Eventim General Terms and Conditions (Paylogic)

These General Terms and Conditions apply to the sale of Tickets and other products via white-label shops and sales systems that use the Paylogic System of **EVENTIM Benelux B.V.** (“Eventim"), whereby Eventim facilitates the technical sale and payment on behalf of the relevant Organiser or Service Provider. These General Terms and Conditions apply as of January 2026.

The Organiser of the Event or Exhibition is considered to be the selling party.
Eventim acts as an intermediary (commercial agent) for the organiser (hereinafter: "Organiser") and/or Service Provider. Eventim supplies one or more Tickets, collects funds, pays the Organiser and/or Service Provider and facilitates customer service for this purpose. This means that products and services are offered and sold on behalf of and for the account of the Organiser or Service Provider via Eventim's systems (hereinafter: "Eventim Platform"). Eventim is therefore not a party to the Agreement concluded with the Buyer. Eventim is also not responsible or liable for the (artistic quality of) products and/or services delivered or the manner in which the Organiser fulfils its obligations towards visitors (hereinafter referred to as "Buyers").
Eventim expressly refers Buyers to the applicable terms and conditions of the Organiser or Service Provider and/or to the website of the Organiser or Service Provider with regard to the purchased products, services and admission tickets.

Information and features of the products and/or services
The information that Eventim releases when providing its services is based on the information provided to it by the Organiser or Service Provider. Although Eventim takes care when offering its services, it cannot guarantee that all information is accurate, complete or correct. Eventim cannot be held responsible for any errors (including typographical errors), any interruption in the provision of services, inaccurate, misleading or untruthful information, or failure to provide information. Each Organiser is at all times responsible for the accuracy, completeness and correctness of the (descriptive) information (including rates/surcharges/prices, policies & conditions and their availability) displayed on the Eventim Platform.

For questions or complaints regarding the purchase of Tickets, Buyers may contact the customer service department of Eventim, the Organiser, or the Service Provider.

Organiser or Service Provider contact details:
Consult the Organiser's or Service Provider's website or the commercial register.

Eventim contact details
EVENTIM Benelux B.V. also trading under the name Eventim, with registered office in Groningen and visiting address at De Ruijterkade 113, 1011 AB Amsterdam (Chamber of Commerce number 01140404).

Online (24/7) customer service: https://customerservice.paylogic.nl/?event=

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Article 1 - Definitions

Agreement	The agreement, including the General Terms and Conditions of the Organiser and the Venue, or the terms and conditions of the Service Provider that apply between the Organiser and/or Service Provider and the Buyer, which have been established by placing an Order on the Eventim Platform.
Booking protection company	The company offering the Refund Protection.
Buyer(s)	The party purchasing a Ticket or Other Product via the Eventim Platform.
Event	Public or private events such as, but not limited to, festivals, lectures, musicals, theatre, drama or music performances, concerts, (dinner) shows, trade fairs, sporting events or amusement parks.
Eventim	The private limited liability company EVENTIM Benelux B.V., with its registered office in Groningen and visiting address at De Ruijterkade 113, 1011 AB in Amsterdam.
Exhibition	(Separate) part of a museum in which art (objects or cultural activities) is made accessible to Buyers.
General Terms and Conditions	These General Terms and Conditions.
Order	An order for one or more Tickets and/or Other Products from the Organiser using the Eventim Platform.
Organiser	The party selling tickets via Eventim and committing to, and being responsible for, the organisation of the Event or Exhibition and the sale/offering of Other Products.
Other Product(s)	Products other than Tickets, including, but not limited to, Refund Protection, transfers, lockers and/or merchandise.
Paylogic System	Eventim's ticketing software, which enables Organisers to manage ticket shops independently.
Refund Protection	Protection against cancellation risk that the Buyer can purchase via the Eventim Platform when purchasing his/her Ticket. Refund Protection is arranged directly between the Buyer and the Booking Protection Company. The costs payable by the Buyer will be charged by Eventim on behalf of the Booking Protection Company in the Order. The Ticket Order Number will also serve as the Buyer's identification number for Refund Protection.
Sales channels	All websites that use the services and/or software of Eventim to enable the sale of Tickets and/or Other Products.
Service provider	Supplier of Other Products relating to, for example, but not limited to, lockers and/or merchandise.
Ticket(s)	The right to access an Event or Exhibition recorded on a medium.
Venue	The venue of the Event or Exhibition.

Article 2 - Applicability of these General Terms and Conditions

These terms and conditions apply to ticket sales via white-label shops managed by or on behalf of Organisers using the Paylogic System ('Back Office').

By completing the Order, the Buyer enters into an Agreement with the Organiser and/or Service Provider and agrees in full to these General Terms and Conditions and the additional terms and conditions of the Organiser and/or Service Provider and/or Venue. The General Terms and Conditions of the Organiser and/or Service Provider are provided to the Buyer by the Organiser and/or Service Provider, whether or not via Eventim, can be consulted on their websites and can be requested at any time from the relevant Organiser and/or Service Provider. The Organiser is free to announce these additional conditions of admission at the Venue only insofar as these conditions are in the interest of public order or the safety of visitors, artists and/or employees on site.

Insofar as these General Terms and Conditions conflict with other General Terms and Conditions, these General Terms and Conditions shall prevail, except with regard to the provisions governing the relationship between the Organiser or Service Provider and the Buyer.

Eventim acts as an intermediary on behalf of the Organiser or Service Provider and is not a party to the Agreement concluded with the Buyer via the Eventim Platform.

Article 3 - Exclusion of right of withdrawal; Buyer's duty to inspect

The right of withdrawal is expressly excluded from the sale of Tickets and Other Products pursuant to Article 6:230p (part e) of the Civil Code.

This means that the Buyer is not entitled to a 14-day cooling-off period to cancel/return the Order free of charge. This applies to Tickets and to Other Products, insofar as these Other Products fall under a legal exception to the right of withdrawal, whereby the Organiser must take into account a certain capacity or extends to the provision of goods transport, car rental services, catering and services relating to leisure activities, and if the Agreement between the Buyer and the Service Provider provides for a specific time or period of performance, including, but not limited to, lockers.

Orders that do not fall under such a legal exception are subject to the Organiser's terms and conditions.

If possible, changes relating to the Order can be requested via Eventim's customer service department. The Organiser or Service Provider may refuse or accept the request, in which case additional costs may be charged for changes. The Buyer may invoke the optional Refund Protection, insofar as the Booking Protection Company reimburses these costs (damages) under its terms and conditions. Eventim is not a party to this insurance agreement and accepts no liability for its implementation. In such a case, the Buyer must contact the Booking Protection Company directly.

Buyer's duty to inspect

The Buyer is responsible for checking the correctness of the products received (the Buyer's "duty to inspect"). In the event of an incorrect (non-compliant) delivery, for example in the case of incorrect (Ticket) details such as rank, location, Event or Exhibition or name of the ticket holder, the Buyer will receive a new product upon first written request and at no additional cost, provided that the Buyer returns the products already delivered to the Organiser (in this case Eventim) and reports errors in the product to the Organiser and Eventim without unreasonable delay. Retrospective changes to names ("substitution") are explicitly excluded from the right to free adjustment.

The Organiser and Service Provider reserve the right at all times to refuse Orders without giving reasons, including (suspected) misuse of the Eventim Platform by the Buyer or (suspected) commercial and/or large-scale resale.

Article 4 - Prices and additional costs ("service fee")

The (nominal) prices of Tickets and/or Other Products displayed on Sales Channels are in principle inclusive of service charges. Service charges are charged to the Buyer for necessary costs including, but not limited to, administration, operating and maintenance costs, access control management, (mandatory) memberships of pop venues, the provision of customer service and, where applicable, costs for sending physical Tickets and/or Other Products.

The service charges (and their amount) are always clearly stated in advance in the Order or included in the total price of the Ticket or Other Products. Depending on the product, service charges may be charged per product or per complete Order. Service charges may be changed by the Organiser at any time, but never retroactively.

The prices for Tickets and/or Other Products may be higher than the prices printed on the Tickets by Eventim due to possible additional costs for, for example, reservation, payment and/or delivery. The statutory VAT rates apply.

Article 5 - Payment

When placing an Order, the Buyer undertakes to pay the corresponding total amount to Eventim, which collects these payments on behalf of the Organiser or Service Provider, or gives Eventim permission to debit the corresponding amount from the counter account specified by the Buyer. The Buyer will receive a payment confirmation once the transaction has been completed correctly.

All Orders, regardless of their place of issue, shall be paid in Euros, unless otherwise stated on the relevant Sales Channels.

The Agreement between the Buyer and the Organiser and/or Service Provider is definitively concluded as soon as Eventim has received and processed the payment (authorisation) from the Buyer and the Buyer has received a (written) confirmation from the Organiser or from Eventim on behalf of the Organiser. The Buyer has then made a valid payment to Eventim.

The payment confirmation does not in itself constitute a completed Order. An Order or purchase is only considered complete once the Buyer has received (written) notification of this from or on behalf of the Organiser. Until the moment of confirmation, the Buyer cannot derive any rights and/or enforce delivery. If full payment has been made but circumstances prevent delivery of the Ticket or Other Products, the Buyer is entitled to a refund of the full purchase price, including any additional costs such as service charges paid by the Buyer. The Organiser or Service Provider guarantees that the purchase price will be refunded to the Buyer's account without unreasonable delay, subject to any applicable terms and conditions of the Organiser or Service Provider.

If the Buyer opts for payment in instalments, the terms and conditions of the Instalment Plan shall apply in addition to these General Terms and Conditions. These will be provided separately when the Buyer opts for the Instalment Plan.

Article 6 - Delivery

The Buyer chooses the method of delivery during the Order. Any additional costs for certain forms of delivery will be stated in advance in the total price of the Order. By making payment, the Buyer irrevocably agrees to these costs.

Delayed fulfilment

The Organiser reserves the right to delay the delivery of Tickets (delayed fulfilment). This means that the Tickets will only be sent to the Buyer shortly before the Event, even if the purchase was completed earlier.

The delayed delivery is intended to prevent unauthorised resale of Tickets and to keep access to the Event as fair as possible. This limits abuse, such as resale at exorbitant prices (see Article 7 of these General Terms and Conditions). The Buyer agrees to this. The Organiser is not liable for any damage or claims arising from or related to the deferred delivery policy.

Article 7 - Resale and the use of automated tools

Tickets supplied by or on behalf of the Organiser remain the property of the Organiser. Tickets should be regarded as a physical or digital representation of a licence to attend the Organiser's Events or Exhibitions, which licence may be revoked by the Organiser at any time.

The Buyer may not, without the prior (written) consent of the Organiser, resell Tickets to third parties or provide or make them available to third parties in any other (commercial) manner, directly or indirectly, at increased prices and/or in large quantities (more than 9 tickets, or otherwise more than the Ticket limit per person set by the Organiser).

It is prohibited to use bots, scripts, AI agents, browser automation, scraping tools, automated software or any other fully or partially automated means to access or use the Eventim Platform for the purpose of obtaining an unfair advantage, including but not limited to automatically monitoring the availability of Tickets and/or Other Products, automatically reserving, purchasing or reselling Tickets and/or Other Products, or otherwise using automated means to influence the purchasing or resale process.

The Buyer acknowledges the importance of Eventim, the Organiser and other Buyers or visitors to the Event or Exhibition in preventing the resale of Tickets in such a way that Tickets are offered at exorbitant prices. Eventim may refuse access to the Eventim Platform or refuse or cancel an Order solely on the basis of objective grounds made known in advance, including: (i) established use of bots, scripts, AI agents, browser automation, scraping tools, automated software or any other fully or partially automated or improper means in breach of the foregoing; (ii) cooperation with professional resellers or black market traders; (iii) exceeding the purchase limits set per person; (iv) a concrete risk of fraud or payment default; or (v) violation of applicable resale prohibitions or (house) rules that have been clearly communicated in advance. A decision based on suspicion shall be supported by reasonable and verifiable indicators.

The Organiser reserves the right to declare Tickets invalid if these provisions are not complied with, for example in the case of unauthorised resale. See also Article 8 (Access and control).

Article 8 - Access and control

The Organiser may require the holder of a Ticket to personalise it. The Organiser has the right to check the identity of ticket holders at the entrance(s) to the Event or Exhibition. Ticket holders must therefore have valid proof of identity, such as a driving licence, passport or ID card. The Organiser or Venue reserves the right to refuse access if the personal data of the Ticket holder does not match the information stated on the Ticket, in order to prevent resale, fraud or abuse. The Buyer is fully responsible for entering the correct details during the

personalisation step and is not entitled to compensation if the details are incorrect or do not match the personal details displayed.

The Organiser shall not be responsible or liable for theft, fraud, (unlawful) copies and/or loss insofar as this cannot reasonably be attributed to the Organiser.

The Organiser reserves the right to deny access to the Event or Exhibition to ticket holders if they arrive outside the specified admission times. The Organiser has the right at all times to invalidate sold Ticket(s) and/or deny access to the Event or Exhibition, without entitlement to a refund and/or compensation, in the event of:

- (suspicion of) illegal resale of Tickets as referred to in Article 7 of the General Terms and Conditions,
- the inability of the Buyer or Visitor to identify themselves,
- Fraud relating to the purchase of Tickets, misuse of the Eventim System or falsification of the identity of the Buyer and/or Visitor,
- other cases where admission poses a risk to public order or safety, at the discretion of the Organiser or the Venue, whether or not at the behest or recommendation of government authorities.

Article 9 - Cancellation of Event or Exhibition and refund

Due to circumstances, the Organiser may decide to move the Event or Exhibition to another time, date and/or Venue or cancel it entirely. This is entirely beyond Eventim's control. In such cases, Buyers will be informed in advance (in writing, by email, website, WhatsApp or text message) by the Organiser or Eventim.

The consequences of the cancellation or postponement of the Event or Exhibition are set out in the Organiser's special terms and conditions.

The Organiser has sole responsibility for issuing refunds. Eventim cannot and will not issue refunds without prior instruction from the Organiser, and only after the Organiser has made the relevant refund amounts available to Eventim. Eventim can never be held liable for refunds or a lack thereof (see also Article 10 - Liability).

Article 10 - Liability

In all cases, it is the Organiser or Service Provider who will implement the Agreement. As an intermediary, Eventim is not liable for fulfilment by the Organiser or Service Provider, for any form of direct or indirect damage and/or refund resulting from non-fulfilment by the Organiser or Service Provider towards the Buyer. For example, Eventim is not liable for damage or costs incurred by the Buyer due to the relocation or cancellation of Events or Exhibitions.

Eventim is not liable for damage suffered by the Buyer as a result of Eventim being unable to deliver the Tickets, whether temporarily or otherwise, if the delay or failure to deliver or incorrect delivery cannot be attributed to Eventim. Force majeure shall in any case include terrorism (or the threat thereof), war, sabotage, strikes, severe weather, floods, government measures, illness, pandemics, epidemics, power failures or disruptions to the communications network or resources, or other unforeseen circumstances as a result of which Eventim can no longer reasonably be expected to perform the Agreement.

Eventim accepts no liability whatsoever for loss or damage to Tickets by the Buyer, for whatever reason, insofar as the Organiser (or Eventim) cannot reasonably be held responsible for this. From the moment the Ticket is made available to the Buyer, the Buyer bears the risk of loss, theft, damage or misuse.

Eventim accepts no liability for Tickets obtained from third parties.

Article 11 - Provisions for (hotel) overnight stays and additional services

If (hotel) overnight stays or other additional services, such as transport by bus or plane, are offered in combination with Event Tickets, Eventim acts exclusively as an intermediary, as in all other cases. Eventim is not involved as an organiser or provider of a package travel agreement and therefore can never be regarded as a "package travel provider" within the meaning of the Package Travel Directive (EC 2015/2302).

Eventim does not provide customer service for questions, complaints or claims relating to the package holiday (such as hotel overnight stays and/or additional services (such as transport) in combination with Tickets). In such cases, Consumers are always referred to the Organiser responsible for offering and executing the package holiday.

Eventim accepts no liability whatsoever for obligations or claims arising from the sale of Tickets in combination with additional services, such as (hotel) overnight stays or transport. The Organiser offering such combinations is fully responsible for compliance with applicable laws and regulations, including but not limited to the Package Travel Directive (EC 2015/2302).

Article 12 - Privacy and processing of personal data

Eventim acts on behalf of the Organiser and/or Service Provider as a processor within the meaning of the General Data Protection Regulation ("GDPR"). As such, Eventim is authorised to process personal data of Buyers on behalf of the Organiser and/or Service Provider in the context of the performance of the Agreement. Eventim processes the Buyer's personal data in accordance with applicable laws and regulations and in accordance with its own Privacy Statement, which is provided to the Buyer prior to the purchase and can be consulted online at www.paylogic.com. Eventim does not use personal data for its own (commercial) purposes unless the Buyer explicitly consents to this.

During Events, image and sound recordings maybe made by or on behalf of the Organiser. The processing of such recordings is subject to the privacy policy of the relevant Organiser or Venue.

The Buyer has the right to access, anonymise and delete their personal data as known to the Organiser, Service Provider and its processor(s). Buyers must submit a (written) request to the Organiser, Service Provider or Eventim.

Article 13 - Amendment clause

Eventim may unilaterally amend these terms and conditions. In that case, the amended General Terms and Conditions will be sent to the Buyer.

Article 14 - Applicable law

These general ticket terms and conditions are governed exclusively by Dutch law. All disputes arising from or in connection with these general ticket terms and conditions will be submitted exclusively to the competent court in Amsterdam.