

These General Conditions of Use and Contracting (hereinafter, the "General Conditions") shall be agreed between ENTRADAS EVENTIM, S.A.U. (hereinafter, "Eventim Light") and the users (hereinafter, the "Users"), and govern the access and use of this website (hereinafter, the "Website"), as well as the contracting of tickets through the same.

Eventim Light may establish, where appropriate, specific conditions governing the use and/or contracting of specific services or products offered through the Web Site.

By simply accessing the Website, the User becomes a User, and implies acceptance of all the terms included in these General Conditions and, where applicable, in the specific conditions available through the Website. If the User does not agree with these General Conditions, he/she must abandon any transaction for the purchase of tickets, merchandising products or merchandise in general (such as T-shirts, sound and/or image supports, etc.) through the Website.

By accepting these General Terms and Conditions, the User declares:

- That you have read, understand and comprehend the above.
- That, in the event that he/she intends to contract any product and/or service, he/she has sufficient capacity to do so.
- That he/she assumes all the obligations set forth herein

1. General information

In compliance with the provisions of article 10 of Law 34/2002, of 11 July, on information society services and electronic commerce, the general information on the Website is provided below:

- Proprietor: ENTRADAS EVENTIM, S.A.U. (trading as "Eventim Light").
- Headquarters and place of business: C/ Serrano Anguita 8, 2º Piso. C.P. 28004, Madrid (Spain) N.I.F.: A-81933772
- Contact: [form](#) or via email atenciónalcliente@entradas.com.
- Registration details: Madrid Companies Register, volume 12997, folio 140, section 8, page M- 209584, 1st entry. Also registered as a retail travel agency with CICMA number 3483 in the Community of Madrid.

2. Access to the website

Simple access to the Website is free of charge, except for the cost of connection through the telecommunications network supplied by the access provider contracted by the User, which shall be borne by the User.

3. Rules for use of the Website

The User undertakes to use the Website and all its content and services in accordance with the provisions of the law, morality, public order and these General Conditions, not using them to carry out illicit or criminal activities that violate the rights of third parties and/or infringe any applicable legal regulations. By accepting these Conditions or making a purchase, the user declares that he/she has the legal capacity to enter into contracts.

The User undertakes to:

- I. Not to introduce or disseminate content or propaganda of a racist, xenophobic, pornographic or terrorist nature or that violates human rights.
- II. Not to introduce or disseminate on the network data programmes (viruses and harmful software) likely to cause damage to the computer systems of the access provider, its suppliers or third party users of the Internet network.
- III. Not to disseminate, transmit or make available to third parties any type of information, element or content that violates the fundamental rights and public freedoms recognised in the constitution and in international treaties.
- IV. Not to carry out actions that may involve the commission of illicit, illegal or fraudulent conduct.
- V. Not to disseminate, transmit or make available to third parties any type of information, element or content that constitutes unlawful or unfair advertising.
- VI. Not to transmit unsolicited or unauthorised advertising, promotional material, "junk mail", "chain letters", "pyramid schemes", or any other form of solicitation, except in those areas (such as commercial spaces) which are exclusively designed for this purpose.
- VII. Not to introduce or disseminate any false, ambiguous or inaccurate information and content in a way that misleads the recipients of the information

- VIII. Not to impersonate other Users by using their registration codes for the different services and/or contents of the Website.
- IX. Not to disseminate, transmit or make available to third parties any type of information, element or content that violates the intellectual and industrial property rights, patents, trademarks or copyrights of the owners of the Website or third parties.
- X. Not to disseminate, transmit or make available to third parties any type of information, element or content that violates the secrecy of communications and personal data legislation.

Eventim Light reserves the right to cancel any transaction and/or cancel the User's account when there are reasonable suspicions, indications or evidence that the same has been carried out in breach of the provisions of these General Conditions of Use, without prior notice. Likewise, Eventim Light reserves the right to cancel the tickets if it could reasonably be considered that the purchase has been made fraudulently.

The User undertakes to hold Eventim Light harmless against any possible claim, fine, penalty or sanction that it may be obliged to bear as a consequence of the User's breach of any of the aforementioned rules of use, and Eventim Light also reserves the right to request the corresponding compensation for damages.

4. Ticket sales

The purchase of a ticket for an event through any channel available thanks to Eventim Light implies the acceptance of two distinct contractual relationships: (i) a contractual relationship between the User and Eventim Light relating to the ticket purchase process, by virtue of which Eventim Light, as an intermediary, procures to the User the sale and delivery of the ticket, and (ii) a relationship between the User and the event organiser relating to those aspects related to the organisation and execution of the event, by virtue of which the organiser procures to the User the holding of the event to those Users who have acquired a valid ticket for attending the event.

In this sense, Eventim Light is not the organiser of the event but a sales channel of the organiser acting as an intermediary or distributor in the sale of tickets.

Eventim Light offers you the option of purchasing your tickets through its website (an on-line purchase service through Eventim Light's partner website, available 24 hours a day, every day of the year).

During the purchase process and always before it is completed, the User will be provided with all the information relating to the full final price, including taxes, including, where applicable, the amount of any increases or discounts applicable to the offer and any additional costs charged to the User, the User being responsible for providing their details correctly, including their personal details and the bank details required by the system, in a truthful and accurate manner.

The organisers of shows and/or events determine the conditions of the tickets and the events to which the tickets give access and provide Eventim Light with the tickets for sale to the public through various distribution channels via the sales channels provided by Eventim Light.

Eventim Light acts as a mere intermediary in the sale of tickets to shows and/or events organised by the organisers of the same and, therefore, does not exercise any control over the shows and/or events and the availability of tickets for the same. Therefore, Eventim Light is not responsible for the performance of the event, nor for any delay, suspension, cancellation, modification, cancellation and/or any other circumstance that may give rise to an event-related claim from the organiser or venue such as, but not limited to, visibility conditions, sound quality, accessibility, etc. All claims regarding the performance, suspension, modification, postponement and/or cancellation of the contracted event are the responsibility of the organiser. In those cases in which the tickets must be personalised due to the requirements of the promoter of the event or due to legal requirements, we will ask you to provide us with your details in this regard, and we will always try to inform you of this before you buy your tickets. In this regard, Eventim Light may provide the User with an online Check-in service to facilitate the prior and personalised registration of those attending the events. This service shall be governed by its own specific conditions and Privacy Policy.

5. Content and services linked through the Website

The Website may contain technical linking devices, directories and even search tools that allow the User to access other Internet pages and portals (hereinafter, the "Linked Sites").

Under no circumstances may the existence of Linked Sites presuppose the formalisation of agreements between Eventim Light and the persons in charge or owners thereof, nor the recommendation or promotion of the Linked Sites and/or their contents by Eventim Light.

Unless expressly stated otherwise on the Website, Eventim Light is not aware of the contents and services of the Linked Sites and, therefore, shall not be liable for the damages that their unlawfulness, quality, outdatedness, unavailability, error and uselessness may cause to the User or to any third party.

However, Eventim Light shall make its best efforts to prevent these circumstances, as well as to remove the inclusion of a Linked Site as soon as it becomes aware of them. In the event that the User considers that there is a Linked Site with unlawful or inappropriate contents, he/she may notify Eventim Light without this notification in any case entailing for Eventim Light the obligation to remove the corresponding link, a matter that is at its discretion.

6. Intellectual and industrial property

All the contents of the Website, understood to include but not limited to texts, photographs, graphics, images, icons, technology, software, links and other audiovisual or sound contents, as well as its graphic design and source codes, are the intellectual property of Eventim Light or of third parties, and none of the exploitation rights recognised by current legislation on intellectual property on the same may be understood to have been assigned to the User.

The trademarks, trade names or distinctive signs published on the Website are owned by Eventim Light or third parties, and no rights over them may be understood to have been assigned to the User.

Eventim Light does not represent the owners of the trademarks of the products it markets.

7. Terms and conditions

a) Main features of the shows and/or events

The main characteristics and specific conditions for attending the shows and/or events offered by Eventim Light can be consulted on the website in the descriptive sheet with which they are presented.

b) Contracts. Order of priority

The purchase of tickets is governed by these General Terms and Conditions, by any special terms and conditions that may be published on the Website and specified in the purchase confirmation email, of which Users will be informed prior to the purchase of the tickets and, where applicable, by the terms and conditions of the organisers and/or promoters, the event and/or the venue, which may be consulted on their respective websites and/or at the venue's box office.

In the event of a conflict between the above documents, the discrepancy will be resolved, where necessary, according to the following order of precedence: (1) the special terms and conditions stated in the purchase confirmation email, (2) the terms and conditions of the organisers, promoters, the event and/or the venue, and (3) these General Terms and Conditions (hereinafter collectively, the "Contract").

The User may formalise the Contract in Spanish (Castilian), as well as in other languages when this option is available. In the event of discrepancies between the Spanish and other language versions of the Contract, the Spanish version shall prevail.

c) Access to purchase and registration

For each ticket purchase case, the system will indicate whether registration is required.

- Access without registration: To make a purchase without registration, the User must identify himself/herself only with a valid email address. In this case the data provided by the User in the ticket purchase process will not be stored as Registered User data, although they will be processed in accordance with the provisions of the regulations on the protection of personal data.
- Access as a Registered User: If the User is already a registered customer of Eventim Light, he/she must identify him/herself using his/her e-mail address and password to purchase tickets.
- Access as a new User: In the event that the User is not registered and cannot access the purchase without registration, he/she must register as a new User and for this purpose:
 - The User must complete the form, filling in at least the data marked as obligatory, and expressly accept the Privacy Policy and consent to cookies. All data entered by the User must be accurate, current and truthful.
 - The User will receive an e-mail confirming registration at the e-mail address provided.
 - The registered User shall be responsible at all times for the safekeeping of his/her password, assuming any damages that may arise from its improper use, as well as the transfer, disclosure or loss of the same. For these purposes, access to restricted areas and/or the use of the services and contents of the Website carried out under the password of a registered User shall be deemed to have been carried out by said registered User, who shall be liable in all cases for said access and use.
 - The User may modify and/or update the data provided during the registration process at any time. Once the User has accessed his/her account in his/her user profile on the Website, he/she may consult the history and/or status of the tickets purchased, modify his/her personal registration data, as well as his/her access password and contact Eventim Light's customer service, among other actions.

d) Ticket purchase procedure

The procedure for purchasing tickets through the Site will be as described below:

1. The User must select the city, date and/or time for which he/she wishes to reserve tickets for the selected show or event. The User must select the type of seat he/she wishes to reserve, the number of tickets he/she wishes to purchase and, in certain cases, the location of the seats, in which case a seating area will be displayed for the selection of the location of the seats. Once these details have been selected, the User may continue with the purchase.
2. Before confirming the purchase, the User must enter the requested data and expressly accept these General Terms and Conditions and the Privacy Policy and consent to cookies.
3. The purchase will be confirmed on screen, providing the purchase locator number, from where the tickets can be downloaded in PDF format or in the Wallet of the phone (the purchase confirmation page will not be used as a ticket). Additionally, you will receive, at the email address provided, an email with all the information about the event and the tickets purchased.

In order to avoid unfair practices in the purchase of tickets for each show, tickets may be limited to a maximum number per person, per credit card and other limitations that shall be communicated at the time of booking and are verified in each operation, in those events where applicable, always trying to warn users of this. In this sense and when applicable, Eventim Light reserves the right to cancel tickets purchased that exceed this number without prior notice.

Likewise, the resale of tickets is prohibited under the terms established in the regulations in force and/or when so determined by the conditions of sale set by the Organiser.

Unauthorised resale of tickets, as well as any act aimed at such illegal sale, may be grounds for seizure or cancellation of the ticket without refund or any other form of compensation.

e) Confirmation of purchase and ticket collection

If the purchase process is completed correctly, the purchase will be confirmed on screen, providing the purchase locator number.

The locator number uniquely identifies the purchase made by the User and is the way for Eventim Light staff to identify your purchase in case you have any queries.

In addition, the User will receive, at the email address provided, a purchase confirmation email. The purchase confirmation email cannot be used as a ticket to access the event. Tickets can be downloaded from the confirmation screen and/or from the purchase confirmation email.

Likewise, for each event, during the purchase process, the options available for the collection of the tickets purchased will be indicated. These options may be one or more of the following:

- By downloading the Digital Ticket to your mobile device, selecting this method of delivery during the purchase process. To present it at the time of attending the event, the User must have an IOS or Android device and an Internet connection. The User can also save it in Passbook and Apple Wallet to be able to access it when there is no Internet connection.
- By direct printing of tickets: Users who purchase tickets can print the tickets directly at home in PDF format (Printable Digital Ticket). In the case of cinema, it is not necessary to generate the tickets. It is sufficient to print out the purchase confirmation that appears on the screen or the purchase confirmation email.
- By downloading to your smartphone Wallet: you can download the tickets, either in Digital Ticket or Digital Printable Ticket format, to your mobile phone Wallet from the purchase confirmation screen or from the purchase confirmation email.

f) Payment Procedure

In the purchase process, the User must indicate the required data and select one of the payment methods available. The User may use Visa and Mastercard as a means of payment, as well as, on occasion, the electronic payment platforms Paypal and Klarna. You may also pay all or part of the price of your purchase with a valid gift card or valid promotional code issued by Eventim Light or by the event organiser, or by any other means of payment that are available and of which the User shall be informed during the purchase process. Gift cards, vouchers or promotional codes shall be governed by their own specific conditions of which the User shall be informed in each promotion.

The ticket purchasing system uses a secure server and the latest encryption technology.

Purchases may be subject to security checks. The transaction may be cancelled by Eventim Light if it does not pass the verification process.

g) Price and additional costs

The price of each ticket is determined by each Event Organizer. Unless expressly stated otherwise, the prices shown during the purchase process include applicable taxes and are expressed in euros (€).

Unless expressly stated otherwise, these prices do not include shipping costs (if postal delivery is chosen), ticket cancellation insurance, the order fee, or any other additional services contracted by the User. All these items will be clearly and separately identified as an independent cost from the ticket price during the purchase process and, in any case, before the User confirms the purchase.

The Organizer may include additional service charges in the ticket price, which will always be determined by the Organizer and apply to the distribution of the tickets. In such cases, these service charges will be duly communicated to the User during the purchase process.

h) Sending invoices

As a mere intermediary in the sale of tickets, Eventim Light may only issue invoices for handling fees, ticket delivery and/or other additional services provided by Eventim Light, when so requested by the User via the [help form](#).

The User is aware and expressly consents that Eventim Light shall only send invoices to the e-mail address provided during the registration or purchase process. However, the User may request at any time that the invoices be issued on paper, for which purpose he/she must send his/her request through the [help form](#). When filling in the form, the User must indicate whether he/she wishes to receive the invoice on paper or in electronic format.

The User may request directly from the promoter of the event or the insurer, as the case may be, the invoices corresponding to the purchase of the tickets or the contracting of insurance. In the event that the User needs help from Eventim Light in such management, he/she must send his/her request through the [help form](#).

8. Right of withdrawal

The User must ensure, before processing the purchase, the accuracy and adequacy of the data entered, as it is not possible to return the tickets purchased once the purchase has been made. Not being able to attend the show or making a mistake when purchasing the tickets are not grounds for a refund.

Tickets may only be cancelled due to possible technical or operational incidents attributable to Eventim Light.

In this regard, the User may not exercise the right of withdrawal or termination provided for in consumer and user regulations, as this right is excluded for services related to leisure or recreational activities, in accordance with the provisions of article 103.I) of the revised text of the General Law for the Defence of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of 16 November.

9. Cancellation insurance

ation insurance for those shows and/or events for which this service is available. The conditions of the cancellation insurance can be consulted [here](#).

The User is solely responsible for carefully reading the conditions of the cancellation insurance and the coverage contracted that appear in said link, in order to decide whether he/she considers them to be appropriate to his/her interests or needs. The contracting of the insurance by selecting the box provided for this purpose during the purchase process will imply the User's acceptance of these conditions. Before contracting the insurance, the final price of said insurance will be specifically indicated.

By taking out the Cancellation Insurance, the user ensures that, in the event of cancellation of the EVENT, the full value of the purchase made will be refunded, including associated costs, such as, for example, administration fees.

Eventim Light is merely an intermediary in taking out the insurance policy. The contracting of the insurance policy is carried out between the User and the insurance company. Any claim or query related to the insurance contracted must be addressed to the insurance company.

10. Cancellation of events

Eventim Light acts solely as an intermediary in the sale of tickets and does not participate in the organization of events; therefore, it has no control over the suspension, cancellation, and/or postponement of such events ("cancellation"), which is the sole responsibility of the Organizer.

Once Eventim Light receives the corresponding instructions from the Organizer, it will inform Users of the event's cancellation and will communicate the procedure and alternatives offered by the Organizer. This communication will normally be carried out by email, by posting on this website, or by any other appropriate means depending on the circumstances.

Eventim Light is not responsible for the refund, cancellation, relocation policies, announcements, or procedures established by the Organizer, nor for the reimbursement of the ticket price or any alternatives to reimbursement offered by the Organizer, which shall be the Organizer's exclusive responsibility, even if communicated by Eventim Light. Notwithstanding the above, Eventim Light may assist in managing refunds only for tickets for which it has directly collected the funds and only when the Organizer has previously made the necessary funds available for it.

11. Complaints, claims and requests for information

ints, claims or requests for information to the Customer Service of ENTRADAS.COM, using any of the following ways:

- By sending a letter to the Customer Service Department of ENTRADAS.COM, C/ Serrano Anguita 8, 2º Piso. C.P. 28004, Madrid (Spain).
- By sending your application via the [help form](#).

You can also consult the most frequently asked questions in the following [Customer Service section](#).

Eventim Light will respond to the complaints received as soon as possible and in any case within a maximum period of one month from the submission of the complaint.

Eventim Light has official complaint forms, which the User can request from the Eventim Light Customer Service Department.

12. Invalidity and ineffectiveness of clauses

If any clause included in these General Conditions is declared totally or partially null and void or ineffective, such nullity or ineffectiveness shall only affect such provision or the part thereof that is null and void or ineffective, and these General Conditions shall remain in force in all other respects, and such provision shall be considered totally or partially as not included.

13. Modification of the General Conditions and other contents

The General Terms and Conditions shall be available to the User on the Website. Eventim Light reserves the right to modify these General Terms and Conditions at any time, notifying Users by publishing the updated/modified General Terms and Conditions on the Website.

Likewise, it reserves the right to modify at any time the presentation, configuration and location of the Website, as well as the contents and the conditions required to use the same.

14. Prevalence of the Spanish language version

In the event of any discrepancy between the General Conditions and the English or other language versions of the General Conditions, the English version shall prevail.

15. Applicable legislation

These General Conditions shall be governed and interpreted in accordance with Spanish law. Among others, by the Royal Legislative Decree 1/2007 of the General Law for the Defence of Consumers and Users, and Law 34/2002 on information society services and electronic commerce.

16. Competent jurisdiction

Any dispute arising out of or in connection with the use of the website or these General Terms and Conditions shall be submitted to the non-exclusive jurisdiction of the Spanish courts and tribunals. In the event that you are a consumer, you may bring your claim in the city where you are domiciled in accordance with the applicable legislation.

These General Terms and Conditions are governed by Spanish law.

In addition, we remind you that you can access the European Union's online dispute resolution platform by following this link: https://consumer-redress.ec.europa.eu/site-relocation_en?consumer-question3=N&complaintType=1&event=main.complaints.new

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