EVENTIM Terms & Conditions Ticket Installment Plan

April 2026

These terms and conditions apply to tickets and other related products sold by the organiser through the Eventim platform and by means of an installment plan as payment method. These terms and conditions shall apply from April 2026.

By choosing installment plan as a payment method, you agree to purchase tickets and/or related products via two or more ‘installments’ which will be deducted from your credit card according to these terms and conditions. You will obtain the conditional right to receive a ticket or other related product after your first installment, provided that you pay all subsequent installment in a timely manner. Once the last installment is received by Eventim, you will obtain the ticket or other related product via email or postal service. If you do not pay an installment in a timely manner, the ticket or other related product will be cancelled and a penalty will be charged. Please read the below terms and conditions carefully.

IMPORTANT
Eventim acts solely as a (technical) service provider for (or ‘agent’ of) or on behalf of the organiser of this event. This agreement, to buy tickets or other related products via installments, will be between you (as the buyer) and the event organiser (the seller). Please find the contact information of the organiser through the website of your purchase.

For any questions relating to these terms and conditions, please contact the Eventim customer service department via https://customerservice.paylogic.com/?event=

Further contact information: EVENTIM Benelux B.V.
Registration number: 01140404
Address: Nieuwe Boteringestraat 28-30, 9712 PM te Groningen, Nederland
Visitor address: De Ruijterkade 113, 1011 AB te Amsterdam, Nederland

Article 1 - Definitions

Buyer	You, as the party that purchases a Ticket and/or Other Product via Installment Plan;
Event	The public or private event, such as, but not limited to, festivals, presentations, musicals, theatre shows, stage or music shows, concerts, (dinner)shows, trade fairs or sporting events;
Installment Plan	The payment method by which you buy a Ticket and/or Other Product through one or more installments and according to these terms and conditions;
Organiser	The party committed to, and responsible for, organizing the Event. Also to be qualified as “the seller”;
Other Product(s)	Products related to Events that are not Tickets, for example, but not limited to, lockers, tokens and merchandise.
Payment Details	Contact and bank details of the Buyer which are required for the completion of a purchase transaction;
Penalty Fee	The penalty paid by the Buyer per Ticket/per Other Product if he/she does not pay the missing installment on the due-date (at the latest). The penalty per Ticket/per Other Product consists of the amount of (equal to) the first installment;
Refund	Reimbursement of the amount(s) paid, minus the amount of the first installment;
Eventim	The legal entity EVENTIM Benelux BV, statutorily seated in Groningen, The Netherlands at the address of De Ruijterkade 113 (1011 AB) and registered at the Chamber of Commerce under registration number 01140404 (also referred to “we” or “us”);
Terms and Conditions	These Terms and Conditions;
Ticket(s)	The entrance ticket to an Event of Organiser.

Article 2 - General Conditions of Eventim

These Terms and Conditions are subject to the General Terms and Conditions of Eventim (see here).

Article 3 - Installment Plan and payments

For selected Events, the Buyer (you) may choose to pay in installments (hereinafter: “Installment Plan”). By agreeing to these Terms and Conditions, you unconditionally agree to pay the total purchase price as shown on the website of the Organiser, including the number of installments and the due date of each installment.

By choosing to use the Installment Plan during the order process, you authorise Eventim to charge the first installment amount directly to your credit card according to your Payment Details. All subsequent installments will then be deducted from the same credit card in due course. The amounts per installment, number of installments and installment periods may vary per Event and/or per Organiser and will be clearly provided to you during your purchase.

By paying the first installment, you obtain the **conditional** right to receive a Ticket and/or Other Product, under the condition that all subsequent installments will be timely paid to Eventim. Eventim will notify you in any case where the installments are either fully paid and you will receive a Ticket and/or Other Product, or whenever you default on one or more installments, requesting you to fulfill your obligation of payment within a given period of time. Should you not pay in time, Eventim retains the right to cancel your purchase and charge you a Penalty Fee on behalf of the Organiser (see Article 4).

Exception Organiser based in the United Kingdom
If you use the payment method ‘Installment Plan’ for the purchase of Tickets for Events organised by an Organiser who is based in the United Kingdom and you do not meet your payment obligation (on time), your right to a refund lapses and no refund will be made for any installment(s) already paid by you (see Article 4).

Article 4 - Cancellation and Refund

By selecting Installment Plan as a payment method, you unconditionally agree to pay all the installment amounts according to the Installment Plan.

In case an installment is not (timely) received by Eventim, for example because your account holds insufficient funds or your Payment Details are incorrect, Eventim will notify you about the missing payment, and give you a date by which said payment needs to be transferred to Eventim at the latest (the due-date). If the missing installment still has not been paid on the due-date, you automatically lose, without further notice, your right to receive a Ticket (and the associated right to entry the Event) and/or your right to receive Other Product(s), at which time Eventim (on behalf of the Organiser) will be entitled to cancel your order and charge you a penalty per Ticket/per Other Product. The penalty per Ticket/per Other Product consists of the amount of (equal to) the first installment. By accepting these terms you understand and acknowledge that See Ticket has the right to deduct the Penalty Fee from funds already paid. If you have paid more installments than only the first installment, you will be refunded all

remaining installments already paid past the first installment within 30 (in words: thirty) calendar days after the cancellation of the order, using the same payment method as for the original purchase.

Exception Organiser based in the United Kingdom
If you use the payment method ‘Installment Plan’ for the purchase of Tickets for Events organised by an Organiser who is based in the United Kingdom and you have not made the (outstanding) payment by the specified due-date, you will lose, without further notice, your right to the Ticket(s) (and the associated right to entry the Event) and/or your right to receive Other Product(s) (if any). At that time, Eventim (on behalf of the Organiser) will also have the right to cancel your order and you will not receive a refund for any installments you have already paid.

Article 5 - Final provisions

By agreeing to these Terms and Conditions, you confirm that you are over 18 years of age or, if you are under 18 years of age, you have the consent of your parents or legal guardian.

You remain at all times responsible for the correctness of filling in the Payment Details when placing your order. If you have filled in the wrong details so that sending the Ticket and/or Other Product is not possible, your Ticket and/or Other Product will be cancelled.

Article 6 - Applicable law and forum

Solely the Dutch law is applicable to these Terms and Conditions.

All disputes arising from these Terms and Conditions will be in first instance for the purpose settled by a competent court in Amsterdam.