

5 January 2026

accesso® Technology Group plc

("accesso" or the "Group")

Trading Update

accesso Technology Group plc (AIM: ACSO), the premier technology solutions provider for leisure, entertainment, and cultural markets, today provides a brief update on customer contracts and current trading expectations.

2025 Trading

The Company will issue a year-end trading update towards the end of January, and the Board expects to report a full year outcome that is in line with expectations.

Commercial Update

In July 2025, the Group announced that a product utilised by a major customer was not expected to continue beyond the end of 2025. The Group now confirms that this customer has indicated its intention to continue with the solution for an initial one-year period from 1 January 2026, on revised commercial terms.

Separately and unrelated to the above, another major customer has indicated its intention not to renew its agreement for the same software solution beyond its contractual expiry on 31 January 2026.

Outlook

Looking ahead, the Group continues to proactively support customers as they manage persistent macroeconomic challenges. While the combined financial impact of the recent contract developments is still dependent upon the outcome of negotiations, the Board currently expects the net revenue impact to be offset, at a Cash EBITDA level, by current initiatives focused on further improving our operational efficiency.

A further update will be provided towards the end of January 2026, including a headline summary of trading performance for the year ended 31 December 2025 and guidance for 2026.

The information contained within this announcement is deemed to constitute inside information as stipulated under the Market Abuse Regulations (EU) No. 596/2014 ("MAR"). Upon the publication of this announcement, this inside information is now considered to be in the public domain.

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At accesso, we believe technology has the power to redefine the guest experience. Our patented and award-winning solutions drive increased revenue for attractions operators while improving the guest experience. Currently serving over 1,200 venues in 33 countries around the globe, accesso's solutions help our clients streamline operations, generate increased revenues, improve guest satisfaction, and harness the power of data to educate business and marketing decisions.

accesso invests heavily in research and development because our industries demand it, our clients benefit from it, and it makes a positive impact on the guest experience.

Our commitment to improving the guest experience and helping our clients increase revenue is the core of our business. Our technology solutions allow venues to increase the volume and range of on- and off-site spending, and to drive increased transaction-based revenue through cutting-edge ticketing, point-of-sale, virtual queuing, distribution and experience management software.

Many of our team members come from backgrounds working within the attractions and cultural industry. In this way, we are experienced operators who run a technology company serving attractions operators, versus a technology company that happens to serve the market. Our staff understands the day-to-day operations of managing complex venues and the challenges this creates, and together we strive to provide our clients and their guests with technology that empowers them to do more and enjoy more. From our agile development team to our dedicated client service specialists, every team member knows that their passion, integrity, commitment, teamwork and innovation are what drive our success.

accesso is a public company, listed on AIM: a market operated by the London Stock Exchange. For more information, visit www.accesso.com.

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