

# TERMS AND CONDITIONS

Ticket sales are understood to be held at our registered office and the purchase of tickets through any point of sale identified on the official festival website, online or physical store, which implies the acceptance of the following conditions:

## 1. ACCESS TO THE FESTIVAL SITE

### 1.1 Tickets:

#### ID NO LIMITS:

The daily ticket gives access to the festival and enters directly into the festival venue, the pass also gives access to the festival and must be exchanged for a bracelet placed at the exchange act. This exchange must be witnessed and loose bracelets will not be provided. The daily ticket is personal and transferable before the validation at the entrance, after validation is non-transferable. The festival pass for all days is personal and transferable before the validation at the entrance, after the exchange for bracelet is non-transferable. In case of loss or poor preservation of these elements, access to the festival will not be allowed.

#### COOLJAZZ:

The daily ticket will give access to the festival site. The ticket is personal and transferable before the validation at the entrance, after validation is non-transferable. In case of loss or poor preservation of these elements, access to the site will not be authorized.

#### MÚSICA NO PARQUE:

The daily ticket will give access to the festival site. The ticket is personal and transferable before the validation at the entrance, after validation is non-transferable. In case of loss or poor preservation of these elements, access to the site will not be authorized.

1.2 The festival organization will deny access to the site to the bearers of tickets in the following circumstances:

1.2.1 Tickets which are patched, torn or that present signs of forgery.

1.2.2 The bearer shows an attitude which is violent or that publicly incites hatred, violence or discrimination for reasons of origin, race, gender, religion, opinion, disability, sexual orientation, gender identity or any other social or personal condition or circumstance, and especially, the ticket bearer who behaves in an aggressive manner or who provokes disturbances outside the site upon entering, who carries arms or objects which are susceptible of being used as such, who has clothes, objects or symbols that assume the support of activities contrary to the fundamental rights recognized in the Constitution.

1.2.3 The bearer presents symptoms of intoxication or consuming or having consumed drugs or illegal substances.

1.2.4 The exercise of the right of admission does not carry, in any case, the denial of access to the ticket bearer for reasons of origin, race, gender, religion, opinion, disability, sexual orientation, gender identity or any other personal or social condition or circumstance.

1.2.5 By entering the site, the public may be subjected to search according to the law. The entrance of objects that may be considered dangerous by the organization or which are forbidden by the existing law is not allowed.

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1.2.6 The organization may deny access or expel from the site ticket bearers who incur in the non-compliance of instructions of the organization's employees, as well as when one can rationally assume that a situation of risk or danger for the bearer or the rest of the public, be it through apparent or potential intoxication, the ticket bearer being held responsible in all cases, through their own actions or omissions, that cause harm to third parties or damage to property.

## **2. GENERAL CONDITIONS OF ADMISSION**

In case of sale of tickets for other concerts directly held by LIVE EXPERIENCES the rules established by the concert's promoter/organization will be in effect.

Purchase of tickets for the festivals COOLJAZZ, ID NO LIMITS and MÚSICA NO PARQUE presupposes the acceptance of the following conditions:

2.1 Once bought, the ticket will only be exchanged or reimbursed in case of event cancellation. It will be considered cancelled when suspension of more than half of programmed concerts is suspended. In this case, the organization will reimburse within no longer than 30 days from the public communication of the cancellation. Unfavorable climate conditions, natural disasters, closing of Portuguese air space or other causes of force majeure which are not imputable to the organization will not constitute a condition for ticket reimbursement.

2.2 The organization does not guarantee the authenticity of tickets that have not been acquired in the official points of sale. Ticket resale is not allowed. The festival organization will not assume any responsibility in case of loss or theft of tickets.

2.3 The providing of personal data for an accompanying person will have to be done with the consent of the person in question, having been previously informed of the privacy policy for data treatment that is in the following clause:

2.3.1 The ticket bearer recognizes that he may appear on images collected by different media within the festival sites for posterior informative and promotional broadcast, authorizing their use, being this use the responsibility of each medium.

2.4 Regarding the images collected by LIVE EXPERIENCES, the data is incorporated on files under the responsibility of LIVE EXPERIENCES in order to manage the purchase of tickets and/or the relationship. The right to access, rectify, cancel or oppose the processing of personal data can be done via the email [info@liveexperiences.pt](mailto:info@liveexperiences.pt). The data provided must be true.

2.5 Possession of a ticket does not give the bearer or third parties the right to use it or its contents for advertising, marketing or promotional purposes (including competitions, prizes and/or draws) associated to the ticket bearer or any third parties. Failure to fulfil this point will force the unauthorized announcer/ user to pay an effective penalty equivalent to a thousand times the value of the ticket(s), without loss of further complaints for general damages.

2.6 All rights of image and intellectual property are reserved. Any filming, recording or reproduction within the sites is forbidden, unless indicated by the organization.

2.7. In case of doubt, there are points of information in the entrance and inside the site. Any person interested will find a book for registration of complaints in the festival site.

2.8. The language of the contract is based on the chosen language.

2.9 It is expressly forbidden to enter the premises of any type of food, including beverages, whether in plastic or glass containers.



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### 3. MINORS

#### COOLJAZZ:

3.1 Children up to 6 years old can enter the festival by paying full ticket price and must also be accompanied by parents or guardians. Guardians must carry the documentation that identifies them as such.

3.2 The organization informs that current legislation expressly forbids sale of alcohol to those under the age of 18 years old.

#### ID NO LIMITS:

3.1. The festival has venues for everyone over 16 years old upon ticket purchase.

3.2 The organization informs that current legislation expressly forbids sale of alcohol to those under the age of 18 years old.

#### MÚSICA NO PARQUE:

3.1 Children up to 4 years old can enter the festival by paying full ticket price and must also be accompanied by parents or guardians. Guardians must carry the documentation that identifies them as such.

3.2 The organization informs that current legislation expressly forbids sale of alcohol to those under the age of 18 years old.

### 4. EXCLUSION OF RESPONSIBILITY

4.1 Purchase will be made through an external payment platform, which is not our responsibility and is outside of LIVE EXPERIENCES's pursue.

4.2 Non-compliance of the above requirements is sufficient reason from the site and does not entitle the reimbursement of the value paid for the minor's ticket.

4.3. LIVE EXPERIENCES reserves the right to nullify or modify any of the previous points. In this case, the public will be immediately notified through the communication channels which the organization deems appropriate or relevant.

4.4. The organization reserves the right to change or modify the programme.

#### PROMOTER'S IDENTIFICATION

LIVE EXPERIENCES LDA.

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Facebook: <https://www.facebook.com/kliveexperiences>

Instagram: <https://www.instagram.com/liveexperiencespt/>

Youtube: <https://www.youtube.com/user/KLIVEEXPERIENCES>

Linkedin: <https://www.linkedin.com/company/liveexperiences>

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