



WWW.TICKETLABEL.COM

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**JUST TICKETING BUT BETTER**

# **TICKETLABEL TERMS AND CONDITIONS**

## TICKETLABEL TERMS AND CONDITIONS

You are kindly requested to read this Agreement carefully. If you agree with the terms and conditions as set out in this Agreement please click on the **“I accept button”** below, if not, please click in the **“I do not accept button”** which will bring you back to the homepage.

The terms and conditions of this Agreement shall apply to the relationship between the limited liability company incorporated under the Law of The Netherlands Ticketlabel B.V. (hereinafter referred to as: “Ticketlabel”) and any party using the website [www.ticketlabel.com](http://www.ticketlabel.com).

### Article 1 - Definitions

**User:**

The user of the Website searching for and ordering Tickets and/or Products.

**Organizing Party:**

The party that organizes an event for which Tickets and/or Products are offered on the Website.

**Products:**

Any items, such as merchandising and meet’n greets that may be reserved on the Website.

**Tickets:**

An admission ticket for an event as offered on the Website.

**Website:**

The website as set out on the URL [www.ticketlabel.com](http://www.ticketlabel.com).

### Article 2 - Ticketlabel

**2.1** Ticketlabel exploits an online ticket buying service for events. Ticketlabel offers – depending on the event – entrance tickets, merchandising and/or meet’n greets.

**2.2** Ticketlabel shall keep the information on the Website as accurate and up to date as possible. All prices on the Platform shall be in Euro, excluding service fees. Any currency converter is for information purposes only.

**2.3** Ticketlabel shall not be liable towards the User for damages of whatever nature, direct or indirect, or consequential such as, inter alia, losses due to delays, lost profits and penalties forfeited by the User, arisen in connection with the use of the Website, any errors or omissions in advice rendered by it and/or unavailability of the Website except in the case of intent or gross negligence on the part of Ticketlabel or its executive management.

## Article 3 - Tickets

3.1 Ticketlabel shall send User the digital Tickets and/or confirmation of Products by email upon receipt of full payment. User is responsible for providing correct personal data such as name and e-mail address. Payment method and terms are published on the event page.

3.2 Ticketlabel acts as intermediary between User and Organizing Party. Ticketlabel is no party under the agreement constituted after payment of the Tickets and/or Products. Organizing Party may - at its own discretion - change the date and location for any event.

3.3 Tickets and Products are nonrefundable and nontransferable. Article 6:230o Dutch Civil Code is not applicable.

## Article 4 - Events

4.1 Users may show a readable, non-folded printout or digital scannable Ticket at the entrance of the event location. Each valid Ticket admits one person. In case of a digital Ticket, only the first scanned unique Ticket admits the holder thereof.

4.2 Products are available for collection during the event at the merchandising stand or as otherwise specified on the confirmation. User is responsible for collecting the Product. Should a Product not be collected during the event, the User is not entitled to any refund or other compensation.

4.3 Should a Product for any reason not be available during the event, Ticketlabel shall within reasonable term refund the amount paid to Ticketlabel to User.

4.4 Users are bound by the rules of the Organizing Party and/or the event location during the event.

4.5 Should an event be cancelled, the User shall be informed by the Organizing Party. The User shall automatically receive a refund for the amount directly paid to Ticketlabel for Tickets and/or Products. Should an event be rescheduled the User shall be informed by the Organizing Party. At the discretion of the Organizing Party already paid amounts may be refunded.

## Article 5 - Personal data

5.1 In order to be able to use the Website and buy Products, Users are obliged to provide personal data such as name and valid e-mail address. More information about the use of personal data is set out in the Privacy Policy.

5.2 Upon registration Users shall register a unique username and password. Users are responsible for the misuse of the username and/or password. Users are obliged to keep this information confidential to prevent unauthorized persons from using it. In case of misuse Users are obliged to immediately inform Ticketlabel.

5.3 Ticketlabel reserves the right to deny registration or to remove a User at any time from the use of the Website at its own discretion.

## Article 6 - Intellectual property

All intellectual property rights related to the Website and/or the trade mark Ticketlabel belong at all times to Ticketlabel.

## Article 7 - Force Majeure

Ticketlabel shall not be liable for failure to perform or delay in performing any obligation under this Agreement, if such failure or delay is caused by any circumstances beyond its reasonable control, including but not limited to acts of god, war, civil commotion or industrial dispute.

## Article 8 - General

8.1 If any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision of this Agreement, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained in it.

8.2 This Agreement constitutes the whole agreement between Parties and there are no promises, terms, conditions, obligations, representations or warranties, oral or written, expressed or implied, other than those contained herein. This Agreement supersedes any previous agreements between the Parties.

8.3 This Agreement shall be construed in accordance with the Laws of The Netherlands and the competent courts in Amsterdam shall have sole and exclusive jurisdiction in relation thereto.