

## Terms and Conditions of sale

Terms and conditions of sale were last updated August 2017, and is valid for all purchases made on or after this date.

The sale of products on this site is undertaken by Billetlugen A/S ("Billetlugen", Mosedalvej 14, DK-2500 Valby, Denmark, Business Registration number (CVR): 29413274. You can contact Billetlugen on email to [kundeservice@billetlugen.dk](mailto:kundeservice@billetlugen.dk) or on tel.: +45 88 30 30 22.

### Conclusion of agreement

The agreement only takes binding effect for the organizer and the ticket holder ("you") when Billetlugen has registered and received your payment, and received a confirmation email.

**NOTE: Billetlugen is only distributor of the tickets on behalf of the organizer. Billetlugen itself does not act as organizer or promoter for the event offered. These events are solely conducted by the respective promoter. Subsequently, this means that the organizer is your contracting party and thus the organizer - and not Billetlugen – who is responsible for complying with the agreement. Any matters concerning compliance with the agreement is to be clarified with the organizer. The name of the organizer appears from the event description.**

The purchase agreement is subject to the general rules of Danish law, unless other rules regarding consumer protection are applicable in the country of your residence.

### Purchase of ticket

In order to make your purchase at Billetlugen's platform, you must do the following:

1. Search and find ticket(s).
2. Add to basket
3. Log in if you are already a customer. If you are not already a customer, you can easily create your account.
4. Accept the terms and conditions
5. Select method of payment.
6. Check whether all details are correct.
7. Approve purchase.

Your order confirmation will now appear on your screen, and within a few minutes, you will receive your order confirmation by email.

### Payment

All prices are inclusive of any applicable taxes and ticket fee but exclusive of any delivery fee or other fee. The costs will appear separately before the payment is completed, and be a part of the total amount in the purchase process.

You can pay for your tickets by Dankort, MasterCard and VISA. All communication between you and Billetlugen is encrypted.

Payments are processed by our partner CTS Eventim & Co. KGaA, Contrescarpe 75 A, 28195 Bremen, Germany, which is Billetlugen's associated company.

Credit card fee will not be refunded in case of cancellation.

### Ticket fee and costs of administration

You always pay a ticket fee in addition to the ticket price. The ticket fee amounts to 6 % of ticket price (max 300 DKK). All prices include VAT and taxes.

All prices include VAT and taxes.

### The ticket

The ticket with the printed barcode is your access card to a specific event. The ticket is only valid if the barcode has been activated. I.e., tickets, which have been cancelled at Billetlugen because of loss, etc., are not valid access cards. The barcode will only be accepted once. This means that the ticket cannot be copied or otherwise attempted used more than once.

If you are prevented from participating in an event, you are free to give your ticket to a friend. However, there may be some events where ID is demanded at the entrance, but if so, this will appear clearly from the website and from the ticket.

It is not permitted to transfer purchased tickets for commercial or other business purposes, such as:

- Use of tickets as prizes in competitions or similar, without having obtained prior approval from the concert organizer as well as the artist
- Transfer of tickets where such transfer is made as a bonus for other services, e.g. sale of travel, restaurant visit, hotel stay and similar, without having obtained prior approval from the concert organizer as well as the artist.
- Il professional business sale or other transfer of tickets, irrespective of the price.

Please note that according to the Act, (2007 – 05 – 23 no. 458), regarding resale of tickets to cultural and sporting events, it is illegal to seek to achieve a profit through resale of concert tickets.

If the ticket is used or transferred for commercial purposes, Billetlugen shall cancel the ticket. Billetlugen have the rights to invoice all costs related to the cancellation as a consequence of misuse, with a minimum of DKK 500.00 per ticket.

### **Loss**

If the ticket is lost before the event, Billetlugen is able to issue a new ticket for you.

The fee for reprint of a lost ticket is DKK 60.00 of service charge.

When the reprint has been completed, it is not possible to regret the reprint as the original tickets have been cancelled.

### **Ticket changes**

Billetlugen does not change tickets, neither within price categories, different seats, nor date.

### **Cancellation**

An event has been cancelled if the event is not performed at all. Changes to the repertoire, the date, partial performance of the event, etc. are accordingly not considered cancellation, and the money will normally not be refunded. However, read the information about the event.

### **Refund**

Purchased tickets will only be refunded in the event of cancellation. The individual organizer is your contracting party and thus liable to refund the ticket price in case of cancellation. Billetlugen will carry out the refund on behalf of and on request by the organizer. The repayment will be transferred to the card used when purchasing the tickets.

As distributor, Billetlugen is not liable for your losses arising from the organizer's suspension of payments, bankruptcy, cancellation of event or due to other defects regarding the event. Consequently, you waive any right to make claim against Billetlugen.

**NB! Charged ticket fees, other fees, cancellation insurances as well as any delivery costs paid when purchasing the ticket, will not be refunded in case of cancellation/relocation.**

There is no right to revoke tickets purchased at Billetlugen.

### **Liability**

BILLETLUGEN ASSUMES NO LIABILITY AGAINST YOU, EXCEPT THE ABOVE SECTIONS AND REQUIRED REGULATIONS. BILLETLUGEN ASSUMES UNDER NO CIRCUMSTANCES LIABILITY FOR INDIRECT LOSS OR CONSEQUENTIAL DAMAGE, INCLUDING LOSS OR DAMAGE OF DATA. BILLETLUGEN'S RESPONSIBILITY FOR DAMAGES TO PERSONS AND OBJECTS, ETC. IS LIMITED TO CIRCUMSTANCES RELATED TO GROSS NEGLIGENCE CAUSED BY BILLETLUGEN AND LIABILITY IN ACCORDANCE TO THE REQUIRED GENERAL COMPENSATION RULES.

### **Personal data**

Billetlugen register and use personal data in accordance to our Cookies- and Personal Data

### **Complaint**

Any type of complaint relating to the event is to be addressed to the organizer, as this is your contracting party. However, if you are unsatisfied with anything in connection with your purchase of tickets, please contact Billetlugen's Customer

Service at [kundeservice@billetlugen.dk](mailto:kundeservice@billetlugen.dk) or by phone +45 88 30 30 22.

Should you not find a solution with the organizer, you can make a complaint to The Consumer Complaints Board (Center for Klageløsning), Nævnenes Hus, Toldboden 2, DK-8800 Viborg if the requirements are met. The complaint to the Consumer Complaints Board can be made via [www.forbrug.dk](http://www.forbrug.dk). When submitting the complaint, you need to state the organizer's email address. Furthermore, you can use the European Commission's online Dispute Resolution in order to make a complaint. This is in particular relevant if you are living in another EU country. The complaint is to be submitted via: <http://ec.europa.eu/odr>. When submitting the complaint, you need to state the organizer's email address.

## **Reservations**

Billetlugen reserves the right to cancel issued tickets against refunding the ticket price and ticket fees.

Billetlugen makes reservations for errors in details about prices and for sold-out events.

Billetlugen is solely liable to the ticket buyer's potential direct loss if such liability exists within the general rules of Danish law. The liability of Billetlugen in such events is limited to the ticket fee.

Date: 05-09-2017