General Terms and Conditions of Purchase

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Ticketmaster Spain S.A.U. is a company incorporated under the laws of Spain, with tax ID number A60905486 and with registered office in Barcelona at Calle Pallars,193, Edifici@ Mar, Planta 10, 08005 Barcelona, which is recorded in the Commercial Registry of Barcelona, sheet number B-133269, book 43102, folio 166 ("our company", "us", "our", "Ticketmaster"). Our goal is to ensure that your experience when making a purchase is swift, easy and fair to enable you to be on course to experiencing your live event as quickly as possible. These General Terms and Conditions of Purchase have been conceived to assure that the purchasing process on Ticketmaster.es is satisfactory and understandable for you. These General Terms and Conditions of Purchase also incorporate our website Terms and Conditions of Use to which we refer you to. They will be available at all times in Spanish, Catalan or English at ticketmaster.es for you to view, save or print. If you have any queries concerning the General Terms and Conditions of Purchase and the website Terms and Conditions of Use you may use the forms available and/or contact us via the email address legal@ticketmaster.es and we will be happy to help.

Ticketmaster is an online purchasing service available 24 hours a day that enables you to purchase tickets for all manner of shows and events via the Internet from the comfort of your own PC.

Via the website ticketmaster.es, Ticketmaster provides an advance ticket sales service to allow the public and users to buy tickets, managing their distribution on behalf of and for the promoter.

Moreover, this section sets out all the information needed concerning the steps users should follow in order to purchase a ticket for an event or show, the terms and conditions, the refund policy, etc. Ticketmaster provides its website in Spanish, Catalan and English. Users can choose the language in which they prefer to manage and finalise the purchase of tickets at any time or simply select the language they prefer to use to browse the website ticketmaster.es.

For all issues relating to the processing of users' personal data, please see our Privacy Policy.

Use of the website confers the status of user and this means that you are agreeing to the provisions of these General Terms and Conditions of Purchase and the Terms and Conditions of Use according to the version published by Ticketmaster at the time the user is browsing the website.

The user states that he has the legal capacity needed to act and carry out transactions on the website in line with the terms set forth below, which he states he understands and agrees to.

The user is responsible for providing his details correctly during the purchasing processes provided on the Ticketmaster website, and he should take particular care when entering his personal data and bank details.

In accordance with the Privacy Policy, when using data recorded on the file Ticketmaster undertakes to respect the confidentiality of such data and to use it in accordance with the purpose established for said file, as well as to fulfil the obligation to keep said data and adopt all measures needed to avoid the unauthorised alteration, loss, processing or access to said data in accordance with current legislation on personal data protection. The issue and remittance of data by a user via the Ticketmaster website or information sent to us shall be protected using the latest online electronic security techniques. Moreover, the data entered in and stored in our databases is also protected by security systems preventing unauthorised third parties from gaining access. Ticketmaster endeavours to ensure it has the latest technology systems to guarantee efficiency in security.

Our ticket sales service is offered in exchange for payment, and users are given all the information needed concerning the price of each ticket at all times on the website. The information service offered via the website is free of charge.

Ticketmaster strives to offer promoters and the general public with a channel for purchasing tickets, but at no time does it act as an entity promoting the event or show.

01. General

1.1 We sell tickets and associated products and/or services on behalf of promoters, producers, teams, artists and venues or establishments. By "Promoter" or "Promoters" we refer to the persons organising or holding the show and/or who provide us with tickets and/or associated products or services to sell.

1.2 We sell tickets as soon as and whenever they are assigned to us by the Promoters. The number of tickets made available to us for sale varies from show to show. Tickets are often sold via a number of distribution points, including online channels, call centres and even ticket booths. All distribution points have access to the same inventory and ticket issue system; accordingly, tickets for popular shows may sell out in a short space of time. Occasionally, more tickets may be made available prior to a particular show, although Ticketmaster has no control over inventory or availability.

1.3 For some shows, Promoters assign us with platinum tickets to sell. These tickets are subject to the Special Terms and Conditions set out later in this document.

1.4 For some shows, tickets may be sold as part of a "package" (when a ticket is sold for a show along with concessions, promotional items or other valuable features, such as exclusive seats, accommodation, transport, meals or promotional items as an all-inclusive package sold accordingly) or as part of "targeted sales" (where, aside from the ticket and independently from it, customers are offered the chance to secure parking, promotional items, travel, etc.).

1.5 In these General Terms and Conditions of Purchase we refer to "articles" as all manner of products and/or services that go on sale (such as tickets, platinum tickets, packages and targeted sales). All mentions of a ticket include (if applicable) a platinum ticket. In order to buy an article(s) from us you must be at least 18 years of age and have a valid credit/debit card issued in your name.

As a user you state that your are of legal age (above the age of 18 years) and that you have the legal capacity needed in order to perform a transaction for the services offered by suppliers over the website according to the terms set forth below, which you declare you understand and agree to.

If minors perform a transaction, permission from the parents or legal guardians will be needed to allow them to use the service ordered. The user is the sole party liable for the veracity and accuracy of the data provided to Ticketmaster during the reservation process.

1.6 Our General Terms and Conditions of Purchase are not applicable to purchases made via Groupon. If you have any query or complaint in relation to the purchase of tickets via Groupon you are advised to contact said company directly. We operate as a logistical contributor to Groupon.

02. Contract

2.1 Any purchase of an item of ours is governed by these General Conditions of Purchase.

2.2 Your purchase agreement for an article becomes effective as soon as we confirm your purchase and it terminates upon the finalisation of the show for which you have purchased the article. However, if you have purchased any product as part of our targeted sales, your purchase agreement will terminate once fourteen (14) days have elapsed following the date of delivery to you. All purchases are subject to

payment card verification and other security checks. Your transaction may be cancelled if it is not possible to successfully complete the verification process.

2.3 You agree not to purchase or attempt to purchase tickets or any other products by using bots, agents or any other unauthorised automated means, or in contravention of the applicable laws and regulations. Ticketmaster may reject, limit or cancel any orders where there are reasonable grounds to suspect a breach of this provision or of the regulations applicable to the purchase of tickets, without prior notice and even after the purchase confirmation has been sent. In such cases, the tickets or products associated with the order will be cancelled.

2.4 We reserve the right to cancel any reservation we have reason to suspect has been made in a fraudulent manner.

03. Purchase of tickets

In order to simplify your purchase of tickets as far as possible, we offer a number of purchase options:

- Via the Internet
- Using your mobile
- In a network of shops

Sale of tickets via the Internet

By purchasing your tickets online, not only do you avoid the queues, you can also view your purchase history at any time and download tickets to your mobile device.

Network of shops

In the network of shops you can purchase tickets. You can pay in cash and, at centres where indicated, by credit and debit card. In order to find your nearest shop, please see our list of shops.
Note: please check whether this service is available for the show you want to see.

04. Methods of payment

Purchases made via the Internet:

We accept the following credit cards: Visa, Mastercard and American Express, regardless of the bank or card type (credit/debit).

The ticket sales system uses a secure server and the latest encryption technology. If you wish to find out more about our security policy, please click here.

Note: our system does not accept payment with virtual cards because you need to show the card used for the purchase when you collect your tickets along with a document certifying you are the holder (ID card or passport).).

Purchases made in shops:

The common method of payment in shops is with cash, although some centres also accept card payments. You are advised to check the terms and conditions of purchase before going to the point of sale.

05. Check your purchase

You can verify whether the purchase was made successfully by clicking on the "Tickets ready for collection". You may need the card you used to make the purchase.

If your purchase was successful, you will receive a confirmation email with detailed information about the purchase you have just made. If the email does not reach your inbox, it may be because some Internet services identify it as spam. Make sure you check your spam folder. If you made your purchase over the telephone, you will not be sent a confirmation.

1 06. How do I collect my tickets?

Once your purchase is complete and you have received the confirmation email, your tickets will be available for you to collect. The final purchasing screen and the confirmation email will tell you the options available to you for collecting your tickets. You can also check in the Tickets ready for collection section using the card with which you made the purchase. You are strongly advised to pick your tickets up well in advance of the event.

Please see our collection options.

07. Delivery

Our goal is to proceed with the shipment of the tickets as soon as possible. If these didn't come to you five days before the show (or, if you have to travel, five days before you leave on your trip), contact us, include your reference number and the name and postal code the reservation was made with.

08. Prices and expenses

8.1 In addition to the ticket price set by the Promoter, a Service fee will apply to each ticket purchased. This fee covers the services provided by Ticketmaster in connection with the sale and distribution of the ticket. The amount will be included in the final price shown to you and itemised separately before payment. You can find all the information regarding Service fees at the following link: Ticket Fees | Tickets you can Trust | Ticketmaster

8.2 Transactions may also have a handling fee charge included per transaction. This fee is intended to cover certain services associated with the purchase process, such as the generation of tickets and the processing of the transaction. The amount will be included in the final price shown to you and itemised separately before payment. The fee is charged per transaction/order, regardless of how many tickets are purchased and the payment method used. .

09. Platinum Tickets

9.1 Platinum Tickets do not include any additional products, services or benefits. If you intend to purchase Platinum Tickets, the following Special Terms and Conditions shall apply, aside from the remaining General Terms and Conditions. In the event of a discrepancy between these Special Terms and Conditions and the General Terms and Conditions, these Special Terms and Conditions shall prevail in relation to the purchase of Platinum Tickets. Platinum Tickets are only sold online via www.Ticketmaster.es.

9.2 For certain events, Promoters may offer specific tickets as "Platinum Tickets". The price and availability of these Platinum Tickets are set by the Promoter and may vary over time. However, such changes will not affect purchase processes already in progress: the applicable price will be the one shown on screen once you have selected the specific ticket; it will not change during the purchase process you have started and, if you complete it successfully, it will be the final price of your Platinum Ticket. Ticketmaster does not use algorithm-based dynamic pricing technology to determine the price of these Platinum Tickets.

10. Cancellations

10.1 If you have purchased a ticket, platinum ticket or package, you will not be entitled to cancel your purchase. You will also not be entitled to cancel any "excluded targeted sales", such as targeted sales including travel, accommodation, meals, transport or leisure services. You can see the full list of our excluded targeted sales in our information concerning cancellations.

10.2 If you have purchased any product as part of targeted sales (except for excluded targeted sales), you will be entitled to cancel your transaction within fourteen (14) days following the date of delivery of the product (or within a longer period, if established according to the terms and conditions of the Promoter). Nonetheless, in these cases you will not be entitled to cancel your associated purchase of tickets. In order to cancel your purchase as part of targeted sales you should fill in and submit our cancellation form or contact us. You can find further details about your cancellation rights in our information concerning cancellations.

11. Tickets

11.1 Tickets are issued and made available to the public by the event Promoter. Ticketmaster acts as an intermediary in the distribution and management of tickets on behalf of the Promoter. Decisions regarding the cancellation, invalidation or admission of tickets are the responsibility of the Promoter, in accordance with current legislation and the terms and conditions applicable to the event. Any refunds that may be applicable will be processed in accordance with these terms and conditions and the relevant applicable laws and regulations.

11.2 Once you receive your tickets, keep them in a safe place. We do not accept any liability for lost or stolen tickets. Please be aware that exposure to direct sunlight or heat may occasionally lead the tickets to deteriorate. Your ticket should be kept in a cool, dry place out of contact with plastic or magnetic fields.

11.3 It is your responsibility to check your tickets. Errors cannot always be rectified, although prior to the start of your transaction you will be informed about the technical methods available to you in order to spot and rectify errors in introducing data.

11.4 You are entitled exclusively to a seat of a value that corresponds to that indicated at your ticket.

11.5 Event insurance

If you are unable to attend an event, the non-attendance insurance from Mondial Assistance will refund 100% of the price paid for your ticket.

Non-attendance insurance will cover you provided you are unable to attend the event owing to illness, delay in travel, breakdown or road traffic accident, dismissal from employment, etc. Please check the terms and conditions of non-attendance insurance for events here.

The insurance covers the full amount paid for your ticket up to a maximum amount. The limit for compensation is specified here.

12. Prohibitions

12.1 The maximum number of tickets that may be purchased for a particular event may be determined by the event Promoter or by the applicable laws and regulations and will be indicated during the purchase process. These restrictions are intended to prevent illegal resale practices, unauthorised use of automated systems and other conducts that may affect the integrity of the ticket sales process. Ticketmaster may reject, limit or cancel orders that exceed the established limits or in respect of which

there are reasonable grounds to suspect a breach of these General Terms and Conditions of Purchase or applicable regulations.

12.2 Certain tickets may be subject to specific restrictions regarding access, visibility, use or availability, such as seats with reduced or obstructed visibility, age restrictions, access conditional upon the use of certain devices or applications, or limitations relating to certain payment methods. These circumstances will be indicated on the website or communicated to the user before the purchase is completed. We recommend that you carefully review all the information and conditions applicable to each event and ticket before placing your order.

12.3 Tickets may only be resold or transferred in the circumstances permitted by the applicable laws and regulations and, where applicable, in accordance with the conditions set by the Promoter. Any resale or transfer (or attempted resale or transfer) carried out in breach of these conditions or the applicable laws and regulations may result in the cancellation of the relevant tickets and, where applicable, the refusal of entry to the event.

12.4 Tickets may not be used for commercial purposes or combined with travel, accommodation, hire or any other products or services to create commercial packages without the prior written consent of the Promoter and, where applicable, Ticketmaster.

12.5 Tickets may not be used for advertising, promotional activities, competitions, prize draws or other commercial activities without the prior written consent of the Promoter. Should any trademarks, trade names or other industrial or intellectual property rights owned by Ticketmaster be used, prior authorisation from Ticketmaster will also be required.

13. The show

13.1 In case of cancellation or change of date of a show, we will use all the means that are reasonably available to us to notify you the cancellation as soon as we receive the corresponding authorization from the Promoter. Ticketmaster, in case of any change that occurs in an event or show, undertakes to:

a) Publish it on its website as soon as it becomes aware of it, in order to keep users duly informed.

b) Send a message to the email address or an SMS to the mobile phone number indicated by the user at the time of purchase informing about said changes.

c) Ticketmaster will inform the user about the procedure to proceed with the refund of the amount.

13.2 You should be aware that the published starting times of shows are subject to change.

13.3 Tickets are sold notwithstanding the Promoter's right to alter or vary the programme owing to events or circumstances reasonably beyond their control, without them being required to refund sums paid or exchange tickets, unless such a change constitutes a major alteration in accordance with the provisions of section 14.4, whereby the stipulations of said article shall be applicable.

13.4 Responsibility for the state of visibility at the event or show venue, sound quality, comfort at the establishment, accessibility and so on shall be incumbent on the Promoter.

14. Refunds

14.1 At times, shows may be cancelled, the date changed or any other major changes made to the event by the team, the artist or the Promoter for a variety of reasons. Please contact us for specific indications in this regard.

Once a ticket has been purchased, the amount may not be refunded or changed, except in circumstances stipulated in current legislation. In this regard, the right of withdrawal does not apply to

service contracts relating to leisure activities if such contracts specify a particular date or period for performance.

Not being able to attend an event or show or making a mistake in purchasing the ticket(s) shall not constitute grounds for a refund. Users are not entitled to exercise the right to withdrawal or termination in accordance with applicable regulations on consumer affairs and retail trading.

14.2 Cancellation: if a show is cancelled (not the same as a change of date), you will be offered a refund for the sales price of your ticket(s), including administration costs for each ticket. If a show takes place over a number of days and one or more days are cancelled (but not the entire show over all planned days), a partial refund may apply solely to the day(s) for which the show was effectively cancelled.

As a distributor, Ticketmaster may solely and exclusively cancel tickets and, accordingly, proceed to refund the amount paid when we receive an express order from the Promoter of the event and/or show in the case of cancellations, date changes, and so on.

14.3 Change of date: unless specified otherwise for a specific show, if the date of a show is changed, you will be offered seats (whenever available) for the same value as those reserved in your original tickets. If you are unable to attend the show on the new date, you will be offered a refund for the sales price of your ticket(s), including administration costs for each ticket. You should inform us if you are unable to attend the show on the new date within the deadline we stipulate; otherwise, we may confirm your reservation for the new date and you will not be entitled to demand a refund.

14.4 Substantial Alteration: If a show is substantially altered, you may choose to confirm your corresponding order for the altered show or request a refund (from the sale price of your ticket(s), including the corresponding booking fees per ticket.) In case that you do not notify us of your decision within 72 hours of notification, we will understand that you choose to return. A "substantial alteration" is a change that makes the Show differs substantially from the Show that could generally and reasonably expect ticket buyers. The use of substitutes in theatrical performances and / or any kind of changes in: (i) any opening act; (ii) the members of a group; and / or (iii) the line-up or formation of any show involving multiple artists (such as a festival) will not be considered a substantial alteration.

14.5 In order to request your refund, send a written petition to: Ticketmaster Spain S.A.U., Barcelona (or any other address we convey to you). You should enclose your unused tickets and follow any other indications we have given you. For accounting purposes we will need to receive your unused tickets within 28 days following the date of the cancelled show.

You will find all the information you may require in relation to changes and cancellations to our events on the Changes and cancellations web page.

In the event of a cancellation, refunds can be made within a period of fifteen days following the date on which the suspension of the show is publicly announced. Once this period has elapsed, no refunds will be accepted.

<u>Purchases made over the telephone, via the Internet or at ATMs:</u>

The refund of the amount paid for the tickets will be made automatically to the card* with which the purchase was made within a period of approximately 3 to 15 business days. If you wish to check the status of your purchase, click on the “Purchases” tab on My Ticketmaster (*the refund will be effective within a period of 3 to 10 business days after you have been notified by us. In order to check the payment, you should get a statement for the bank card (debit or credit) you used when you made the purchase).

Purchases made at Ticketmaster centres:

A refund for tickets purchased at Ticketmaster centres must be processed at the point of sale where the tickets were bought.

14.6 If you have purchased any article linked to a cancelled show, one that has had the date changed or one that has undergone a major alteration (such as parking or travel) and you are required to receive a refund for the ticket price paid in accordance with this stipulation, you should also be refunded the purchase price of the article you have bought along with the article administration costs.

14.7 These General Terms and Conditions of Purchase do not and shall not affect your legal rights as a consumer. For further information about your legal rights, please contact the Spanish Consumer Affairs, Food Safety and Nutrition Agency (AECOSAN).

14.8 Unless sections 14.2, 14.3 or 14.4 are applicable, once they have been purchased, tickets may not be exchanged or refunded.

15. Admission and Attendance

15.1 Entry to and presence within the venue will be subject to the conditions set by the Promoter and/or the relevant venue, including the access, security and conduct rules applicable to the event. Failure to comply with these conditions or engaging in conduct that may affect the normal running of the event or the safety of attendees may result in refusal of entry or removal from the venue. The Promoter or the venue may also carry out security checks or inspections in order to ensure the safety of attendees and compliance with the conditions applicable to the event. Ticketmaster, as an intermediary in the distribution of tickets, is not involved in decisions regarding the admission, continued presence or removal of attendees.

15.2 All efforts will be made to allow individuals arriving late access to show venues during recesses, although admission in these circumstances cannot always be guaranteed.

15.3 No exit or re-entry passes will be issued whatsoever.

15.4 Unauthorised use of photographic and recording equipment is strictly prohibited. Photographs, videos and/or recordings may be deleted or destroyed. Laser pens, mobile telephones, dogs (with the exception of guide dogs) and food and drink belonging to clients may also be prohibited from the venue (the venue rules should be checked beforehand).

15.5 Both you and all other ticket holders are granting consent for sound and images to be recorded as you are part of the audience.

15.6 Prolonged exposure to loud sounds can induce hearing loss.

15.7 A show may include special effects such as sound, audiovisual, fireworks or lighting effects, to name a few.

16. Queries and complaints

16.1 If you have any query or complaint in relation to your purchase, please contact us quoting the order number provided to you on completing the order process, in our help page or directly via our contact form.

16.2 In view of the fact that we sell articles on behalf of Promoters, we may need to contact them to gain further information before responding to a complaint from you. Some complaints may take up to 28 days to solve; however, we will contact you at the earliest possible opportunity.

16.3 If any conflict arises, we will try to deal with queries in a diligent manner and negotiate in good faith, seeking a compromise that is fair and balanced according to your interests, ours and those of the Promoter.

17. Miscellaneous

17.1 These terms and conditions are governed by Spanish law and any conflict arising from a transaction with Ticketmaster shall be subject to the exclusive jurisdiction of the Spanish courts.

17.2 These General Terms and Conditions of Purchase and the General Terms and Conditions of Contract, in addition to any specific terms and conditions established, if applicable, expressly regulate relations between Ticketmaster and third parties (hereinafter, "users") who perform a transaction via the website ticketmaster.es

17.3 These General Terms and Conditions have been prepared in accordance with the provisions of Law 34/2002, of 11 July, on information society and e-commerce services; Law 7/1998, of 13 April, on general terms and conditions of contract; Royal Legislative Decree 1/2007, of 16 November, approving the consolidated text of the general law for the defence of consumers and users and other supplementary laws; and Law 7/1996, of 15 January, on the regulation of retail trading, as well as all other applicable legal provisions.

17.4 If any stipulation set out in these General Terms and Conditions is declared as ineffective or rendered null and void, either in full or in part, the ineffective or annulled provision or part thereof shall only affect the provision or part thereof in question, whereby the remaining General Terms and Conditions shall continue to be effective and it shall be deemed that the provision or part thereof in question had not been originally established.

18. Digital Services Act

The average monthly active recipients of the service, under the Digital Services Act, is 27,164,043. Last updated 17 August 2023.