

# USER AGREEMENT FOR LIPPUPISTE Oy'S lippu.light ONLINE SHOP

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## 1. General

This user agreement contains the terms and conditions that pertain to the use of Lippupiste Oy's (hereinafter referred to as Lippupiste or the Service Provider) lippu.light online shop (hereinafter referred to as the Service), offered to the party (hereinafter referred to as the Partner) selling tickets in this online shop.

Our contact details: Lippupiste Oy, Kalevantie 2, FI-33100 Tampere, Business ID 17892324.

If you encounter any problems when purchasing a ticket online, at ticket outlets or through our telephone service, please contact our Customer Service via email: [asiakaspalvelu@lippu.fi](mailto:asiakaspalvelu@lippu.fi). In urgent matters, please contact us over the telephone.

Detailed contact information and opening hours: <https://www.lippu.fi/campaign/en/contact-information/>

The Service Provider retains all rights to the contents of the Service.

## 2. Changes

Lippupiste reserves the right to make changes to the Service.

Lippupiste has the right to unilaterally amend the terms of this User Agreement, the content of the Service or the available selection. Any changes shall enter into force one (1) month following notice to the Users of such changes to the Service.

## 3. Registration

By entering your personal data into the service (hereinafter 'Registration'), you (the User) accept its terms and undertake to adhere to them.

Registration for the Service is completed when you provide your personal data the first time you log in or when you subscribe to the newsletter. Store the user ID and password you selected carefully.

If you have previously bought tickets to the Partner's events at the Partner's online shop, your information may already have been registered in the Service. However, you must register separately to every partner-specific lippu.light online shop.

Registration is only available to natural persons.

Registration is free of charge.

Lippupiste may deny registration if the User has violated the terms of this agreement or acted contrary to the law or good practice.

## 4. Personal data, use of such data and cookies

When you register, we save the personal information you provide in a register based on Lippupiste customership and other relevant connections. Obligatory registering information includes your name, telephone number and email address. We also save other information you provide when using the Service.

Personal information may be used in direct marketing for Lippupiste's or its selected event organisers' marketing purposes, unless you have denied permission for this on your personal account page, or otherwise notified the Service Provider thereof. Please note that we may send customer notifications related to the Service or events via a channel of our choice, including electronic channels, regardless of any marketing restrictions you have set.

In order to provide information that corresponds with your specific interests, we may analyse your purchase history and

stated interests. In order to better understand your interests, we may also combine the information you provide with data collected with cookies regarding your visits to our website and mobile services.

By purchasing tickets through the Service, you accept that Lippupiste may send you electronic marketing messages, including direct letters, newsletters, event reminders and other marketing messages. You can change your settings in the Service by logging in and changing the settings under your personal information.

For more information regarding the processing of personal information and its purposes, please read the description of our register based on customership and other relevant connections.

## Cookies

We also use information collected with cookies and other technologies for directing marketing and Service content as well as for product and Service development. With cookies, we can identify the browser you are using and certain browser-related data regarding the use of our site. Our web pages use cookies to remember your choices. For example, the pages may store your event browsing history to increase convenience during the next visit to the site by displaying events related to the history. In practice, cookies may be programmed so that the most recent events you viewed will be shown in the lippu.light online shop.

As an example, cookies can be used to collect information on the pages from which you have accessed the lippu.light online shop, which of our pages you have browsed and when, what browser you use, what is your screen resolution and operating system, and the IP address of your computer – i.e. which internet address is sending and receiving your data.

We also use cookies that enable us to target marketing from Lippupiste and selected third parties on sites external to the Service, based on your search history or pages visited in the Service, for example. These cookies are provided by a third party.

The data collected by cookies and other technologies cannot be used to identify an individual. Pursuant to the provisions of personal data protection legislation, information collected with cookies and other technologies may, however, be combined with personal data obtained from the User during his or her use of the Service.

The cookies enable the persistence of your shopping cart. The default settings of your browser will most likely accept cookies, but you can change the browser settings if you do not wish to allow the use of information regarding your browsing behaviour. Disabling cookies will render some functions of the Service unusable. Please note that if you prevent targeted advertising, you will see the same amount of advertising as before but it will not be refined to reflect your interests.

The online shop uses a variety of profiling tools. For the purposes of online marketing, the collected data is categorised according to geographical area and consumer segments (theatre, sports, etc.) as well as other corresponding groups. This enables directing marketing in the lippu.light online shop to these specific target groups. Analytic tools are used to collect data on the users of the online shop. The data is profiled in order to personalise the online service and present recommendations/targeted ads to users.

If you wish to disable targeted advertising in the Service on your browser, open the following link and follow the instructions therein:

Google: <http://www.google.com/settings/ads>

This website uses Google Analytics, a web analytics service provided by Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043, USA ('Google'). Google Analytics uses cookies, i.e. text files stored on your computer that are used to analyse how you use the website. The information on the use of the website generated by the cookie is generally transferred to a Google server in the USA and stored there.

The information on the use of the website generated by the cookie is generally transferred to a Google server in the USA and stored there. However, IP anonymisation has been implemented on the lippu.fi website. This means that Google abbreviates the IP addresses of persons living in the EU Member States or other EEA countries before their delivery to the United States.

Google uses this data on behalf of the lippu.light online shop to assess your use of the site, create reports on traffic on the site to its operators, and provide other services related to site traffic and internet use. You can prevent your computer from storing cookies by means of the corresponding setting in the browser software. If you do so, some of the site's functions may not be fully available.

You can opt out of cookies in your browser's settings, which, again, will render some of the site's functionalities unusable. You can also prevent the collection of data on your site access (e.g. your IP address) in Google by downloading and installing the relevant addon for your web browser: <http://tools.google.com/dlpage/gaoptout?hl=fi>. Please note that the addon is browser- and computer-specific. Removal of the addon will enable the collection of data on your site access. You can read about Google's data protection policy at <http://www.google.com/intl/fi/policies/privacy/>. You can also prevent data collection through Google Analytics by clicking the following link. In this case an opt-out addon is installed on your computer to prevent data collection during your browsing of the website.

Lippupiste also uses Google Analytics for the statistical properties of the Double-Click and AdWords cookies. Should you not want this, you can disable them through the advertising settings (<https://adssettings.google.fi/authenticated>).

Lippupiste uses the Google Analytics software that includes the Universal Analytics functionalities. With Universal Analytics, we can analyse activities on our web pages in a manner that is not dependent on any specific devices (e.g. visits via a laptop and later a tablet). This is possible with the pseudonymised linking of user IDs and users. This takes place when you register for a customer account or log in to the account. However, no personal data is transmitted to Google in this context. Although Universal Analytics adds functionalities to the Google Analytics software, it does not necessitate more restrictive data protection (such as IP mask or browser addons).

## 5. Responsibilities and obligations of registered customers, i.e. Users

The User is responsible for complying with the terms and conditions of this user agreement when using the Service.

The User agrees to use the Service only for purposes that comply with the law and good practice. The User agrees to refrain from sending or relaying any material in the Service that is in violation of law or good practice, or to encourage or promote such activity.

The User is responsible for obtaining and maintaining all equipment, software and telecommunication connections required by the use of the Service and for other costs incurred from the use of the Service.

The User is fully liable to the Service Provider, other Users and third parties for all damage caused by the use of the Service in a manner not compliant with this agreement, legislation or good practice.

## 6. Intellectual property rights

The Service contains material protected by copyrights, trademarks and other intellectual property rights. The Service itself is protected by copyright in accordance with the copyright legislation applicable in Finland. The User may use the Service for the agreed purpose only; no images, links or other material may be copied or added to another product without the written consent of Lippupiste.

We reserve all rights to the Service and its contents. The User of the Service has no right to copy, in full or in part, or otherwise reproduce, store, transfer, resend, distribute, publish, add to other material or download to his or her own computer by any means any material related to the Service (including text, images, trademarks, logos, graphics or music) without Lippupiste's express prior consent in writing. The User may browse the site and print web pages for personal use only. The use of trademarks and product names and company or business logos related to the Service is forbidden unless otherwise expressly provided in these terms of conditions or unless Lippupiste has given an express prior consent in writing to that effect.

Any violation of this section may result in liability for damages and/or criminal liability. Any violation of these terms and conditions may result in the termination of the right to use the Service.

Lippupiste has the right to remove a reservation placed in the System if the User has not provided the correct personal data or violates these terms of use.

## 7. Purchasing tickets

All ticket prices shown include VAT at the current rate as well as service fees. An order fee per order is added, and, if applicable, delivery and payment fees.

The Partners are responsible for the marketing of their events and the accuracy of the information they provide.

If an event has a limitation on the number of tickets sold per customer, Lippupiste has the right to cancel any ticket purchases that exceed this limit. Resale or transfer of purchased tickets as part of a bundle for a fee or free of charge is forbidden without the written consent of Lippupiste.

Before the event, Lippupiste has the right to cancel tickets sold through its sales channels that have been obtained fraudulently or are being resold without authorisation.

Lippupiste is not liable for lost, stolen or damaged tickets. After receiving the tickets, check and store them carefully.

Tickets cannot be exchanged or redeemed for cash. If you have certification that entitles you to a special discount (applicable to students, pensioners, etc.), you must bring this with you to the event and present it to the doorman if requested. Young people must present their identification to the event organiser upon request if the event has an age limit.

The payment options of the lippu.light online shop are presented during the ticket purchasing process.

If you purchase products other than tickets in the Service, such as T-shirts, CDs, Ticket Cover insurance, etc., you have the right to cancel the purchase within 14 days. Note that the product must be unused, e.g. the seal on a CD case must be unbroken!

We reserve the right to offer replacement seats if the order details are not recorded completely when making an order and payment. Payments are made using the payment platform of a third party (credit card payments, online banking payments, etc.). Lippupiste is not liable for any disruptions in these services.

Please note that Visa and Mastercard payments are processed by CTS EVENTIM Nederland B.V., Postbus 3096, 2130 KB Hoofddorp, Netherlands, a subsidiary of CTS EVENTIM AG & Co. KGaA.

Lippupiste Oy is committed to complying with instructions issued by the authorities and event organisers concerning the COVID-19 Certificate. By purchasing a ticket, the customer agrees to present a valid COVID-19 Certificate (indicating full vaccination, a negative test result or recovery from COVID-19 within the required time frame) if required by an authority, the event organiser or some other party in order to participate in the event. Lippupiste Oy or the event organiser is not obliged to refund the ticket price to the customer in the event that the customer is unable to present a valid COVID-19 Certificate when participating in an event where a public authority, the event organiser or some other party requires them to do so.

## 8. Methods and terms of delivery

The method of delivery can be selected when placing an order.

PDF ticket and mobile ticket

PDF tickets can be downloaded or printed directly from the Service after paying or via the link provided in the order confirmation. You can print or download your tickets later under your orders in the Light online shop. These tickets are delivered electronically, and the customer is responsible for printing them or presenting them on a mobile device, and keeping them in a safe place.

If you have a smartphone, you can also use the PDF ticket as a mobile ticket. The barcode and/or QR code on the ticket can be read from the screen of your smartphone. You can download the ticket through your phone's browser. Please make sure that you are able to open the ticket file with your phone before the event.

## 9. Changes to tickets and events

Tickets cannot be exchanged or redeemed for cash (Consumer Protection Act 6:16).

You are obliged to check and keep track of whether the event has been changed or cancelled.

## 10. Cancellations

The event organiser, i.e. Partner, is responsible for any cancellations of events, changes to the venue or time, erroneous marketing, availability, reliability and faultlessness, and any liability for damages that may arise in connection with these.

If an event is cancelled, the customer will be reimbursed for the price of the ticket, as set by the event organiser, either by Lippupiste or the Partner. In such cases, the Partner shall instruct the customer on the reimbursement, or order Lippupiste to do so.

In case of cancellations, ticket-specific service fees as well as order-specific order, delivery, and payment fees are not refunded.

Additional information: [https://www.lippu.fi/en/help/?help\\_id=7206](https://www.lippu.fi/en/help/?help_id=7206).

## 11. Dispute resolution and jurisdiction

This agreement is governed by Finnish law. Any disputes arising from this agreement and contractual relationship are to be settled through negotiations. A consumer customer will also have the right to bring disputes arising from this agreement to the Consumer Disputes Board for resolution. The customer may also file a suit regarding any disputes arising from this contractual relationship at the District Court of Tampere or at the district court of the town in Finland in which the customer resides. If the customer does not reside in Finland, the disputes shall be settled in the District Court of Tampere.

## 12. Other internet addresses in the Service

When the Service contains links to websites maintained by third parties, Lippupiste is not responsible for the contents of such websites. Websites maintained by third parties and the use of such sites are subject to the terms of use of the third parties in question.

## 13. Validity of the terms and conditions

These terms and conditions come into force on 2nd May 2022 and are valid until further notice. By purchasing a ticket, the User agrees to the terms and conditions of this agreement.

