

Primavera Weekender (8th and 9th November 2019)

When you buy your full festival ticket + accommodation pack, you accept all the terms and conditions related to the purchase of the ticket and access to the festival.

1.CHECK-IN /CHECK-OUT BUNGALOWS

Check-in: You will be able to check in from 1 pm on Friday. Check out is before 5 pm on Sunday.

2. ACCESS TO THE BUNGALOW AREA

The bungalow area will be exclusively for the holders of the full festival + accommodation pack that must wear their identification wristband at all times. People without identification or wearing the full festival (without accommodation) wristband will not be able to enter this area. To get into the site you will have to show your ticket that will be scanned to check it. It will be necessary to have your identity card or passport on you at all times, as it is obligatory to show it before or while picking up and exchanging your tickets, or if required by security staff on Wekeender site. In the case of non-Spanish audience, copies of official ID papers from your country will be accepted (ID, passport, drivers license). It is forbidden to take any food or drink outside the bungalow area. There will be bars in all the areas in which the musical activities take place as well as in the restaurant area. Any damage to the bungalow will be the responsibility of the person who made the reservation (in this case, the buyer of the full festival + accommodation pack). The resort reserves the right to deal with as it deems appropriate any payment to cover this damage. The area of bungalows is reserved for the festivalgoers to relax: please respect the occupants of the adjoining bungalows and behave in a civil manner in these areas.

DEPOSIT

When you arrive at the resort and check-in, Magic Robin Hood will ask you to pay a deposit with a credit or debit card. This deposit will be reimbursed within 7 to 15 days, once it has been verified that there has been no damage to the accommodation. We recommend that when you arrive at your bungalow, you check it and make sure that everything is in working order and if you find anything that is damaged, you should notify the resort and take photographs.

FULL BOARD

The full board* during the celebration of the Primavera Weekender includes:

- Breakfast: Saturday 9th November and Sunday 10th November (10 am to midday**)
- Lunch: Saturday 9th November and Sunday 10th November (2 pm-4 pm **)
- Dinner: Friday 8th November and Saturday 9th November (9 pm-11 pm **)
- There will be options for vegetarians and people with gluten intolerance.

*Full board includes water and soft drinks; it does not include alcoholic drinks. **These times are approximate

SECURITY

Please respect the security norms set out by the organisation and the resort to ensure that everybody can enjoy the festival safely.

1. SELLER IDENTIFICATION

You're contracting with PRIMAVERA SOUND S.L.

CIF: B-61978987

Address: C/ Àlaba, 140 - 146, 2º 4ª

Phone contact: + 34 93 301 00 90 Monday-Friday from 09.00h to 18.00h.

You understand that tickets sale is done in our registered office and purchasing the ticket through this portal implies the acceptance of the general conditions.

2.1 IMPORTANT: full festival tickets give you access to all the concerts programmed during the festival. This access is subject to the capacity of venue. In order to access the venue you must exchange your full festival ticket or day ticket for a wristband.

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

2.2.1 Tickets are amended, broken or with falsification hints.

2.2.2 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.

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

2.2.4 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.

2.2.5 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.

2.2.6 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.

3. PURCHASE PROCEDURE ON THE PORTAL:

3.1 Before starting the purchasing procedure it is necessary to have registered your personal data on the registration form or to be logged in.

3.2 Once you have a log in and password you can proceed with the purchase of tickets. You will be able to modify the ticket before accepting the purchase. Once you have accepted the order you have purchased the ticket.

4. 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.

The purchase of the Primavera Weekender tickets implies the acceptance of the following conditions:

4.1 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 4.2).

4.2 The event will only be considered to have been cancelled if more than fifty per cent of the concerts are cancelled. 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. With regards to the paid day tickets or full festival tickets, the event will only be considered as cancelled if more than FIFTY PER CENT OF THE PROGRAMME itself is cancelled. Any cancellation will be on account of the impossibility for the artist or artists contracted by the festival to honour their contract.

The organisation reserves the right to alter or modify the programme should an artist be unable to perform at the festival for reasons beyond the control of the festival. The festival will look for a replacement.

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

4.3 The Organization does not guarantee ticket authenticity if tickets have not been purchased at official selling points. 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. Resale of tickets is forbidden.

IMPORTANT: The barcode of your ticket allows access to the site one time only. It is your responsibility to look after it and to avoid any copies being made of it. Do not publish it on social networks, do not print it in unsafe places and keep it away from third parties.

4.4 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:

4.4.1 The ticket-holder recognises that he/she may appear on images taken on the festival site by

different media and that these may be used for informative or promotional 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.

4.5 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 vigilance. 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, 2º 4ª, 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.

4.6 Possession of a ticket does not grant its holder or third parties the right to 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.

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

6. For any questions or information you can check the festival's website. For interested parties there are complaint forms available on the festival site.

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

7. The contractual language is the language chosen.

8. 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.

9. MINORS: the entrance is forbidden for people under 18.

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.