

CA-TCtk04

Website terms and conditions template: ticketing agency

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,

If you violate these terms we may terminate your use of Our Website, bar you from future use of Our Website, cancel

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

GST/HST Registration Number: [number]

You are: Anyone who uses Our Website

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, among other things: text,
“Event”	means an Event for which Tickets are offered
“Organiser”	means a promoter, producer, performer or venue manager
“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 []
“Post”	means place on or into Our Website any Content or material
“Ticket”	means any ticket sold or offered for sale

“Services” means a service available from Our Website,

2. Basis of Contract

- 2.1 In entering into this contract you have not relied on any representation or
- 2.2 You acknowledge that you understand exactly what is included in the price of a Ticket and you are satisfied that the
- 2.3 Our contract with you is limited to our providing a platform for the purchase of Tickets. When you buy a Ticket through Our Website, you buy from the person who owns and operates that Event. We act as agents of that person ONLY to the extent of use of Our Website as platform to offer Services
- 2.4 We welcome your queries, any comment or complaint regarding your purchase, which you make through Our Website. We may act upon a complaint in our []
- 2.5 We are not responsible to
- 2.6 In any dispute with an Organiser, you
- 2.7 [The Contract between us comes into existence only when we write to you to confirm](#)

[OR](#)

- 2.8 [Unfortunately, we cannot guarantee that every Ticket advertised on Our Website](#)

- 2.9 When you buy a Ticket through [/] .
- 2.10 We may change this agreement and /
:
2.10.1 the change will take effect when we
2.10.2 if you make any payment for Tickets or
- 2.11 When you buy a Ticket, in law you buy a personal licence
- 2.12 To discourage unfair practices, we will not sell to you more than
- 2.13 We may restrict sales to a maximum number of Tickets per person, per group or per credit card. If you
- 2.14 You may not resell any Ticket. If

3. Organisers' standard terms

Each Ticket is issued subject to the terms and conditions of the Organiser. Full details are available on the Event website or at the

- 3.1 Breach of these terms and conditions will entitle the Organiser to cancel
- 3.2 We operate under the terms and instructions of an Organiser. We may not exchange a
- 3.3 If you wish to combine one or more Tickets with the provisions of other services such as hospitality or
- 3.4 You may not use
- 3.5 An Organiser may
- 3.6 If you fail a security search,
- 3.7 If you arrive after [30 min] of the start
- 3.8 The Organiser may reserve the right to provide an alternative seat
- 3.9 There will be no - -
- 3.10 You must not use photographic or recording equipment without prior consent from Organiser [/

3.11 At some venues you may not bring in:
().

3.12 Neither an Organiser

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.

4.2 You agree that you have provided accurate, up to

4.3 You agree to notify us of any changes

5. The price, payment and delivery

5.1 The price payable for a Ticket is clearly

5.2 We do not control the stock of unsold Tickets. We

5.3 Your [Tickets] will be delivered

OR

5.4 Some Tickets are held by us in stock. We order others from the Organiser. We aim to despatch Tickets

5.5 We advise you to check your []

5.6 You are required to pay

5.7 Every sale will be subject to the laws applicable

6. Security of your [credit card]

We take care

6.1 Card payments are not processed on a page controlled by

6.2 If you have asked us to remember your credit card details in readiness for your next purchase

7. Cancellations and returns: Ticket terms

7.1 If you anticipate the possibility of some difficulty,
[/ /]

7.2 Once you have bought your Ticket we are committed to
[/ /].

7.3 You accept that there may be pricing errors on Our Website. In the

7.4 We will not accept returns unless the Ticket delivered to you is

7.5 If the Event takes place but you do not

7.5.1 if we fail

7.5.2 the Ticket has been sent to an address

7.6 No duplicate Ticket will be issued to replace the original

7.7

8. Change or postponement of an Event

- 8.1 [
-],
- 8.2 () , []
- [] .
- 8.3 :
- 8.3.1 general information;
- 8.3.2 () ;
- 8.3.3 ,
- 8.4 , ,
- ,
- 8.5 , ,
- 8.6 , []
- ,

9. Interruption to our Service

- 9.1 ,

9.2

9.3

10. Disclaimers and limitation of liability

10.1

10.2

10.3

10.4

10.5

10.5.1 useful to you;

10.5.2 of satisfactory quality;

10.5.3 fit for a particular purpose;

10.5.4

10.6

10.7

10.8

10.9

10.10

11. Miscellaneous matters

11.1

11.2

11.2.1

11.2.2

;

11.2.3 issue a claim in any court.

11.3

11.4

11.5

11.6

It shall be deemed to have been delivered:

;

72 ;

- : 24

- . [

].

11.7

11.8

11.9] , [/ /] .
[]
[] .

Explanatory notes

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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

We use	You decide to change to
“Event”	“Show” / “Match” / “ ”
“Our Website”	“The Jones Site” / “ ”

But if you do change the defined word, make

Remember too, that when a word or phrase is defined, the defined

You should first decide on the contents of the document, then return to check

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

3. Organisers’ standard terms

Strictly, it should be necessary in this document to set out only your own terms and conditions. However, we think it is useful also to remind your buyers of some of the more important terms in the contract of any

4. Your account and personal information

Edit as you require.

5. The price, payment and delivery

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

6. Security of your [credit card]

This paragraph is more for information than contractual

For payment you

7. Cancellations and returns: Ticket terms

If you sell tickets for

8. Change or postponement of an Event

These points are matters

9. Interruption to our service

We have no comment

10. Disclaimers and limitation of liability

We have given you very strong

You will see that we have also included in the provision for

11. Miscellaneous matters

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

End of notes