# 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, ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
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 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 $\blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare$
"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 information
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	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 •••••••••••••••••••••••••••••••••••
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
Add	itional 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 <b>= = = [ = = = / = = = / = = = =</b> ] <b>= = = = = = = = = = = = = = = = = = </b>
3.6	If you fail to clear a security search, we may refuse your ■ ■ ■ ■ ■

3.7	If you arrive after [30 min] of the start time,
3.8	We reserve the right to provide an alternative seat to that
3.9	There will be no • • • • • • • • • • • • • • • • • •
3.10	You must not use photographic or recording equipment without prior consent from us [
3.11	You may not bring into our venue: [ ■ ■ ■ ■ ■ ■ ■ , ■ ■ ■ ■ ■ ■ , ■ ■ ■ ■
3.12	We accept no responsibility for your personal property.
You	r 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

	5.1 5.2 <i>OR</i> 5.3	The price payable for a Ticket is clearly   Your [Tickets] will be delivered   The price payable for a Ticket is clearly   Your [Tickets] will be delivered   The price payable for a Ticket is clearly   The price payable for a Ticket is clearl
	OR	•••••
	53	
	0.0	We aim to despatch Tickets as soon as possible but despatch times vary. We post
	5.4	We advise you check your
	5.5	You are required to pay
	5.6	Every sale will be subject to the laws applicable
6.	Sec	urity of your credit card
•••	We ta ■ .	ke 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

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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
7.2	We will not accept returns unless the Ticket delivered to you
7.3	If the Event takes place but you do not
	7.3.1 if we fail • • • • • • • • • • • • • • • • • • •
7.4	No duplicate Ticket will be issued to replace the original
7.5	Subject to the conditions mentioned in
	nge 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	
Inte	ruption to our Service
9.1	

9.

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	



#### 11. Miscellaneous matters

11.1	2018
11.2	
11.3	
	11.3.1
	11.3.2 issue a claim in any court.
11.4	
11.5	
11.6	

It shall be deemed to have been delivered:

	•••;	••••
	72;	■■■:
		•••
	•	
1.7		
	••••••	
1.8		
		■■■)
	2017	
	,	
11.9	,	
11.9		
1.10		
	[	

## **Explanatory notes**

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#### **General 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 "<u>Information</u> 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;
- f. the cost of returning the tickets if customer  $\blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \equiv \blacksquare$ ;

Main characteristics include (if known to you) the date and time of the event and the content of the event (e.g. who is performing). For a ticket associated with a particular reserved seat (e.g. Seat 1, Row A) the seat number is a main characteristic that you should give the consumer. Depending  $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$ 

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

2.	What you need to do to comply with the ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ 2018
	The Act applies to all personal data you collect, use or store. The scope ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
	We have drawn a comprehensive privacy notice. It reassures your website visitors that you take their privacy seriously. More importantly, your adopting it will prompt you to make whatever changes are necessary in your day to day business. You can download it at <a href="https://www.netlawman.co.uk/d/website-privacy-policy">https://www.netlawman.co.uk/d/website-privacy-policy</a>
	For this terms and conditions document, you do not have to explain to customers that you comply with law - any more than you would • • • • • • • • • • • • • • • • • • •
	As a vastly reduced summary, the important areas of the
	<ul> <li>you do not have a provision where you are assuming implied consent of customer to use his information</li> <li>====================================</li></ul>
	• if you allow a user to post information to your website, you may not process, edit ••••••••••••••••••••••••••••••••••••
	Until now, you could simply ask for a tick to a box indicating that your customer or client has read your T&      I I I I I I I I I I I I I I I I I
	The most important elements of data to consider are personal data and the second seco
	Marine Call Brace

You may find full list at:

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/

## Paragraph specific notes:

Notes numbering refers to paragraph numbers.

4	ı	<b>D</b> -	£:	:4:	ons	
1	_	DE	et i n	IITI	ons	

Definitions				
terms which precisel terms (even if they h	out your business, so we cannot provide you with defined y describe what you sell. Most people do not read your ave to "tick the box"). The people who do take the trouble ly to be the sort of people who expect			
•••••				
We use	You decide to change to			
"Event"	"Show" / "■ ■ ■ " / " ■ ■ ■ "			
"Our Website"	"The Jones Site" / " ■ ■ ■ ■ ■ ■ ■ "			
But if you do change	the defined word, <b>make</b>			
	when a word or phrase is defined, the defined ■ ■ ■ ■			
	•••			
You should first deci-	de on the contents of the document, then return to check			
Basis of contract				
This important paragraph is a mix of important law and matters you				

#### 3. **Additional terms**

	We have <b></b>
4.	Your account and personal information
	Edit • • • • • • • • • • • • • • • • • • •
5.	The price, payment and delivery
	Enter the exact procedure you require.
6.	Security of your credit card
	This paragraph is more for information than contractual
	For payment you may
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
<b>J.</b>	We have no comment.
10.	Disclaimers and limitation of liability
	Many of these provisions are void against a European consumer. ■ ■ ■ ■ ■
	The law is complicated and much depends on the facts of each case. Our
	The law is complicated and much depends on the facts of each case. Our best

	******
11.	Miscellaneous matters
	A number of special points. We have identified each of these as
	•
	Rights of Third Parties Act

## **End of notes**