

## 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, Kansikatu 5, 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. Find up-to-date contact information and service hours here: <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. Accepting the Terms & Conditions

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

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

When you buy a ticket, we save the personal information you provide in a register based on Lippupiste customership and other relevant connections. Obligatory information includes your name, telephone number and email address as well as payment method. We also process other information we collect automatically through cookies etc when you use the service.

We process personal data and cookies according to our Privacy policy available in the service. The event organizer may also process the data to organize the event and analyse the use of the online shop.

### 5. Responsibilities and obligations of 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 exceptional circumstances (e.g. a pandemic). By purchasing a ticket, the customer agrees to present valid certificates (e.g. COVID-19 Certificate) 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 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 lippu.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 17<sup>th</sup> May 2023 and are valid until further notice. By purchasing a ticket, the User agrees to the terms and conditions of this agreement.