### **General Terms and Conditions (GTC) for the sale of event tickets from [your company]**

#### **1. scope of application**

These General Terms and Conditions (GTC) apply to all contracts for the purchase of tickets for events concluded between [your company] (hereinafter referred to as "Seller") and the Buyer.

#### **2. conclusion of contract**

The contract for the purchase of tickets is concluded by the buyer's order and the subsequent confirmation by the seller. The seller reserves the right to refuse orders.

#### **3. prices and payment**

The ticket prices quoted are inclusive of VAT and plus any processing fees. Payment can be made by credit card, Twint or other payment methods offered during the ordering process. Entitlement to tickets only arises once payment has been received in full.

#### **4. dispatch and delivery**

Tickets are sent by e-mail (as an e-ticket). The seller is not liable for the loss of tickets after they have been sent.

#### **5. return and refund**

There is no right of cancellation for tickets that must be used at a specific time or within a precisely specified period. In the event of cancellation or postponement of the event, the purchaser is entitled to a refund of the ticket price or a replacement date. Further claims are excluded.

#### **6. resale and transfer**

The commercial resale of tickets without the express consent of the seller is prohibited. Tickets are personal and may not be transferred to third parties without the consent of the seller.

#### **7. liability**

The seller shall only be liable for intent and gross negligence. The Seller shall only be liable for slight negligence in the event of a breach of material contractual obligations. Liability is limited to the foreseeable damage typical for the contract.

#### **8. data protection**

The seller collects and processes the buyer's personal data to process the ticket sale and to organise the event. Further information on data protection can be found in the seller's privacy policy.

#### **9. final provisions**

The exclusive place of jurisdiction for disputes in connection with these GTC and place of fulfilment is the registered office of the seller. Should any provision of these GTC be invalid, the remainder of the contract shall remain valid. The invalid provision shall be replaced by a valid provision that comes closest to the economic purpose of the invalid provision.