

## SALES CONDITIONS

### Specific COVID-19 information

In accordance with the safety precautions in place in the Principality of Monaco, the safety precautions in place at the time of the show must be respected.

More information: [www.covid19.mc](http://www.covid19.mc)

These sales conditions apply to online ticket sales on the website [www.montecarlofestival.com](http://www.montecarlofestival.com). They may be changed without notice.

Certain shows may have special conditions which will be specified in the description of each show. Confirmation of the reservation by the customer and payment for the seats implies that the customer accepts these terms and conditions without reservation.

Free of charge for children under 5 years old on the parent's lap (no attributed seats).

### Prices

Prices are given in euros and include all taxes. The organiser reserves the right to alter prices at any time. However, in the case of an alteration at a later date, the prices to be applied are those applicable on the day the order was registered. The resale of a ticket at a higher price than that printed on the ticket is strictly forbidden and may result in prosecution.

### Payment

Reservation on the website must be paid for with a bank card (Carte Bleue, VISA, EUROCARD-MASTERCARD, AMERICAN EXPRESS) in euros, through our secure payment system ..... (see "secure payment"). Once payment is approved, the tickets can no longer be returned or exchanged.

### Ticket collection

Identification will be required. Tickets must be collected:

- At the ticket office at the following address:

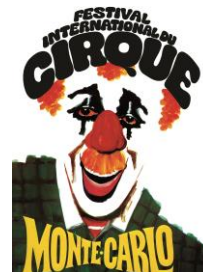
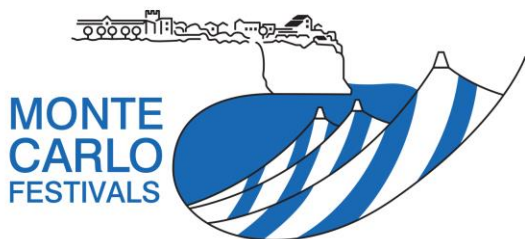
Reservations Department - 5 avenue des Lignes, MC 98000 MONACO.

- 30 minutes before the start of the show at the latest.

Tickets that have been collected can no longer be returned, exchanged or resold.

### Special features of the ticket printed at home (E-ticket)

These terms and conditions are applicable for the purchase of E-tickets and the following special conditions apply: each coded ticket (E-ticket) is delivered as a PDF file with a QR code granting access



to the show for one spectator only. If a valid E-ticket is lost, stolen or copied, only the first person to own the ticket will be granted access to the event. The buyer is responsible for the use of the E-tickets. Identification may be required.

### **Conditions for the presentation of the E-ticket**

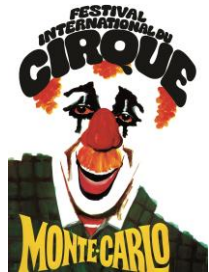
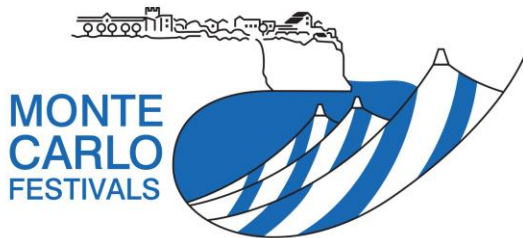
Before choosing the E-ticket option, it is the buyer's responsibility to make sure he or she has:

- Appropriate equipment to print the PDF file that will be provided;
  - Or a mobile device (telephone, tablet) with an undamaged screen and set to the optimum screen brightness to enable the reading of the PDF file which must be presented on the night of the show.
  - In the case of a printed ticket, the ticket shall only be valid if printed in black and white or in colour, on a white A4 sheet of paper, blank on both sides, with no modification of size for printing in a (vertical) portrait format, with an inkjet or laser printer. The E-ticket must be printed in good quality printing. Those that are only partially printed, dirty, damaged or illegible will not be accepted and therefore will be considered void. The customer must then reprint the coded E-ticket in order to obtain a good quality print. To reprint the ticket the customer must access the "My Account" section on the website.
- If the E-ticket is on a mobile device, it will only be valid if it is presented in its original format as a .PDF file. Any document that has been scanned or presented in another format will not be accepted.

### **Use and validity of the E-ticket**

E-tickets feature a unique QR code. Their validity is checked and registered at the entrance using special scanning devices. It is not possible to gain access to the venue more than once with the same E-ticket. Copying E-tickets is forbidden and no benefit can be transferred. Only the first person to present the E-ticket will be granted access to the event. They are deemed the legitimate owner of the E-ticket. This is why it is forbidden to copy, duplicate or counterfeit the E-ticket in any way whatsoever, or to make it available for these purposes. We advise you to store your E-ticket in a safe place, to only use an official seller to buy your E-ticket and to never accept an E-ticket from somebody you don't know, as it could be a copy. The organiser can refuse access when several print outs, reproductions, copies or imitations of an E-ticket are in circulation and access to the event has already been granted to the owner of a print out, a reproduction, a copy or an imitation. The organiser has no obligation to check the authenticity of the E-ticket to the extent that the imitation or copy cannot be irrefutably recognised as one during the check at the entrance of the event.

If access is refused to an E-ticket holder for this reason, they will have no right to the refund of the price paid. This coded E-ticket is only valid for the venue, the show, the date, the sector, the category and the time featured on it. In any other case, it will not be valid. The ticket must be retained throughout your time in the event venue. Monte-Carlo Festivals declines responsibility for errors during the order process, the treatment of the reservation or the printing of the E-ticket as long as it was not intentionally caused, or following negligence in the case of loss, theft or illicit use of the E-ticket printed at home.



### **Admittance into the event venue**

The show starts precisely on time. Latecomers will only be admitted during a break or an interval, depending on accessibility. In the event of non-compliance, access to the venue can be refused and no refund or compensation shall be granted.

### **Cancellation – Refund**

The ticket cannot be returned, refunded, exchanged or resold unless the organiser cancels the event. If the event is cancelled by the organiser, the customer will be reimbursed in full, upon request by the buyer no later than 3 months after the date of the event, and on presentation of the ticket, without any further compensation. If the show is interrupted over one hour into the event, tickets shall not be refunded. The organiser reserves the right to modify the programme without notice, as well as the acts. The organiser reserves the right to cancel a show that cannot take place due to unforeseen circumstances.

### **Image reproduction rights**

All image reproduction rights are exclusively reserved by the organising committee of the International Circus Festival of Monte-Carlo and therefore any film recorded on any media for public use is strictly forbidden. In the case of non-compliance, access to the big top can be refused, no refund or compensation will be granted.

### **Responsibility – Applicable law**

Monte-Carlo Festivals sets the rules applicable to the organisation of its event and they apply in full to all customers. Monte-Carlo Festivals is responsible for its event. The sale of tickets referred to in the present terms and conditions are subject to Monegasque law. In the event of a dispute, the Monegasque court has exclusive jurisdiction.

### **Rules and Regulations**

The Rules and Regulations of S.A.M Monte-Carlo Festivals must be respected (see "Rules and Regulations").