

## **GENERAL TERMS AND CONDITIONS OF ADMISSION AND USE OF TICKETS**

### **1. Scope of Application:**

The use of a ticket (the "Ticket") to attend any of the performances (collectively the "Performances" or individually the "Performance") of the ClassicAnd Festival (the "Festival"), jointly organized by 17È S.L. (the "Organizer"), with registered office at Avinguda Santa Coloma, núm. 48 B, 6è. 3a., Andorra la Vella (AD500), and the conditions of admission to the venue(s) where the Performances will take place, will be subject to the following general terms and conditions (the "General Terms and Conditions") established by the Organizer. The Performances will take place in different venues in Andorra la Vella, Encamp, and Ordino (collectively the "Venues" or individually the "Venue").

### **2. Acceptance of the General Terms and Conditions:**

Any person who purchases, possesses, and/or uses a Ticket (the "Ticket Holder"):

- i. Confirms that they have read, understood, and fully and irrevocably accepted these General Terms and Conditions.
- ii. Declares that they have sufficient capacity to assume the previous point; if they are a minor, they declare that their legal representative or accompanying adult does.
- iii. Assumes all obligations outlined herein and agrees to comply at all times with the instructions provided via loudspeaker as well as those given by security personnel and event management staff.
- iv. Acknowledges that any violation of these General Terms and Conditions entitles the Organizer to automatically cancel the Ticket and deny access to the Venue.

Some sections of these General Terms and Conditions may be briefly reproduced on the tickets.

### **3. Ticket Specifics:**

For each Performance, the Organizer will issue tickets at different prices. If not otherwise specified, the term "Ticket" (singular) or "Tickets" (plural) refers to tickets for all Performances.

Each Ticket grants access to only one person at the designated Venue.

The resale, auction, or transfer of a Ticket under any circumstance without the formal consent of the Organizer is strictly prohibited.

The Organizer does not guarantee the authenticity of the Ticket if it has not been purchased through official sales or distribution points.

Once issued, Tickets cannot be exchanged or refunded.

The Ticket Holder must retain their Ticket for the duration of the Performance for verification purposes.

The Organizer reserves the right to alter or modify the program and the Performance start time; any claims regarding this must be addressed to the Organizer with the Ticket presented.

#### **4. Venue Access and Security:**

Upon entry, the Ticket Holder may be subject to security checks as per applicable law.

The Organizer reserves the right to implement and enforce any sanitary, hygiene, and security measures deemed necessary.

Smoking is strictly prohibited in all Venues.

Access with animals is prohibited, except for guide dogs.

The Venues will open 1 hour before the Performance begins. Late entry may be denied at the discretion of the Organizer.

The following items are prohibited: cans, bottles with caps, bottles or containers over 500ml (unless made of soft plastic), food, chairs, stools, helmets, professional cameras, and umbrellas with a sharp tip.

The Ticket Holder is responsible for their own safety and that of minors or individuals with limited capacity under their supervision within the Venue.

#### **5. Lost, Stolen, or Damaged Tickets:**

The Organizer will not replace any lost or stolen Tickets.

A Ticket will only be valid if intact and in good condition without signs of tampering.

The Organizer is not required to issue duplicate Tickets for security reasons.

#### **6. Performance Cancellation:**

If a Performance is canceled, Ticket Holders are entitled to a refund upon presenting the Ticket at official sales points.

Once 30 minutes of the Performance have passed, it will be considered completed, and no refunds will be issued.

Adverse weather conditions do not entitle Ticket Holders to a refund if the Performance takes place.

#### **7. Image Rights, Intellectual Property, and Unauthorized Advertising:**

Photographing, filming, or recording the Performance is strictly prohibited.

Tickets may not be used for commercial, promotional, or advertising purposes without the Organizer's express authorization.

The Organizer may capture and publish images of the Performance and attendees to inform about the Festival through its usual communication channels.

#### **8. Personal Data:**

In accordance with Law 29/2021 on Personal Data Protection, the Ticket Holder is informed that their data will be included in the Organizer's data processing registry. Data will be used for:

Managing ticket sales, processing purchases, and communicating relevant information.

Sending promotional material, newsletters, and event updates based on the user's profile and preferences.

Extracting statistics to improve services.

Responding to inquiries and complaints.

Registering users on the ticketing platform managed by 4Tickets for authentication purposes.

The Organizer will not share personal data with third parties, except when required by law. Ticket Holders can exercise their rights by contacting [dpd@classicand.ad](mailto:dpd@classicand.ad) or [dpd@4tickets.cat](mailto:dpd@4tickets.cat).

#### **9. Applicable Law:**

Any disputes arising from these General Terms and Conditions will be governed by Andorran law and subject to the courts of the Principality of Andorra.