CA-TCtkt03

Website terms and conditions template: event organiser; tickets sold online

Date: [date]

Terms and Conditions

These terms and conditions are the contract between you and [Our Name] (“us”, “we”, etc). By visiting or using Our Website, [redacted], [redacted].

If you violate these terms we may terminate your use of Our Website, bar you from future use of Our Website, cancel [redacted], [redacted] / [redacted].

We are [trade name], a company incorporated in [country], number [[redacted]]. [redacted] [[redacted]]

GST/HST Registration Number: [number]

You are: Anyone who uses Our Website [redacted].

These are the agreed terms:

1. Definitions

“Content”	means the textual, visual or aural content that is encountered as part of your experience on Our Website. It may include, [redacted]: [redacted], [redacted], [redacted], [redacted].
“Event”	means an event for which Tickets are offered [redacted].
“Our Website”	means any website or service designed for electronic access by mobile or fixed devices which is owned or operated by us or any member of the [[redacted]] [redacted]. [redacted].
"Post"	means place on or into Our Website any Content or material [redacted].
“Ticket”	means any ticket sold or offered for sale [redacted].
“Services”	means a service available from Our Website, [redacted].

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2. Basis of Contract

2.1 In entering into this contract you have not relied on any representation or information [redacted].

2.2 You acknowledge that you understand exactly what is included in the price of a Ticket and you are satisfied that the [redacted].

2.3 The Contract between us comes into existence only when we write to you to confirm that the Ticket you want is available. Your payment does not create a contract. If [redacted].

OR

2.4 Unfortunately, we cannot guarantee that every Ticket advertised on Our Website [redacted].

2.5 [When you buy a Ticket [redacted]].

2.6 We may change this agreement and / [redacted]:

2.6.1 the change will take effect when we [redacted].

2.6.2 if you make any payment for Tickets or [redacted].

2.7 When you buy a Ticket, in law you buy a personal [redacted].

2.8 To discourage unfair practices, we will not sell to you more than [redacted].

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2.9 We may restrict sales to a maximum number of Tickets per person, per group or per credit card. If you buy [redacted], [redacted]. [redacted]. [redacted], [redacted] [[redacted]].

2.10 You may not resell any Ticket. If [redacted], [redacted], [redacted].

3. Additional terms

3.1 Breach of these terms and conditions will entitle us to cancel your [redacted]. [redacted]. [redacted].

3.2 We shall not exchange a Ticket, nor refund money for a Ticket [redacted], [redacted], [redacted]. [redacted], [redacted].

3.3 If you wish to combine one or more Tickets with the provisions of other services such as hospitality [redacted], [redacted]. [redacted], [redacted].

3.4 You may not [redacted].

3.5 We may change the programme for [redacted] [[redacted] / [redacted] / [redacted]] [redacted].

3.6 If you fail to clear a security search, we may refuse your [redacted]. [redacted], [redacted].

3.7 If you arrive after [30 min] of the start time, [redacted]. [redacted], [redacted].

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3.8 We reserve the right to provide an alternative seat to that [redacted], [redacted].

3.9 There will be no [redacted]-[redacted]-[redacted].

3.10 You must not use photographic or recording equipment without prior consent from us [[redacted]/[redacted]]. [redacted], [redacted].

3.11 You may not bring into our venue: [[redacted], [redacted], [redacted] ([redacted]), [redacted]].

3.12 We accept no responsibility for your personal property.

4. Your account and personal information

4.1 When you visit Our Website, you accept responsibility for any action done by any person in your name or under your account or password. [redacted], [redacted], [redacted], [redacted].

4.2 You agree that you have provided accurate, up to [redacted], [redacted]. [redacted].

4.3 You agree to notify us of any changes [redacted]. [redacted], [redacted].

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5. The price, payment and delivery

5.1 The price payable for a Ticket is clearly [redacted]. [redacted]/[redacted].

5.2 Your [Tickets] will be delivered [redacted]. [redacted].

OR

5.3 We aim to despatch Tickets as soon as possible but despatch times vary. We post [redacted]. [redacted], [redacted].

5.4 We advise you check your [redacted], [redacted].

5.5 You are required to pay [redacted].

5.6 Every sale will be subject to the laws applicable [redacted].

6. Security of your [credit card]

We take care [redacted].

6.1 Card payments are not processed on a page controlled by [redacted]. [redacted].

6.2 If you have asked us to remember your credit card details in readiness for your next purchase [redacted], [redacted]. [redacted].

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7. Cancellations and returns: Ticket terms

7.1 You accept that there may be pricing errors on Our Website. In the [redacted], [redacted]. [redacted].

7.2 We will not accept returns unless the Ticket delivered to you [redacted], [redacted].

7.3 If the Event takes place but you do not [redacted]:

7.3.1 if we fail [redacted]; [redacted]

7.3.2 the Ticket has been sent to an address [redacted], [redacted].

7.4 No duplicate Ticket will be issued to replace the original [redacted], [redacted], [redacted].

7.5 Subject to the conditions mentioned in [redacted], [redacted]-[redacted].

8. Change or postponement of an Event

8.1 Before attending an Event, please check [redacted], [redacted].

8.2 [redacted], [redacted], [redacted] ([redacted]) [redacted], [[redacted]] [redacted]. [redacted] [[redacted]].

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8.3 [redacted]. [redacted]:

8.3.1 general information;

8.3.2 [redacted] ([redacted]) [redacted];

8.3.3 [redacted], [redacted].

8.4 [redacted], [redacted], [redacted], [redacted].

8.5 [redacted], [redacted], [redacted].

8.6 [redacted], [[redacted]] [redacted], [redacted], [redacted].

9. Interruption to our Service

9.1 [redacted], [redacted].

9.2 [redacted].

9.3 [redacted], [redacted], [redacted].

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10. Disclaimers and limitation of liability

10.1 [redacted]. [redacted].

10.2 [redacted], [redacted].

10.3 [redacted]. [redacted]. [redacted], [redacted] “[redacted]” [redacted].

10.4 [redacted]. [redacted]. [redacted], [redacted].

10.5 [redacted]. [redacted] [[redacted]] [redacted]:

10.5.1 useful to you;

10.5.2 of satisfactory quality;

10.5.3 fit for a particular purpose;

10.5.4 [redacted], [redacted], [redacted].

10.6 [redacted]. [redacted]. [redacted], [redacted].

10.7 [redacted]. [redacted].

10.8 [redacted], [redacted]

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[redacted]

11. Miscellaneous matters

11.1 [redacted]

11.2 [redacted]:

11.2.1 [redacted];

11.2.2 [redacted];

11.2.3 issue a claim in any court.

11.3 [redacted]

11.4 [redacted]

11.5 [redacted]

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[redacted].

11.6 [redacted]-[redacted].

It shall be deemed to have been delivered:

- [redacted]: [redacted];
- [redacted]: [redacted] 72 [redacted];
- [redacted]-[redacted]-[redacted]: [redacted] 24 [redacted]-[redacted]. [[redacted]-[redacted]. [redacted], [redacted]].

11.7 [redacted], [redacted].

11.8 [redacted]. [redacted] [[redacted]/[redacted]/[redacted]] [redacted], [redacted], [[redacted]].

11.9 [redacted], [redacted] [[redacted]] [redacted] [[redacted]].

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Explanatory notes

Website terms and conditions template: event organiser; tickets sold online

Paragraph specific notes:

Drafting notes following the numbered paragraphs

1. Definitions

We know nothing about your business, so we cannot provide you with defined terms which precisely describe what you sell. Most people do not read your terms (even if they have to "tick the box"). The people who do take the trouble to read them are likely to be the sort of people who expect the same attention to detail from you as they themselves give to their purchase of your goods or services. It therefore helps you to obtain their business if your terms [redacted]:

We use	You decide to change to
"Event"	"Show" / "Match" / "[redacted]"
"Our Website"	"The Jones Site" / "[redacted]"

But if you do change the defined word, **make [redacted].**

Remember too, that when a word or phrase is defined, the defined [redacted].

You should first decide on the contents of the document, then return to check [redacted].

2. Basis of contract

This important paragraph is a mix of important law and matters you decide as policy. We have provided a long menu to enable you to [redacted].

3. Additional terms

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We have no specific comment. [redacted].

4. Your account and personal information

Edit as required. [redacted].

5. The price, payment and delivery

Enter the exact procedure you require. It is not necessary to give "instructions" [redacted].

6. Security of your credit card

This paragraph is more for information than contractual [redacted]. [redacted], [redacted].

For payment you [redacted]. [redacted].

7. Cancellations and returns: Ticket terms

If you sell tickets for [redacted], [redacted].

8. Change or postponement of an Event

These points are matters [redacted]. [redacted].

9. Interruption to our Service

We have no comment.

10. Disclaimers and limitation of liability

We have given you very strong [redacted]. [redacted], [redacted].

11. Miscellaneous matters

A number of special points. We have identified each of these as [redacted]. [redacted]. [redacted].

End of Notes

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