency across multiple properties. Enterprise pricing, user allowances, and scope are agreed directly with H2 and set out in a separate written order or agreement, which forms part of that Member's subscription arrangement alongside these Subscription Terms.

5. Sustainability Partnership

Available by direct arrangement with H2; pricing provided on request following an initial conversation. Designed for independent hotels, hotel groups, ownership companies, developers, and hospitality organisations seeking strategic support, including:

- A customised sustainability strategy
- Portfolio-wide guidance
- Executive and ownership advisory support
- Responsible Hospitality programme alignment
- Procurement and sourcing guidance
- Team training and workshops
- Priority access to expert support

Sustainability Partnership is delivered on a fully remote basis and is governed by a separate signed consulting agreement between H2 and the client, rather than by the online subscription flow used for Sustainability Access and Sustainability Framework. Where a conflict arises between that consulting agreement and these Subscription Terms, the signed consulting agreement governs.

6. Billing Cycles and Pricing

Sustainability Access and Sustainability Framework may each be billed monthly or annually, as selected by the Member at sign-up. All pricing is shown in US$ on the Platform. Annual billing is offered at a discount to the equivalent monthly cost, as shown at checkout and in Sections 3 and 4 above.

Subscriptions renew automatically at the end of each billing period at the then-current price for the relevant Subscription Level, in accordance with the Terms and Conditions. H2 reserves the right to

adjust Subscription Level pricing at any time for new subscribers, and for existing Members upon their next renewal, with notice provided in advance as set out in the Terms and Conditions.

6.1 Right to Suspend for Non-Payment

If a payment fails or a Member's account falls into arrears, H2 may immediately suspend access to the Toolbox until payment is resolved, as a faster and more flexible alternative to outright termination. Continued non-payment may lead to termination in accordance with the Terms and Conditions.

7. Upgrades

A Member on Sustainability Access may upgrade to Sustainability Framework at any time. Where reasonably practicable, H2 will apply the upgraded Subscription Level from the Member's next billing date, and may, at its discretion, apply a pro-rated charge for the remainder of the current billing period so that the upgraded benefits are available immediately rather than only from the next renewal.

8. Downgrades and Non-Cumulative Allowances

A Member on Sustainability Framework may downgrade to Sustainability Access by giving at least fourteen (14) days' notice before the end of the current billing period, effective from the next billing period, subject to the mid-cycle handling of any in-progress Framework-level services described in the Terms and Conditions.

AEQUOR Advisory question allowances (2 per month for Sustainability Access, 10 per month for Sustainability Framework) are non-cumulative: unused questions do not carry over to the following month, and do not increase in a later month to compensate for a month in which fewer questions than the allowance were used. To ensure fair access to advisory support for all Members, H2 may ask a Member to pace their questions reasonably across the month rather than submitting the full monthly allowance at once, particularly where doing so would affect H2's ability to respond to other Members in a timely manner.

9. Cancellation

Members may cancel at any time as described in the Terms and Conditions. Cancellation takes effect at the end of the current billing period, and access continues until that date. Refunds are handled as set out in the Terms and Conditions.

10. Changes to Subscription Level Scope

H2 may, from time to time, refine or expand what is included within a given Subscription Level, for example by adding new templates, resources, or features. Where H2 removes or materially reduces a benefit that is a core, named component of a Subscription Level a Member is actively subscribed to (for example, the monthly AEQUOR Advisory allowance or the frequency of H2 Prism Briefs), H2 will provide at least fourteen (14) days' notice, in accordance with the Terms and

Conditions. H2 may discontinue or replace an individual resource, template, or guide without notice, provided the overall value of the Subscription Level remains substantially the same.

11. Contact

Questions about your subscription may be directed to:

H2 Sustainability Consulting

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