

EVENTOURAGE

TERMS AND CONDITIONS

General

- Please note that all ticket purchases are final and tickets cannot be exchanged or refunded after purchase
- Eventourage reserves the right to provide ticket upgrades at no extra cost to the client.
- Please note that when ordering more than 2 tickets. There is no guarantee that the seats will be next to each other or in the same section. In certain circumstances Eventourage may only be able to accommodate your ticket request by splitting the group into separate rows. If you do not wish to proceed with your order unless your group is sat together in a consecutive line of seats on the same row, you must make us aware of this. Eventourage will then be able to advise as to whether it is possible to seat your group together.
- There is no guarantee for exact seating in the stadium, only that you will receive seats in the ordered category.
- Some events may require to submit guest names in advance. There is usually a deadline for guest name submissions. It is the responsibility of the client to provide these prior to the deadline. Failure to do so may result in the client forgoing their ticket without being refunded.
- Please check tickets when they are received, as mistakes cannot be rectified at a later date.
- If the ordered event is postponed to a different date, your tickets will remain valid for the new date. This includes changes in event dates, event time, venue change and weather conditions. If the ticket holder is unable to attend the rescheduled performance, Eventourage shall use its reasonable endeavours to re-sell the ticket. In the event that the ticket cannot be re-sold, the ticket holder will be liable for the full cost of the ticket. Eventourage is not held responsible for peripheral arrangements that are affected by changes in time and date.
- If a performance is cancelled with no rescheduled date, ticket holders will be offered refund of the original face value amount of the tickets or a credit for future purchase. Keep in mind that face value is often lower than the resale price
- In the highly unlikely event that we receive a claim that a ticket holder was refused entry on the door of an event, Eventourage will not offer compensation unless proof can be provided, i.e. written evidence from the venue of the refusal alongside the original unused tickets. Please note that Eventourage have never received a claim for refused entry that has been supported with any evidence from either the client or the venue.
- When an event is sold out, tickets will be sourced at the most competitive rate through our network of reliable contacts and suppliers, however due to supply and demand of these tickets the price may be higher than face value.
- Eventourage shall always strive to gain access to an event, but some events are extremely limited and thus we work on a first come first service basis. For this reason, we cannot always guarantee access, we will however find suitable alternatives where possible.
- Prices displayed on tickets are the original prices the tickets were sold at when they were first released by the ticket box office.

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Delivery

Tickets are usually dispatched via one of the following three methods.

Physical Tickets

- Tickets are despatched using secure post and couriers. Eventourage will endeavour to dispatch tickets as soon as possible and in normal circumstances delivery should be within 1-3 days before the event. However, Eventourage are not able to specify exact dates and delivery of tickets could be as late as the day of the event.

Electronic/PDF

- Tickets can be emailed/despached from day of purchase up until 24-48 hours before the event. However, Eventourage are not able to specify exact dates and delivery of tickets could be as late as the day of the event.

Mobile Transfer

- Tickets can be transferred from day of purchase up until 24-48 hours before the event. However, Eventourage are not able to specify exact dates and delivery of tickets could be as late as the day of the event. Lead attendees will need to download the relevant app to access the tickets. Details will be emailed accordingly.

Please note that Eventourage may not know at time of confirmation which method the tickets will be despatched via.

Force Majeure

- In case of cancellations due to an event force majeure Eventourage shall not be held responsible for any cancellations, failures, or delays in the performance of the contract with the client, provided that such cancellations, failures, or delays meet the following criteria:

- They are beyond the reasonable control of Eventourage.
- They materially affect the performance of Eventourage contractual obligations to the client.
- They could not have reasonably been foreseen or prevented.

- Examples of events considered as Force Majeure include, but are not limited to:

- Acts of God, such as fires, explosions, earthquakes, droughts, floods, and pandemics.
- War, hostilities (whether declared or not), invasions, acts of foreign enemies, mobilization, rebellion, revolution, acts of terrorism, or serious threats of terrorism.

- If your event has been rescheduled – your ticket will be valid for the rescheduled date

- If your event has been cancelled and not rescheduled – you will get a refund of the original face value of the ticket or a credit to use for future purchase

- If your event has been rescheduled and you cannot, or do not wish to attend - Eventourage shall use its reasonable endeavours to re-sell the ticket. In the event that the ticket cannot be re-sold, the ticket holder will be liable for the full cost of the ticket.