Terms of Use

VERSION: JULY 29th, 2026

These General Terms of Use (the «Terms of Use») govern access to and use of the website www.ticketmaster.es, as well as any other websites owned or operated in Spain by Ticketmaster Spain, S.A.U. (together, the «Website»).

Ticketmaster Spain, S.A.U. is a Spanish company with tax identification number A60905486, with registered office at Calle Pallars 193, Edifici@ Mar, Planta 10, Barcelona, which is recorded in the Commercial Registry of Barcelona, sheet number B-133269, book 43102, folio 166 («Ticketmaster»).

The use of the Website confers you the status of user («User») and entails acceptance of these Terms of Use. The User must use the Website in accordance with these Terms of Use, with the General Terms and Conditions of Purchase that may apply, with any specific instructions displayed when using certain functionalities, and in accordnace with the applicable laws and regulations.

These Terms of Use apply solely to the access and use of the Website. The purchase of tickets, associated products or services will be governed by the General Terms and Conditions of Purchase, as well as by any specific terms that may apply to each event, ticket, product or service.

1. Purpose of the Website

The Website allows the User to access the functionalities made available by Ticketmaster, within the technical and operational possibilities available. Such functionalities may include, as applicable, checking event information, managing the user account, accessing services related to the purchase or management of tickets, receiving communications, publishing ratings or other content, and any other functionalities that Ticketmaster makes available to the User through the Website.

The User must have, by their own means and at their own cost, an appropriate Internet connection, as well as the devices, operating systems, browsers and other technical elements required to access and use the Website.

2. Registration conditions

2.1. Account creation and protection

Ticketmaster may allow the User to create an account in order to access certain functionalities of the Website.

The User must provide true, accurate, complete and up-to-date information during the registration process and keep it updated for as long as the User maintains an account. The User is responsible for the truthfulness and accuracy of the data provided.

The User must keep their access credentials with due care and protect them against access by unauthorised third parties. In the event of loss, theft, unauthorised use or suspicion that a third party has accessed their credentials, the User must notify Ticketmaster without undue delay through the contact channels made available.

The User will be responsible for activity carried out from their account where such activity is attributable to the User, in particular where it results from a failure to exercise due care in safeguarding their credentials or from the use of their devices by third parties to whom they have allowed access.

The User may remain logged into their account after accepting or configuring certain cookies or similar technologies. If the User uses shared devices or devices accessible by third parties, the User must take the necessary steps to log out and protect access to the account.

2.2. Registration by adults and minors

Account registration is reserved for people over 18 years of age who have full legal capacity to contract.

Minors may register or use an account only where they have the authorisation of their parents, guardians or legal representatives, to the extent such authorisation is required under applicable law. Ticketmaster may request, where necessary, reasonable information or documentation to verify such authorisation.

3. Use of the Website

3.1. Permitted use

The User shall use the Website lawfully, diligently, appropriately and in accordance with these Terms of Use, the General Terms and Conditions of Purchase that may apply, the specific instructions displayed for each functionality and applicable law.

The User may access, view and use the Website for personal, non-commercial purposes, including consulting information on events, managing their account and, where applicable, purchasing or managing tickets, associated products or services in accordance with the General Terms and Conditions of Purchase.

Where certain functionalities include technical requirements, size limits, accepted formats, publication rules, access conditions or other specific instructions, the User must comply with them.

3.2. Reviews and other User-Generated Content

Ticketmaster may allow Users to publish reviews, comments, opinions, images, videos, audio recordings, texts or other content relating to events, services or Website functionalities («User-Generated Content»).

The User is responsible for the User-Generated Content that the User publishes, uploads, communicates or otherwise makes available through the Website, and warrants that the User has the rights, authorisations and consents necessary to do so.

Ticketmaster may review, moderate, reject, decline to publish, remove or limit the visibility of User-Generated Content where it reasonably considers that such content breaches these Terms of Use or the specific rules of the relevant functionality, or infringes third-party rights or applicable laws and regulations.

Ticketmaster may technically adapt User-Generated Content to enable its proper display, storage, communication or availability through the Website, electronic communications or other Ticketmaster digital environments linked to the Website.

3.3. Prohibited uses

The User may not use the Website unlawfully, abusively, fraudulently, in a manner harmful to third-party rights, or contrary to these Terms of Use.

In particular, the User may not:

a) introduce, disseminate, transmit or make available viruses, trojans, worms, malware, harmful code or any other content or element that may affect the operation of the Website, Ticketmaster's systems, its providers, other Users or third parties;

b) interfere with, alter, overload, damage or prevent the normal operation of the Website or Ticketmaster's technical infrastructure, including denial-of-service attacks, intrusion attempts, circumvention of security measures or abusive use of resources;

c) use robots, artificial intelligence agents, spiders, scrapers, crawlers, automated tools, bulk manual processes or any other unauthorised method to access, monitor, extract, copy, index, store or reuse the Website, its content, data, prices, ticket availability or any other information;

d) use the Website for commercial, advertising, promotional, resale, intermediation, customer acquisition, unsolicited communications or contracting-with-third-parties purposes, unless previously authorised by Ticketmaster or where a specific functionality allows it;

e) establish deep links, framing techniques, mirroring or any other mechanism that integrates, reproduces, conceals or alters the presentation of the Website or its content without Ticketmaster's authorisation;

f) impersonate another person, use false data, create accounts by automated means, manipulate technical identifiers or carry out any action intended to conceal the User's identity or the origin of a communication;

g) use the Website to purchase, attempt to purchase, reserve or manage tickets, products or services through unauthorised automated means or in circumvention of the applicable limits, terms or restrictions;

h) carry out any action that may affect the integrity, security, availability, transparency or fairness of the ticket sale, reservation, allocation or management process;

i) use information obtained through the Website to harass, contact, advertise to, solicit, sell to or address communications to other Users without a legitimate basis or without their consent where required; or

j) carry out any other action that may cause damage, loss, liability, sanctions or reputational harm to Ticketmaster, other Users, promoters, venues, artists, partners, suppliers or third parties.

3.4. Prohibited content

User-Generated Content may not include:

a) content that is offensive, insulting, slanderous, defamatory, threatening, intimidating, pornographic, obscene or contrary to human dignity;

b) content that promotes, justifies or incites violence, terrorism, the commission of unlawful acts, hatred, discrimination or hostility on grounds of birth, racial or ethnic origin, nationality, sex, sexual orientation, gender identity, religion, beliefs, disability, age, illness, social status or any other personal or social condition or circumstance;

c) content that may adversely affect the physical, mental or moral development of minors;

d) content that harasses, humiliates, intimidates or stalks another person, or incites others to do so;

e) false, misleading or manipulated information, or information presented in a way that may cause error;

f) content that infringes intellectual or industrial property rights, image rights, honour, privacy, data protection rights, trade secrets, confidentiality obligations or other third-party rights;

g) links to unauthorised copies of protected works or subject matter, instructions to circumvent technological protection measures, or content that facilitates the infringement of third-party rights;

h) content that breaches any law, regulation, administrative or judicial decision, or that may give rise to civil, criminal, administrative or any other form of liability;

i) unsolicited advertising, spam, chain letters, pyramid schemes, prize draws, promotions, competitions, commercial activities or unauthorised promotional communications; or

j) requests for passwords, bank details, identification documents, personal data or other confidential information for unlawful, unauthorised commercial or fraudulent purposes.

3.5. Third-party rights

In order to upload, publish, communicate or make User-Generated Content available through the Website, the User must hold all necessary rights, authorisations and consents.

In particular, where applicable, the User must ensure that the User has:

a) sufficient rights over photographs, videos, audio recordings, texts, designs, works, subject matter or other protected materials;

b) the authorisation of the persons whose image, voice, name, personal data or other identifying features appear in or are incorporated into the User-Generated Content;

c) authorisation to make recordings, take photographs or capture images or sounds at the relevant event or venue, where such authorisation is required;

d) permission to use protected elements that appear in the background or are integrated into the User-Generated Content, where required.

The User is responsible for verifying and obtaining those rights, authorisations and consents before making any User-Generated Content available.

3.6. Reporting abusive use or infringements

If the User becomes aware of abusive use of the Website, a possible infringement of third-party rights or the publication of content contrary to these Terms of Use, the User may notify Ticketmaster through the contact channels made available.

Ticketmaster may assess the notice received and adopt the measures it considers appropriate in accordance with these Terms of Use, applicable law and its internal review or moderation procedures.

3.7. Suspension, blocking or cancellation of the account

Ticketmaster may temporarily or permanently suspend, block, limit or cancel the User's access to their account, the Website or certain functionalities where there are reasonable indications that the User has breached these Terms of Use, the General Terms and Conditions of Purchase, the specific terms applicable to an event, ticket, product or service, or the applicable laws and regulations.

Ticketmaster may also adopt such measures where there are security reasons, suspicions of fraudulent or unauthorised use, risk to other Users or third parties, risk to the integrity of the ticket sale or management process, a legal or administrative requirement, or any other legitimate interest that justifies doing so.

Before adopting a definitive measure, and provided it is reasonable and compatible with service security, fraud prevention, third-party rights and applicable law, Ticketmaster will take into account the User's legitimate interests and the seriousness, recurrence, nature and consequences of the breach.

Where appropriate, Ticketmaster may remove or block User-Generated Content, cancel fraudulent or unauthorised transactions, prevent future access to certain functionalities, or adopt any additional measures provided for in the General Terms and Conditions of Purchase or under applicable law.

4. Ticketmaster liability and indemnity

4.1 Third-party content and services

The Website may include links, references, search results, integrations, content or functionalities provided by third parties. Ticketmaster does not necessarily control such third-party content, services or websites and assumes no liability for their availability, accuracy, lawfulness, security, currency or suitability.

The inclusion of links or references to third parties does not imply that Ticketmaster approves, supervises or adopts as its own their content, products, services, policies or actions.

The User must review, where applicable, the legal terms and privacy policies applicable to the third-party websites, applications or services accessed from the Website.

4.2. Ticketmaster liability

Ticketmaster will be liable to the User as provided under applicable law.

Nothing in these Terms of Use limits or excludes Ticketmaster's liability where such limitation or exclusion is not permitted by applicable law, in particular in cases of wilful misconduct, gross negligence, damage arising from injury to life, physical integrity or health, breach of legal obligations, or any other case in which liability cannot validly be limited.

Outside those cases, and to the extent permitted by applicable law, Ticketmaster will not be liable for damage arising from:

a) use of the Website contrary to these Terms of Use, the General Terms and Conditions of Purchase, specific usage instructions or applicable law;

b) errors, interruptions, lack of availability or technical incidents caused by the User, third parties, telecommunications networks, providers outside Ticketmaster's control or circumstances beyond Ticketmaster's reasonable control;

c) failures of the devices, systems, browsers, connections or configurations used by the User;

d) third-party content, services, products, acts or omissions, including those of promoters, venues, artists, suppliers, advertisers or external websites; or

e) loss, misuse or unauthorised access to the User's credentials where this is attributable to the User's own failure to exercise due care.

4.3. Availability and security of the Website

Ticketmaster will use reasonable efforts to keep the Website available and secure, applying appropriate technical and organisational measures to preserve its operation, integrity and security.

However, the User acknowledges that no technological system can guarantee absolute availability, total absence of errors or full security against all threats. Accordingly, the Website may be affected by maintenance work, updates, technical incidents, connectivity problems, third-party failures, attacks or force majeure events.

Ticketmaster does not guarantee that the Website will be available without interruption, that it will operate error-free on all devices, systems or browsers, or that all content or functionalities will be available at all times.

4.4. Indemnity against third-party claims

Where the User breaches these Terms of Use, applicable law or third-party rights, and such breach is attributable to the User, the User must hold Ticketmaster harmless against claims, liabilities, damage, sanctions, costs and reasonable expenses arising from that breach.

In particular, the User must hold Ticketmaster harmless against third-party claims arising from:

a) User-Generated Content published, uploaded, communicated or made available by the User;

b) infringements of intellectual or industrial property rights, image rights, honour, privacy, data protection, confidentiality or other third-party rights;

c) fraudulent, abusive, unlawful or unauthorised uses of the Website;

d) breaches of these Terms of Use or the General Terms and Conditions of Purchase.

In the event of a third-party claim, the User must cooperate in good faith with Ticketmaster and provide, without undue delay, the truthful, complete and necessary information required to assess the claim and arrange the corresponding defence.

5. Protection of content and usage rights

5.1. Ticketmaster content

The texts, photographs, videos, audio recordings, designs, interfaces, databases, distinctive signs, software, code, structures, functionalities, information, graphics, logos, trademarks and other elements available on the Website («Ticketmaster Content») may be protected by intellectual or industrial property rights, image rights, data protection laws, trade secrets or other applicable rules.

The User may use Ticketmaster Content only to the extent necessary to access and use the Website in accordance with these Terms of Use and applicable law.

Unless previously authorised by Ticketmaster or permitted by applicable law, the User may not reproduce, distribute, publicly communicate, make available, transform, extract, reuse, commercially exploit, decompile, alter or otherwise use Ticketmaster Content.

Nothing in these Terms of Use grants the User rights over trademarks, trade names, logos, content, software, databases or other elements owned by Ticketmaster or third parties, except for the limited right of use necessary to use the Website in accordance with these Terms of Use.

5.2. Licence of User-Generated Content

By publishing, uploading, communicating or making User-Generated Content available through the Website, the User grants Ticketmaster a non-exclusive, royalty-free, worldwide licence, transferable and sublicensable to third parties on the terms set out in these Terms of Use, and valid for the maximum term permitted by applicable law, to use such User-Generated Content for the purposes of operating, providing, maintaining, protecting, improving, developing, promoting and legally defending the Website and the services provided through it.

This licence includes, to the extent necessary for those purposes, the rights of reproduction, distribution, public communication, making available, transformation, technical adaptation, storage, retention, indexing, display, publication, technical translation, format modification and use in databases, digital media, electronic communications, telecommunications networks, electronic media and other environments linked to the Website.

The licence will allow Ticketmaster, among other actions, to:

a) display User-Generated Content on the Website;

b) adapt its format to enable proper display on different devices, systems, browsers or interfaces;

c) retain technical or backup copies;

d) use User-Generated Content in connection with its moderation, security, fraud prevention, compliance, legal defence or claims-handling activities;

e) use User-Generated Content in communications, recommendations, social functionalities, ratings or other spaces linked to the Website, where this is consistent with the functionality used by the User.

The granting of this licence will not affect any moral rights that may belong to the User under applicable law, nor will it deprive the User of ownership of any rights the User holds over their User-Generated Content.

The User warrants that the User has the rights necessary to grant these exploitation rights, and that the User-Generated Content does not infringe third-party rights or applicable law.

5.3. Use by third parties and group companies

The User authorises Ticketmaster to allow User-Generated Content to be used, for the same purposes set out in the preceding clause, by providers, technical partners, service providers, Ticketmaster group companies or third parties involved in the provision, operation, maintenance, security, improvement, promotion or legal defence of the Website and the services provided through it.

Such use will always be carried out to the extent necessary for the stated purposes and without prejudice to the safeguards applicable in relation to personal data protection, intellectual property, confidentiality and other applicable laws.

5.4. Personal data protection

The processing of the User's personal data will be governed by Ticketmaster's Privacy Policy, available on the Website.

Where User-Generated Content includes personal data of third parties, the User warrants that the User has a sufficient lawful basis for communicating such data to Ticketmaster and for its use on the terms set out in these Terms of Use.

6. Term

The relationship arising from these Terms of Use will have an indefinite term for as long as the User uses the Website or maintains a registered account.

The User may stop using the Website at any time and, where applicable, request cancellation of their account through the functionalities or channels made available by Ticketmaster.

Ticketmaster may terminate the relationship with the User and cancel the User's account where the User breaches these Terms of Use, the General Terms and Conditions of Purchase, the applicable specific terms or applicable law, and also where there is a security risk, fraud, unauthorised use or an impact on third-party rights that justifies doing so.

Ticketmaster may also cancel accounts that have been inactive for a prolonged period, after notifying the User where reasonable and provided there are no legal, contractual or technical obligations that justify retaining the account.

Cancellation of the account will not affect pending purchases, tickets, transactions, claims, liabilities or obligations, which will be governed by the General Terms and Conditions of Purchase, the applicable specific terms and applicable law.

7. Changes

7.1. Changes to the Website

Ticketmaster may complete, modify, update, replace or withdraw Website functionalities in order to improve its operation, adapt it to technological developments, strengthen its security, correct errors, meet legal or operational requirements or adapt it to service needs, provided this is reasonable having regard to the interests of Ticketmaster and Users.

As a result of maintenance, update, security or development work, access to the Website or to some of its functionalities may be temporarily limited, suspended or interrupted. Ticketmaster will seek to reduce, to the extent reasonably possible, the impact of such actions on Users.

7.2. Changes to the Terms of Use

Ticketmaster may amend these Terms of Use where necessary to adapt them to legal, technical, operational, security or organisational changes to the Website, to available functionalities or to the terms applicable to the services provided through it.

Where changes are not merely formal and are not imposed by applicable law, Ticketmaster will inform the User of the change a reasonable time before it enters into force, by publishing it on the Website or by any other appropriate means, where applicable.

If the User does not agree with the new Terms of Use, the User may stop using the Website and, where applicable, request cancellation of their account. Continued use of the Website after the changes enter into force will constitute acceptance of the updated version of the Terms of Use, without prejudice to any rights the User may have under applicable law.

In all cases, Ticketmaster will take Users' legitimate interests into account when making changes to these Terms of Use.

8. Final provisions

8.1. Customer service, complaints and dispute resolution

The User may contact Ticketmaster through the forms, help channels or contact addresses made available on the Website. Ticketmaster Help

Ticketmaster will handle queries, incidents or complaints relating to the Website in accordance with applicable law and its internal customer service procedures.

Where the complaint relates to the purchase of tickets, associated products or services, the General Terms and Conditions of Purchase and, where applicable, the specific terms of the relevant event, product or service will apply.

8.2. Assignment of rights and obligations

Ticketmaster may assign, transfer or subcontract all or part of its rights and obligations under these Terms of Use to any group company, successor, purchaser of its business or third party that continues to provide the Website or the services provided through it, provided that this does not reduce the legal safeguards available to the User.

Where required under applicable law, Ticketmaster will inform the User of such assignment or transfer.

The User may not assign their rights or obligations under these Terms of Use without Ticketmaster's prior authorisation, unless applicable law provides otherwise.

8.3. Entire agreement and interpretation

These Terms of Use will be interpreted together with the General Terms and Conditions of Purchase, the Privacy Policy, the Cookie Policy and any specific terms that may apply to certain services, functionalities, events, tickets, products or services.

In the event of any inconsistency between these Terms of Use and the General Terms and Conditions of Purchase in relation to the purchase of tickets, associated products or services, the General Terms and Conditions of Purchase will prevail in respect of matters specific to the purchase process, payment, delivery, cancellation, refund, admission, attendance at the event or the specific regime applicable to tickets.

8.4. Severability

If any clause of these Terms of Use is declared wholly or partly void, ineffective or unenforceable, such invalidity, ineffectiveness or unenforceability will affect only that clause or the relevant part of it, and will not affect the validity of the remainder of the Terms of Use.

The affected clause will be interpreted or replaced, to the extent permitted by applicable law, by a valid provision that comes as close as possible to the economic and legal purpose pursued by the original clause.

8.5. Governing law and jurisdiction

These Terms of Use will be governed by Spanish law.

Where the User is a consumer, any dispute will be submitted to the courts and tribunals that have jurisdiction under the applicable consumer and user regulations.

Where the User acts as a trader or professional, the parties submit, with express waiver of any other forum to which they may be entitled, to the courts and tribunals of Barcelona, unless applicable law mandatorily provides for another forum.

For the purposes of these Terms of Use, a trader or professional means any natural or legal person acting for purposes related to their economic activity, business, trade or profession, as well as any person acting in the name or on behalf of a trader or professional.