

Concerts terms and conditions

The concerts ticket purchase implies the acceptance of the general conditions

1. VENUE ACCESS

1.1 The Organization may deny entrance to the sites to any ticket holder in the following circumstances:

1.1.1 Tickets are amended, broken or with falsification hints.

1.1.2 The ticket holder is violent or publicly incites hate, violence for reasons of birth, race, sex, religion, opinion, handicap, sexual orientation, gender or any other social or personal condition or circumstance. Especially any ticket holder who behaves in an aggressive manner or provokes disturbances outside or at the entrance to the festival, one who carries weapons or any object which could be used as one and anyone who wears clothes, objects or symbols that incite violence or defend activities contrary to the fundamental rights stipulated in the Constitution.

1.1.3 The ticket holder is in a state of apparent or potential drugs or narcotics intoxication.

1.1.4 The right of admission will never deny entrance to the ticket holder for reasons of birth, race, sex, religion, opinion, handicap, sexual orientation, gender or any other social or personal condition or circumstance.

1.1.5 According to current Law, when entering the site, public can be subject of being searched by security staff. Objects considered dangerous or prohibited by current Law are not allowed inside the festival.

1.1.6 Management may deny entrance, or expulse from the venue, any ticket holder who does not comply with the instructions of Organisation personnel, or who might reasonably be presumed to be heading for a high-risk or dangerous situation for the ticket holder himself and/or other attendees, who causes disturbances or for being in a state of apparent or potential intoxication, each ticket holder will personally take responsibility for any actions that might cause injury to third parties or damage to property.

2. PROMOTER IDENTIFICATION

You are contracting with PRIMAVERA SOUND S.L:

CIF:B-61978987

Adress: C/ Àlaba, 140 - 146, 2º 4ª, CP: 08018 Barcelona

Telephone: 34 93 301 00 90 from Monday to Friday, from 09,00h to 18,00h.

E-mail: info@primaverasound.com

Fax: 34 93 301 06 85

Twitter: https://twitter.com/Primavera_Sound

Facebook: <http://www.facebook.com/primaverasoundfestivals>

3. TICKET GENERAL TERMS AND CONDITIONS:

In case of tickets sale of concerts not organized by Primavera Sound, it will govern rules established by the concert promoter/organizer.

3.1 Once the ticket has been bought, it will only be changed or refunded in the case of cancellation. You can exercise the right of refusal during 14 calendar days following the purchase provided you bought the tickets a minimum of 14 calendar days before the event (for online ticket sales only). Change of name and refunds are not accepted except on the cases specified at tickets general conditions (point 3.2).

3.2 Cancellation means the cancellation of the whole concert. Any cancellation will be on account of the impossibility for the artist or artists contracted by the festival to honour their contract.. In that case, the purchaser can apply for a refund in a period no longer than thirty days from the date of the public announcement of the cancellation, in the form specified by the Organization.

If it is possible the Organisation will try to find an alternative date for the cancelled concert.

Bad weather, natural disasters, spanish airspace closure or any other force majeure will not lead to ticket refunds.

3.3 The Organization does not guarantee ticket authenticity if tickets have not been purchased at official selling points. Resale of tickets is forbidden. The festival organization does not accept responsibility for the loss or theft of tickets. The ticket must be looked after until the day of the event as if it were cash. The holder of the ticket or the person whose name the ticket is in, accepts all responsibility if a photocopied or forged duplicate of the ticket is presented, and therefore loses all the rights provided by the ticket to attend the event in question. Only the first ticket presented and validated by its code will be valid. Any other ticket with the same code presented later will be invalid.

3.4 If you give data of a third party you are obliged to give and obtain consent for the handling of their personal data, which are subject to our privacy policy outlined in the following clause:

3.4.1 The ticket-holder recognises that he/she may appear on images taken on the venue by different media and that these may be used for informative purposes and that he/she authorises such use which will be the responsibility of the media concerned. The images can appear on Internet meaning that their diffusion may be uncontrolled.

3.5 In the case where images are collected by PRIMAVERA SOUND we inform you that your personal data is included in files under the responsibility of PRIMAVERA SOUND S.L. in order to facilitate the purchase of tickets and/or related matters. You have the right to access, rectify, cancel or refuse the handling of your data by sending an email to info@primaveasound.com or by mail to the offices at C/ Àlaba, 140 - 146, 2^o 4^a, CP: 08018 Barcelona. The data you provide is authentic. Registration under the age of 14 is forbidden.

COOKIES: by navigating on this web you accept cookies. Check the cookie policy of our web.

When you make the payment your details will automatically be provided to the company that manages payment by credit card and to the bank.

3.6 Possession of a ticket does not grant its holder or third parties the right to sell the ticket or use the ticket or its contents for purposes related to advertising, marketing or promotions (including,

contests, gifts and/or raffles) associated with the ticket holder or third parties.

These activities will be tracked on Internet in order to establish the relevant responsibility.

4. All intellectual property and image rights are reserved. Filming, recording or broadcasting inside the venue is not permitted, except by express authorization of Management.

5. For any questions or information you can check our website. For interested parties there are complaint forms available on the concert venue.

Also available on http://www.consum.cat/doc/doc_62342195_2.pdf

You can get information about customer services at <http://www.consumo-inc.es/>

6. The contractual language is the language chosen.

7. This document in which you accept the conditions is filed in our system. You have access to your data for one month during which time you can print it and save it in your system.

8. MINORS:

General rule: Barcelona and Madrid: minors between 16 and 18 years old do not have to be accompanied. Minors under 16s can enter the concert accompanied by their parents or legal guardians.

The Cave Sound Preservation Society (Ibiza): the entrance is forbidden for people under 18th years old.

Jimothy gig in Barcelona: the entrance is forbidden for people under 18th years old.

ALTERNATIVE RESOLUTION OF CONFLICTS:

This company has an active conflict resolution policy. We inform you that in accordance with Art. 40 of the Act 7/2017 access to the online litigation resolution platform is available through the following link: <https://ec.europa.eu/consumers...>

However, we will decide, in each case, whether to adopt this system or not, as we consider that conflicts can and must be resolved without resorting to these channels, which is why we recommend that before making any complaint you use our customer support service at info@primaverasound.com

Thank you for your understanding.

COMMUNICATIONS

PRIMAVERA SOUND can cancel or modify any of the previous conditions or report incidents, in which case they have the right to inform the public through whatever channels they consider to be adequate.