

Additional General Terms and Conditions buyers EVENTIM.Light

CTS Eventim Nederland BV, hereinafter referred to as 'EVENTIM NL', is not the organiser of the events offered. These are carried out by the respective organiser, who is also the issuer of the tickets. By purchasing the admission ticket, contractual relationships are exclusively established between the ticket holder (customer) and the respective organiser with regard to the event visit. These legal relationships may be subject to the organiser's own general terms and conditions. EVENTIM NL sells the tickets on behalf of the respective organiser as an intermediary. When ordering tickets, the customer instructs Eventim NL to process the purchase of the ticket including shipping.

I. Scope

These additional general terms and conditions EVENTIM.Light are an addition to the regular general terms and conditions EVENTIM NL, which are also attached to this document. These additional general terms and conditions EVENTIM.Light apply exclusively to all agreements and orders placed with regard to the delivery of tickets by EVENTIM NL via EVENTIM.Light. In the event of a conflict between provisions of the additional general terms and conditions EVENTIM.Light and the regular general terms and conditions EVENTIM NL, the provisions of these additional general terms and conditions EVENTIM.Light shall prevail.

II. Conclusion of the Agreement, Termination, Event Rescheduling

1. The offer to conclude an agreement with the organiser is made by the buyer as soon as they click the "Buy" button. An agreement between the buyer and the organiser is only concluded when the correct payment details have been entered and the transaction number has been assigned and sent as confirmation to the buyer by EVENTIM NL, the "ticketing company".
2. The information (including prices) and services displayed online may contain technical inaccuracies and/or typographical errors. Eventim NL is not liable for such inaccuracies and/or errors.
3. EVENTIM NL has the right to terminate the agreement with regard to the order placed by the buyer for which a transaction number has already been provided, or to invalidate already issued tickets, without the right to a refund, if the customer violates specific conditions of the organiser or EVENTIM NL, referred to in the context of the sale, including but not limited to circumventing the maximum number of tickets per buyer, restrictions on the number of tickets per buyer, violating the prohibition on resale, including circumventing this prohibition through registration and use of different user profiles, etc. The termination and/or invalidation of tickets may also result in a refund of already paid amounts.
4. The agreement regarding EVENTIM.Light is not accessible in writing for the buyer.
5. The buyer can correct input errors regarding their contact details and the selection of payment methods at any time before placing their order. When selecting tickets, the customer can correct input errors using the "Modify" button, before placing his order.
6. In case of rescheduled events, the organiser has the right to convert the original tickets to access on a new date. Restitution is not possible in these cases, unless there is demonstrable force majeure and / or illness.
7. The service fee included in the ticket price is due as a fee for the successful ticket mediation immediately after sale.

III. Price Components and Payment Terms

1. The final price payable for the ticket may be higher than the price stated on the ticket due to additional costs, including but not limited to the costs of using certain payment methods. Depending on the event and the ordering conditions, payment is possible with IDEAL, credit card (Visa, American Express or MasterCard/EuroCard). VAT is included in the price. The total price of the order, including all costs, is due immediately after the conclusion of the agreement.

2. Additional charges may apply for online orders, which may vary depending on the event. These costs are displayed to the buyer when placing the order in the shopping cart; there are no other additional costs.

IV. No Right of Withdrawal

The right of withdrawal for consumers does not apply to services such as rental of holiday accommodation, freight transport, car rental, catering or leisure services, for which a buyer agrees on a date or period. This means that if EVENTIM NL offers services in the field of leisure activities, in particular tickets for events, there is no right of withdrawal. Any order for admission tickets is therefore binding immediately after confirmation by EVENTIM NL in accordance with Article II.1. and the buyer is obliged to accept and pay for the ordered tickets.

V. Liability and Limitation Period.

1. Except in cases of intent or deliberate recklessness, EVENTIM NL excludes all liability for damage.
2. If Eventim NL should be liable for any damage, the liability of Eventim NL is limited, to the extent not in conflict with any mandatory legal provision, to the amount that the buyer has paid for the service on which the liability is based.
3. To the extent that the liability of EVENTIM NL is excluded or limited in accordance with the previous paragraphs, this also applies to the liability of its substitute agents.
4. All legal claims of the buyer against EVENTIM NL are time-barred after one year, unless they are based on intent or deliberate recklessness.

VI. Final provisions

1. Dutch law exclusively applies to the mediation purchase agreement via EVENTIM.Light, including cross-border agreements and agreements concluded with merchants. All disputes arising from this mediation purchase agreement shall be exclusively settled by the competent Court in Amsterdam.
2. From 15 February 2016, the European Commission will make available a European platform for online dispute resolution that can be reached via the link [Online Dispute Resolution | European Commission \(europa.eu\)](#).
3. EVENTIM NL is not willing or obliged to settle any disputes through arbitrators or binding mediators.

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