

Additional General Terms and Conditions buyers EVENTIM.Light

CTS Eventim Nederland BV, hereinafter referred to as "EVENTIM NL", is not itself the organiser of the events offered. These events are carried out by the respective organiser, who is also the issuer of the tickets. By purchasing the ticket, a contractual relationship is established between the ticket holder (customer) and the respective organiser concerning attendance at the event. This legal relationship may be subject to the organiser's own general terms and conditions. EVENTIM NL sells 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 delivery.

I. Scope of Application

These supplementary terms and conditions for EVENTIM.Light complement the standard terms and conditions of EVENTIM NL, which are also attached to this document. These supplementary terms and conditions for EVENTIM.Light apply exclusively to all agreements and orders made regarding the delivery of tickets by EVENTIM NL via EVENTIM.Light. In the event of any inconsistency between the provisions of the supplementary terms and conditions for EVENTIM.Light and the standard terms and conditions of EVENTIM NL, the provisions of the supplementary terms and conditions for EVENTIM.Light shall prevail.

II. Conclusion of the Agreement, Cancellation, Event Rescheduling

1. The purchaser makes an offer to enter into an agreement with the organiser by clicking on the "Buy" button. An agreement between the purchaser and the organiser is only established when the correct payment information has been entered and the transaction number has been assigned and sent by EVENTIM NL, the "ticketing company," as confirmation to the purchaser.
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 reserves the right to terminate the agreement relating to the purchaser's order, for which a transaction number has already been provided, or to invalidate any already issued tickets, without the right to a refund, should the customer breach specific conditions set by the organiser or EVENTIM NL, as referenced within the sale framework. Such conditions include, but are not limited to, exceeding the maximum number of tickets per purchaser, violating limitations on the number of tickets per purchaser, or breaching the prohibition on resale, including circumventing this prohibition through the registration and use of multiple user profiles. Termination and/or invalidation of tickets may also result in any amounts already paid being credited.
4. The agreement regarding EVENTIM.Light is not available in written form for the purchaser.
5. Before placing their order, the purchaser can correct any input errors related to their contact details and chosen payment methods at any time. When selecting tickets, the customer can correct input errors before placing the order by using the "Modify" button.
6. In the case of rescheduled events, the organiser reserves the right to convert the original tickets to tickets for the new date. Refunds are not available in these instances, except in cases of demonstrable force majeure and/or illness.
7. The service fees included in the ticket price are due as compensation for the successful facilitation of the ticket sale and are payable immediately upon purchase.

III. Price Components and Payment Terms

1. The final ticket price payable may be higher than the price printed on the ticket due to additional charges, including but not limited to fees associated with certain payment methods. Depending on the event and ordering options, payment can be made via iDEAL, credit card (Visa, American Express, or MasterCard/EuroCard). VAT is included in the price. The total order price, including all costs, is due immediately after the agreement is concluded.
2. Additional fees may be charged for online orders, varying based on the event. These fees are displayed in the purchaser's cart at the time of ordering, with no additional hidden fees.

IV. No Right of Withdrawal

The right of withdrawal for consumers does not apply to services such as holiday accommodation rental, goods transportation, car hire, catering, or leisure activity services for which the purchaser agrees upon a specific date or period. This means that if EVENTIM NL or one of its clients offers services in the area of leisure activities, particularly tickets for events, there is no right of withdrawal. Therefore, every ticket order is binding immediately upon confirmation by EVENTIM NL in accordance with Article II.1, and the purchaser is obligated to accept and pay for the tickets ordered.

V. Liability and Limitation Period

1. Except in cases of intentional misconduct or gross negligence, EVENTIM NL excludes all liability for damages.
2. If EVENTIM NL is found liable for any damages, its liability is limited, insofar as this does not conflict with any mandatory legal provision, to the amount the purchaser paid for the Service to which the liability pertains.
3. To the extent that the liability of EVENTIM NL is excluded or limited in accordance with the preceding sections, this also applies to the liability of its agents or representatives.
4. All legal claims by the purchaser against EVENTIM NL are subject to a one-year limitation period unless they are based on intentional misconduct or gross negligence.

VI. Final Provisions

1. Dutch law exclusively applies to the brokerage agreement via EVENTIM.Light, including cross-border agreements and agreements concluded with legal entities. All disputes arising from this brokerage agreement will be settled exclusively by the competent Court in Amsterdam.
2. As of 15 February 2016, the European Commission provides a European platform for online dispute resolution, which can be accessed via the following link: [Online Dispute Resolution | European Commission \(europa.eu\)](#).
3. EVENTIM NL is neither willing nor obligated to settle any disputes via arbitration or binding advisory services.

Date: 12-02-2025