

UK-TCtk03

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

Date: [\[date\]](#)

Terms and Conditions

[illegible][illegible]

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

VAT 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, ■■■■■■■■■■ : ■■■■ , ■■■■ , ■■■■ , ■■■■■■■■■■ .

"Event" means an event for which Tickets are offered ■■■■■■
■■■■■■■■■■■■■■■■■■■■.

“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

- [illegible]

OR

- 2.4 Unfortunately, we cannot guarantee that every Ticket advertised on Our Website . , .
- 2.5 [When you buy a Ticket , ,].
- 2.6 We may change this agreement and / . :
- 2.6.1 the change will take effect when we .
- 2.6.2 if you make any payment for Tickets or , .
- 2.7 When you buy a Ticket, in law you buy a personal . .
- 2.8 To discourage unfair practices, we will not sell to you more than .

.....
..

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

2.10 You may not resell any Ticket. If,
.....,
......

3. Additional terms

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

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

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

3.4 You may not
......

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

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

- [illegible]

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

- [illegible]

6. Security of your credit card

[illegible]

- 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 You accept that there may be pricing errors on Our Website. In the event of a pricing error, we will not be responsible for any loss or damage suffered by you as a result of such error. We will not be responsible for any loss or damage suffered by you as a result of any error on Our Website.
- 7.2 We will not accept returns unless the Ticket delivered to you is in its original condition, unopened, and has not been used. We will not be responsible for any loss or damage suffered by you as a result of any error on Our Website.
- 7.3 If the Event takes place but you do not attend, we will not be responsible for any loss or damage suffered by you as a result of any error on Our Website.
- 7.3.1 if we fail to deliver the Ticket to you, we will not be responsible for any loss or damage suffered by you as a result of any error on Our Website.
- 7.3.2 the Ticket has been sent to an address other than the one provided by you, we will not be responsible for any loss or damage suffered by you as a result of any error on Our Website.
- 7.4 No duplicate Ticket will be issued to replace the original Ticket if the original Ticket is lost, stolen, or destroyed. We will not be responsible for any loss or damage suffered by you as a result of any error on Our Website.
- 7.5 Subject to the conditions mentioned in these Terms and Conditions, we will not be responsible for any loss or damage suffered by you as a result of any error on Our Website.

8. Change or postponement of an Event

- [illegible]

10. Disclaimers and limitation of liability

10.1

10.2 ■■■■■■■■■■, ■■■■■■■■■■
■■■■■■■■■.

[illegible][illegible][illegible]

10.5.1 useful to you:

10.5.2 of satisfactory quality;

10.5.3 fit for a particular purpose:

[illegible][illegible][illegible][illegible]

■

[illegible][illegible][illegible]

11.9 $\frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = 1$, $\frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = 1$, $\frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = 1$, $\frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = 1$.

[illegible]

Explanatory notes

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General notes

These notes apply to most terms and conditions documents, but not all notes ■ ■ ■ ■
■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ .

1. About the Consumer Contracts (ICAC) Regulations 2013

A ticketing business is partially exempt from the Regulations. We have written a [number of articles explaining each point](#).

To keep it simple, when a consumer purchases a ticket from you, The ONLY provisions which affect your business are provision ■■■■■■■■■■■■
■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■.

The required information is explained fully in our article “[Information requirements for Distance Contract](#)”. Here is a short version:

- a. description of the main characteristics of the tickets;
- b. the total price inclusive of VAT;
- c. Your identity, land address and full ■ ■ ■ ■ ■ ■ ■ ■ ;
- d. the arrangements for payment and delivery of tickets;
- e. the telephone cost of communicating with you when it is not calculated ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ;
- f. the cost of returning the tickets if customer ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ;

[illegible]

The ticket you sell is for a specific date; therefore, your customer does not have any right under the Regulations to cancel and return the ticket. Rather cancellation will be dealt on the terms of your contract as set ■ ■ ■ ■ ■ ■ ■ ■

.....
.....

Paragraph specific notes:

Notes numbering refers to paragraph numbers.

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

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.....
.....
..... /
.....
..... :

We use

You decide to change to

“Event”

“Show” / “.....” / “.....”

“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
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.....
.....
.....

3. Additional terms

11. Miscellaneous matters

Rights of Third Parties Act -

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