

# Future-LIVE ApS (Bruce Guthro Europe) TERMS & CONDITIONS

## 1. THE PARTIES

These terms and conditions are binding for persons and/or companies who purchase tickets for events organized by Future-LIVE ApS. Persons/companies who buy tickets for events organized by Future-LIVE ApS is mentioned in the following as “the Buyer”.

The liable promoter, Future-LIVE ApS, is mentioned in the following as “the Promoter”.

Events organized by Future-LIVE ApS is mentioned in the following as “the Events”.

## 2. PROMOTER

The promoter is:

Future-LIVE ApS

Vestergade 5B, 1<sup>st</sup> floor

8000 Aarhus C

E-mail: [live@bruceguthro.dk](mailto:live@bruceguthro.dk)

Website: [www.futurelive.dk](http://www.futurelive.dk)

VAT: 37844055

## 3. EXTENT

These terms and conditions concern the Buyer’s purchase of tickets for the Events, as well as the Promoter’s subsequent use of the information gathered through the Buyer’s registering when buying tickets for the Events.

When buying a ticket for the Events, a series of data is stored about the Buyer, like name, address, phone number, and e-mail address. The information is used partly for verification and completion of the Buyer’s purchase, as well as the Promoter being able to assist the Buyer, other audiences at the Events, and the performing bands in regard to communication between these parties, regular presentation of the Buyer, etc. The information will not be disclosed to a third party.

## 4. PAYMENT

In the process of purchase, every common credit card and the service MobilePay can be used.

All communication in connection to purchase goes through the encrypted payment gateway NETS.

This way, no-one can access your credit card information, including the Promoter who will only be notified by NETS about the correct or incorrect completion of purchase – the Promoter will not be notified about other payment information. The Promoter will therefore not store payment information or other similar sensitive information. The Promoter will know whether the payment has been correctly completed, which date it was completed, and the amount of payment from the Buyer (incl. currency).

## 5. PRICES

If nothing else is stated, all prices are in Danish Crones and including sales taxes.

Besides the price mentioned in the Promoter’s request process, there is an added credit card fee by NETS.

The amount of the fee depends on the chosen credit card and the sum of purchase, and it will show on NETS payment site before the actual payment is approved by the Buyer and the purchase is completed.

## **6. TICKET, DELIVERY, ATTENDANCE**

The ticket is only forwarded electronically as a PDF document to the Buyer's registered e-mail address, unless the Buyer has chosen a different delivery method during the process of purchase. I.e. the ticket is not being physically mailed to the Buyer's home address.

The Buyer is responsible for storing and handling the PDF document in proper manner since the ticket is the only access-giving document for the Events.

When attending the Events, the Buyer is responsible for bringing the ticket in print.

It is not allowed to transfer the purchased tickets to a third party for commercial or other business purposes.

In case the Buyer is disabled, the Buyer's potential assistant helper (1 person) can gain access free of charge to the Events, providing that the helper attends the Events alongside the Buyer and provided that the helper holds a valid disable-helper certificate.

## **7. CANCELLATION AND REFUNDS**

The purchase of tickets to the Events is binding.

In accordance to §18 in the Danish Law on Consumer Agreements, the purchase is not covered by the Right of Cancellation.

## **8. COMPLAINT OPTIONS**

Potential complaints from the Buyer over the Promoter or the Events must be directed at rikke@bruceguthro.dk.

## **9. YOUR PERSONAL INFORMATION – PERSONAL DATA POLICY**

The Promoter reserves the right to store personal information about the Buyer, such as name, address, phone number, e-mail address, company name, etc.

We handle all your information confidentially and we do not give out your e-mail address, phone number, or other information about you to a third party.

When you visit our website, Facebook page, or Instagram profile, we monitor and store the data that shows your behavior on these sites for future optimization of the user experience and to exercise relevant marketing hereafter.

THE BUYER'S PERMISSION OF RIGHTS:

When you buy tickets for the Events and you reside on the venue properties, you accept that our photographers may take pictures/record video where you appear, and that we might use this material for marketing and/or editorial purposes. The Promoter is not obligated to make compensation for you in this situation.

## **10. COMMERCIAL RIGHTS**

The Events' merchandise, name, logo, etc. shall not be used for commercial exploitation, resale with profit, competitions, prizes or the like. Ergo, it is not allowed to allocate tickets for contests or the like to promote commercial interests without explicit approval from the Promoter.

## **12. TERMINATION OF LIABILITY**

The Events are only to be considered cancelled, if they cannot be carried out to their full extent. Changes in the repertoire, changes in artistic content, date change, a partly carried out show, etc. is therefore not considered a cancellation, and the Buyer's expenses will normally not be reimbursed.

Cancellation of the Events caused by force majeure usually does not give reason to reimburse the Buyer for their expenses.

## **13. CANCELLATION POLICY**

Reimbursement of tickets only occurs in the case of cancellation of the Events to their full extent.

Any inquiries regarding this policy can be directed toward the Promoter at [rikke@bruceguthro.dk](mailto:rikke@bruceguthro.dk).

## **14. TYPOS AND SPELLING ERRORS**

Take precautions if encountering typos and spelling errors on the Promoter's web shop, ticket sale site, and website.

## **15. FORCE OF EFFECT**

These terms and conditions go into effect on October 1<sup>st</sup>, 2014.