

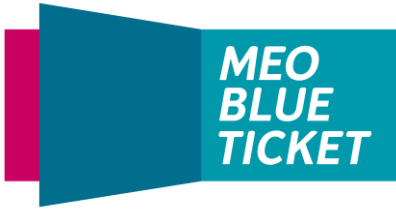
TERMS AND CONDITIONS

MEOBLUETICKET.PT

1. TERMS AND CONDITIONS

1.1. Scope

- 1.1.1. **Blueticket – Ticketing Services S.A.** (“Blueticket”), legal entity number 508668050, with registered office in Rossio dos Olivais, lot 2.13.01A, 1990-231 Lisbon, is the entity responsible for the website meoblueticket.pt (“*site*”), and for the sale of tickets and related services provided through it.
- 1.1.2. These Terms and Conditions (“T&C”) contain the terms of the purchase and sale of tickets through the *site* and any services provided through it, and must be read by the buyer carefully before completing the purchase order.
- 1.1.3. Before completing the purchase order, Particular Conditions relating to each event are made available and must be read by the buyer.
- 1.1.4. The T&C, together with the Particular Conditions provided at the time of purchase, contain all of the terms agreed between Blueticket and the buyer.
- 1.1.5. Any references to *consumers* must be read in accordance with [Law no. 24/96, of July 31](#), and subsequent amendments.

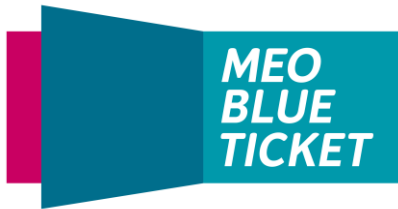


1.2. Communications, Customer support and complaints

- 1.2.1. All communications to be addressed to Blueticket, including complaints, must be directed to the following contacts:
 - Email: info@blueticket.pt;
 - Telephone: 21 891 85 06;
 - 18 20 (available 24 hours a day).
- 1.2.2. On the site, under “FAQs” [<https://www.meoblueticket.pt/FAQS/>], answers to the most commonly asked questions related to the process of buying and selling tickets through the *site* are made available.
- 1.2.3. Blueticket has an [Electronic Complaints Book](#).

1.3. Dispute Resolution

- 1.3.1. Consumer disputes of small economic value are subject to necessary arbitration or mediation when, at the express option of consumers, they are submitted for consideration to an arbitration court linked to legally authorized consumer dispute arbitration centers.
- 1.3.2. For the purposes of the previous paragraph, consumer conflicts of low economic value are considered to be those whose value does not exceed the jurisdiction of first instance courts (€5,000).
- 1.3.3. In order to facilitate the out-of-court resolution of online consumer disputes, you can use the [Online Dispute Resolution](#) platform provided by the European Commission for this purpose.
- 1.3.4. Without prejudice to the alternative resolution means made available, buyers may, in any case, resort to the judicial system, in which case the parties determine that the courts of the District of Lisbon will be competent, expressly waiving any others.
- 1.3.5. These T&C, as well as Particular Conditions, are governed by Portuguese law.



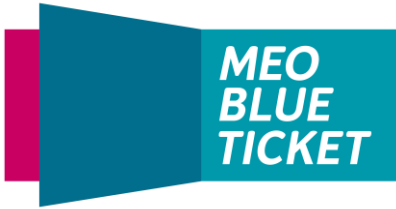
1.4. Buying and selling tickets

- 1.4.1. Through the “eTicketing” e-commerce platform owned by Blueticket, tickets for events can be purchased online, which are available under the same terms as other points of sale in the Blueticket network, including venue ticket offices.
- 1.4.2. Depending on the chosen delivery method, shipping costs may be added to the ticket price, as well as Blueticket's service fee.
- 1.4.3. In case of error due to duplication of transaction, both the cancellation and the full refund of the purchase are guaranteed upon request from the customer. To make cancellation requests in these situations, please contact info@blueticket.pt.

2. PRICE AND PAYMENT METHOD

2.1. Price

- 2.1.1. The ticket price is identified on the *site*, along with information about each event, as well as when confirming the completion of the purchase order (“*check-out*”). The identified price is always the ticket price together with VAT at the applicable legal rate.
- 2.1.2. A ticket office commission from Blueticket is added to the price. On average, this commission corresponds to 6% of the ticket value; however, this information must be confirmed (*i*) in the shopping cart and (*ii*) when completing the purchase order.
- 2.1.3. Postal or delivery costs associated with shipping may be added to the price, depending on the options available and chosen by the buyer.



2.2. Payment modes

2.2.1. Payment can be made through the following systems:

- Credit Cards (VISA, MASTERCARD);
- MBWay;
- MBnet;
- PayPal;
- Paysafe Cash;
- MULTIBANCO network (payment via reference at ATMs or at Homebanking from your bank). The validation of these transactions is ensured by UNICRE/SIBS.

2.3. Payment failure

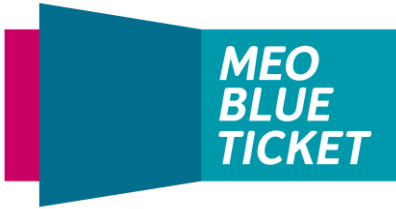
2.3.1. In case of fraudulent use of cards, Blueticket cancels transactions associated with that payment method.

2.3.2. If the payment method is not accepted within 48 hours or the MULTIBANCO references are not paid on time, the sale may not be finalized, and the buyer must repeat their purchase order, with the tickets being made available for sale again.

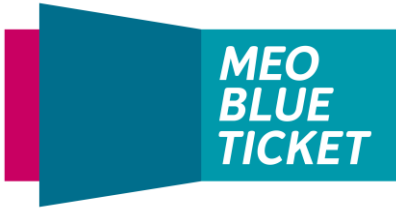
3. DELIVERY OF TICKETS

3.1. Delivery modes and customization

3.1.1. Available delivery modes vary depending on the event. The applicable delivery methods, identified for each event, are available at the time of purchase. This information must be confirmed *(i)* in the shopping cart and *(ii)* when completing the purchase order.



- 3.1.2. Depending on the events and date of purchase, the customer may choose to receive tickets through one of the following methods, among others:
- Printed ticket: (i) to be sent by post (Green Post or Express Post by hand, including international shipping) or (ii) to be collected at the ticket office of the venue where the event will take place (when applicable). Shipping by post has an extra cost and depends on the shipping option and destination country. In cases where the date of purchase does not guarantee that the customer timely receives the ticket by post, the delivery method available will be collection at the box office (when applicable) or electronic ticket.
 - Electronic ticket: available via email message, via SMARTPHONE or TABLET immediately after payment confirmation. The electronic ticket allows direct and immediate access to it. Its use involves presenting a printout of the ticket file as an attachment to the email message, or presenting it via SMARTPHONE or TABLET, and presenting it for validation at the access door (similar to the printed ticket method referred above).
- 3.1.3. In the printed ticket option, the expected delivery date will be indicated when the purchase order has been completed or the purchase confirmed.
- 3.1.4. Blueticket is not obliged to make available all the purchase/delivery means mentioned in 3.1.2., and may select, for each event, the most appropriate means, which must always be checked by the buyer before the purchase.
- 3.1.5. The buyer will be able to personalize the ticket by requesting the inclusion of their name.



4. CONCLUSION OF THE CONTRACT

4.1. Completion of the purchase order (“check-out”)

4.1.1. Before completing the purchase, Blueticket clearly provides the buyer with some information that summarizes the order, giving them the possibility of confirming the essential elements of the transaction, so that they can later complete it.

4.2. Confirmation the purchase order has been received

4.2.1. After completing the transaction on the *site* (completion of the purchase order), the buyer receives an email message confirming that the transaction was completed successfully, even though its completion may depend on the validation of the selected payment methods.

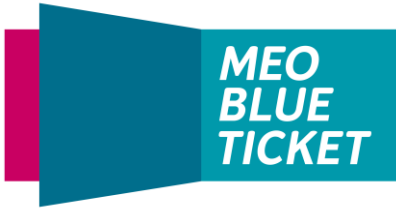
4.2.2. If there is any error or unavailability that prevents Blueticket from accepting the purchase order, the buyer will be informed within a reasonable time, and any amounts already spent will be refunded.

4.2.3. The purchase order confirmation message will have a hyperlink (“*link*”) to a reserved area on the *site* that shows ticket and purchase details.

4.2.4. After placing the purchase order and confirming it was received, the buyer receives an email message with information on the details necessary to receive or collect the tickets according to the option chosen.

4.2.5. The purchase is completed when the payment method is accepted. If there is an error, Blueticket will inform the buyer that he must repeat the Purchase Order.

4.2.6. Information regarding your purchases is stored and recorded in your personal area.



4.3. Purchase cancellation

- 4.3.1. Blueticket may cancel the transaction and invalidate the ticket, refunding the amount paid if:
- The amount paid is incorrect, whether due to an error in the price published on this *site* or any information that has been communicated to you in another way;
 - The buyer managed, by mistake, to purchase a ticket before its sale date or a ticket that was not put up for sale;
- 4.3.2. Cancellation will apply whether the error is due to human error or a technical failure on the *site* or any other Blueticket operating system.

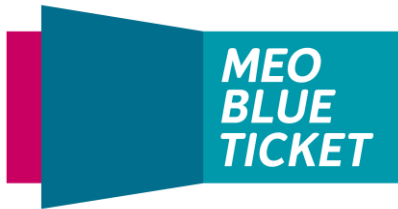
5. RETURNS, CANCELLATION AND POSTPONMENT OF EVENTS

5.1. Changing dates

- 5.1.1. Tickets purchased for an already scheduled event cannot be changed to other dates.

5.2. Resolution

- 5.2.1. All sales are final and no exchanges or returns are accepted. In the case of purchasing tickets with a scheduled date or specific execution period, there is no right of free cancellation.



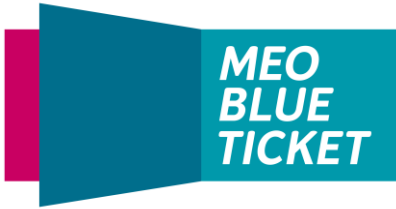
5.3. Event cancellation

- 5.3.1. In case of event cancellation, and with the authorization of the organizing entity, Blueticket will refund the amount paid for the tickets, with the exception of shipping costs and ticket office commission, or any legally established transaction fees.
- 5.3.2. The refund process will be carried out via the payment method used at the time of purchase. When necessary, Blueticket will request the NIB/IBAN to complete the return.
- 5.3.3. If the show is postponed, tickets are valid for the new date. If the buyer is not interested in the tickets for the new date, requesting a refund of the ticket price, this will be done in accordance with item 5.3.2. and up to 30 days after the scheduled date for the event. The refund process is always subject to legally established requirements, as well as the instructions of the event organizer.
- 5.3.4. The cancellation policy and respective refund policy may be revised within the scope of current legislation.

6. INSURANCE

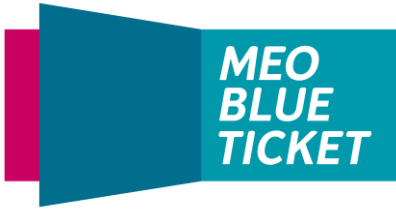
6.1. Ticket Insurance

- 6.1.1. The buyer may subscribe to “Ticket Insurance”, which guarantees the Insured Person (buyer who has subscribed to the policy), with the online purchase of entry tickets to shows sold by Blueticket, the payment of compensation as a result of an accident covered by the policy and roadside assistance.
- 6.1.2. The buyer must consult the General Conditions and coverage, which can be consulted at <https://www.blueticket.pt/PublicFiles/SeguroSiteEN.pdf> ..



7. FINAL PROVISIONS

- 7.1.1. Blueticket may, at any time and without prior notice, make changes to the content of the *site*, in particular regarding services, commercial conditions, delivery methods, payment, among others.
 - 7.1.2. *Site* users must not place fraudulent orders.
 - 7.1.3. Total or partial copying of the *site*, including any content or digital format, is prohibited without the prior written authorization from Blueticket.
 - 7.1.4. In situations of misuse of the *site*, Blueticket may cancel the user registration, cancel orders, as well as any other type of user content.
 - 7.1.5. Known best practices, such as Verisign and Hacker Safe certifications, are used to ensure the highest security standards; however, Blueticket cannot guarantee that the *site* will function completely error-free or without periods of unavailability. The *site* cannot guarantee that the download of files will be completely free from errors or associated risks, i.e. computer viruses. Blueticket will not be responsible for any damages, regardless of their nature, to computer equipment, which arise from the use of this *site*.
- 7.2. Data relating to credit cards for making purchases on the Blueticket *site* are entered into a Secure Server (SSL) that encodes, i.e. transforms all confidential data relating to personal and payment data into code. SSL is supported by all versions of Google Chrome, Firefox, Opera and Microsoft Internet Explorer browsers.
- 7.3. There are elements that indicate that the user is on a secure *site*: for example, a padlock (in Microsoft Internet Explorer) should appear in your browser, as an indicator of the page's security. You can also see that when you enter a secure zone of the *site*, its URL address will start with https:// (S=Secure).



7.4. Operating rules for the MEO Blueticket *site*: to complete your ticket purchase on the MEO Blueticket *site*, you must register as a user in advance. If you are purchasing your ticket for an event with an organized queue, we recommend that you register as a user before accessing the queue, so that you do not lose your place at the time of purchase.

You can access other information related to the *site* through:

- Privacy Policy, available [HERE](#);
- Cookies Policy, available [HERE](#).