

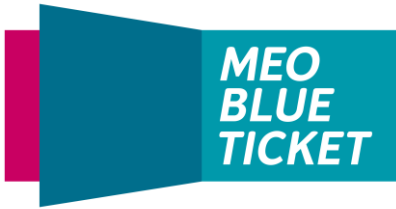
GENERAL CONDITIONS FOR TICKET SALES

MEOBLUETICKET.PT

1. GENERAL CONDITIONS FOR TICKET SALES

1.1. Scope

- 1.1.1. **Blueticket - Serviços de Bilhética S.A.** (hereinafter simply referred to as, “ Blueticket ”), a corporate entity that is registered under the number 508668050, and headquartered at Rossio dos Olivais, Lote 2.13.01 A, 1990 - 231, in Lisbon, is the entity that is responsible for the website Blueticket.pt (hereinafter simply referred to as, the “ website ”), and also for the sale of tickets, as well as for all the related services that are provided through this website.
- 1.1.2. The present General Conditions for Ticket Sales (hereinafter simply referred to as, the “ GCTS ”) contain the terms of purchase and sale of tickets through the website, as well as different types of services that are provided via this website, and they should be read very carefully by the buyer before he / she completes his / her purchase order.
- 1.1.3. The Particular Conditions that are related to each specific event and are made available at the website should also be read very carefully by the buyer before he / she completes his / her purchase order.
- 1.1.4. In addition to the Particular Conditions, an information that is provided at the moment of purchase, the GCTS also contain all the terms that are agreed between Blueticket and the buyer.
- 1.1.5. Any references to the consumers must be read under the terms of the [Law No. 24 / 96, of July 31](#) , as well as all its subsequent amendments.



1.2. Communications, Customer Support and Complaints

1.2.1. All communications to Blueticket, including complaints, should be directed to the following addresses:

- E - mail: info@blueticket.pt;
- Telephone number: 21 891 85 06;
- 18 20 (available 24 h).

1.2.2. At the website of Blueticket, there is a section under the name “ Frequently Asked Questions ” (“ FAQ ”), which can be accessed via the following link [<https://www.meoblueticket.pt/FAQS>], where the buyer can find answers for the most common questions that are related to the process of purchase and sale of tickets through the website.

1.2.3. Blueticket has also the [Electronic Complaints Book](#).

1.3. Resolution of Disputes

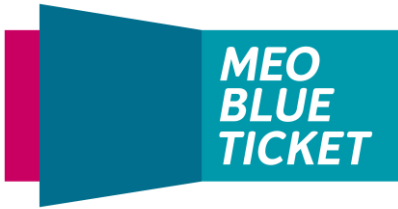
1.3.1. Consumer disputes of low economic value are subject to a necessary arbitration or intervention every time when, at the express wish of the consumer to use this option, they are submitted to the arbitration court that is attached to the legally authorized consumer dispute arbitration centers.

1.3.2. For the purposes of the previous paragraph, consumer disputes of low economic value are considered to be those ones the value of which does not exceed the jurisdiction of the courts of first instance (€ 5, 000).

1.3.3. In order to facilitate the out - of - court settlement of the consumer disputes online, one can make use of the [Online Dispute Resolution](#) platform that was created by the European Commission for this specific purpose.

1.3.4. Without any prejudice to the alternative means of the resolution of disputes that are made available, the buyers may, in any case, resort to the court system. In this case, the parties determine that the courts of the District of Lisbon shall have jurisdiction, with express waiver of any other courts.

1.3.5. The present GCTS, as well as the Particular Conditions, are governed by the Portuguese law.



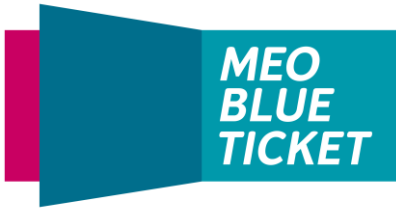
1.4. Purchase and Sale of Tickets

- 1.4.1. With the help of the “ e - Ticketing ” electronic business platform, which belongs to Blueticket, the tickets for the events can be purchased online. They are made available under the same terms and conditions as in all the other points of sale of the Blueticket network, including the ticket offices of the concert halls.
- 1.4.2. Depending on the [method of delivery chosen](#), shipping costs may be added to the price of tickets, along with the Blueticket’ s box office commission.
- 1.4.3. In case of an error due to the duplication of the transaction, the cancellation and full refund of the value of the purchased ticket are guaranteed to the buyer as soon as his / her request is received. In these situations, in order to make a cancellation request, the buyer should send his / her message to the following e - mail address: info@blueticket.pt.

2. PRICE AND METHODS OF PAYMENT

2.1. Price

- 2.1.1. The price of the tickets is identified on the website, along with the information about each event, as well as, at the moment of confirmation of the completion of the purchase order (“ check - out ”). The identified price is always the price of the ticket together with the VAT at the applicable rate in force.
- 2.1.2. Blueticket box office commission is added to the price of the ticket. On average, this commission corresponds to 6 % of the ticket value, however, this information must be confirmed (*i*) in the shopping cart and (*ii*) at the moment of the completion of the purchase order.
- 2.1.3. Postal and delivery charges, which are associated to the shipping process, may be added to the price of the ticket, depending on the [available and chosen modalities](#).



2.2. Methods of Payment

2.2.1. It is possible to make payment for the tickets by means of the following payment systems:

- CREDIT CARDS (VISA, MASTERCARD);
- MB WAY;
- MB NET;
- PAY PAL;
- PAY SAFE CASH;
- MULTIBANCO network (i.e. payment via a special reference number at ATMs or via your bank' s Home banking service). The validity of these transactions is verified by UNICRE / SIBS.

2.3. Payment Failure

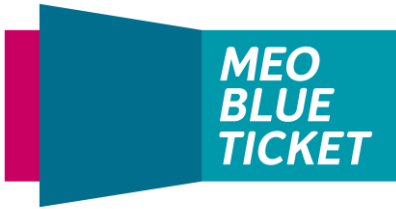
2.3.1. In case of the fraudulent use of payment cards, Blueticket reserves the right to cancel all the transactions made by means of this method of payment.

2.3.2. If the method of payment is not accepted within 48 hours or the MULTIBANCO references are not paid on time, the sale is not considered to be finalized. The tickets will be put on sale again, and the buyer will have to repeat his / her purchase order.

3. DELIVERY OF TICKETS

3.1. Methods of Ticket Delivery and Customization

3.1.1. The available methods of the ticket delivery vary depending on the event. All the applicable methods of the ticket delivery are identified for each event and are made available at the moment of purchase. This information must be confirmed (*i*) in the shopping cart and (*ii*) upon the completion of the purchase order.



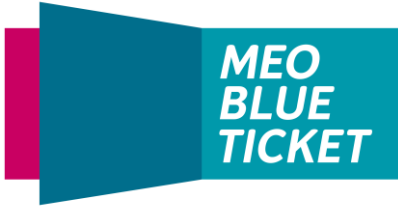
3.1.2. Depending on the events, as well as on the dates of purchase of the tickets, the buyer may choose, among other options, to receive his / her ticket by one of the following means:

- Printed ticket: (*i*) It can be sent by post (either via a Standard “ Green ” delivery or Express “ Hand - in - Hand ” delivery; N.B. both of them are applicable also for international deliveries), or (*ii*) It can be picked up at the ticket office of the concert hall where the event is about to be held. The delivery of tickets by post has an extra cost, which usually depends on the option of the delivery, as well as on the country of destination. In case if the date of the ticket purchase does not allow to receive it by post on time, only two options will be made available for the buyer as a method of delivery: he / she can either pick his / her ticket up at the ticket office (if applicable) or he / she can choose to receive his / her ticket by e - mail (“ Electronic Ticket ” delivery).
- Electronic ticket: It is made available via an e - mail message, as well as via a SMARTPHONE or TABLET, right after the confirmation of the payment. The electronic ticket allows a direct and immediate access to it. Its usage implies the presentation of the printout of the ticket file in a format attached to the e - mail message, or its presentation through a SMARTPHONE or TABLET, as well as its presentation for validation at the access gate (similar to the printed ticket type mentioned above).

3.1.3. In case of the printed tickets, the indication of the expected date of delivery will be provided at the moment of the [completion of the purchase order or at the moment of the confirmation of the purchase](#).

3.1.4. Blueticket is not obliged to provide all the means of purchase that are referred to in the point 3.1.2., and may select, for each event, the most appropriate ones, which should always be verified by the buyer before he / she completes his / her purchase order.

3.1.5. The buyer will be able to personalize his / her ticket by requesting to include his / her name on it.



4. CONCLUSION OF THE CONTRACT

4.1. Completion of the purchase order (" *check - out* ")

4.1.1. Before the buyer completes his / her purchase, Blueticket provides him / her, in a clear way, with some information that summarizes his / her purchase order, and gives him / her a possibility to confirm all the essential elements of the transaction, so that he / she can later successfully complete his / her transaction.

4.2. Confirmation of the Purchase Order Receipt

4.2.1. After completion of the transaction through the website (completion of the purchase order), the buyer receives an e - mail message with the confirmation that the transaction has been successfully completed, and the finalization of the transaction will be dependent on the validation of the selected method of payment.

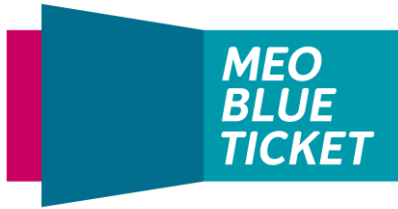
4.2.2. If there is any error or unavailability that prevents Blueticket from accepting some specific purchase order, the buyer will be informed about it within a reasonable period time, and any amounts that may have already been paid by him / her will be refunded.

4.2.3. The message confirming the receipt of the purchase order will have a link to a reserved area on the website that will show the buyer all the details related to his / her ticket and purchase.

4.2.4. After the purchase order, as well as after the respective confirmation of receipt, the buyer receives an e - mail message with the information about all the details that are necessary for him / her to receive or pick up his / her tickets according to the option that has been previously chosen by him / her.

4.2.5. The purchase is completed at the very moment when the method of payment is accepted. In case of any error, Blueticket will inform the buyer of the fact that he / she must repeat his / her purchase order.

4.2.6. All the information related to the buyer' s purchases is saved and registered in his / her personal area.



4.3. Cancellation of Purchased Tickets

4.3.1. Blueticket can cancel the transaction, invalidate the ticket and proceed with the refund of the amount paid for it in one of the following cases:

- If the amount paid for the ticket is not a correct one, either because there was a mistake in the price of the ticket published on this website, or because a wrong information was provided to the buyer in any other possible way.
- If the buyer has managed, by mistake, to acquire a ticket before the date of its sale, or he / she has somehow managed to buy a ticket that has not been offered for sale.

4.3.2. The cancellation of the purchased tickets will be applied when the improper ticket sales are the result either of a human error or any technical error both on this website and in any other operating system of Blueticket.

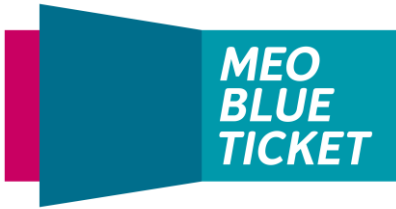
5. TICKET RETURNS, CANCELLATION AND POSTPONEMENT OF THE EVENTS

5.1. Alteration of Dates

5.1.1. All the tickets that were purchased for an event that had already been scheduled may not be changed for other dates.

5.2. Resolution

5.2.1. All the ticket sales are final, and no ticket exchanges or returns will be permitted. In case of the purchase of tickets with a scheduled date or with a specific performance period there will be no right of free resolution.



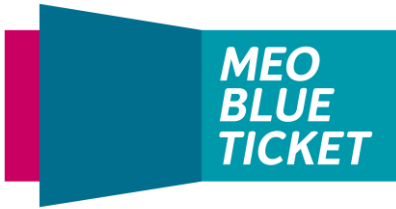
5.3. Event cancellation

- 5.3.1. In case of cancellation of the event, and with authorization from the organizer, Blueticket will refund the amount paid for the tickets, with the exception of shipping costs and ticket commission, or any legally established transaction fees .
- 5.3.2. The return process will be carried out through the payment method used to purchase. When necessary, Blueticket will request the NIB/IBAN to ensure the return.
- 5.3.3. In case of postponement of the show, tickets are valid for the new date.
- 5.3.4. If the buyer is not interested in tickets for the new date, and requests for refund of the ticket amount, this will be done in accordance with point 5.3.2. and up to 30 days after the scheduled date for the event. The return process is always subject to the legally established requirements, as well as the instructions from the event organizer.
- 5.3.5. the Cancellation Policy and return policy may be revised within the scope of current legislation.

6. INSURANCE

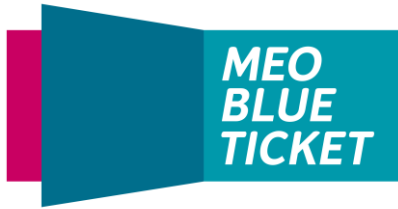
6.1. Ticket Insurance

- 6.1.1. The buyer will be able to subscribe to a “Ticket Insurance”, which guarantees to the Insured Person (a buyer who has adhered to the Insurance Policy), with the online purchase of entrance tickets to the events sold by Blueticket, the payment of compensation as a consequence of an accident covered by the Insurance Policy and Travel Assistance.
- 6.1.2. The buyer should also consult the General Conditions and Insurance Coverages, which can be accessed at <https://www.blueticket.pt/PublicFiles/CondicoesPT.pdf> and at <https://www.blueticket.pt/PublicFiles/GarantiasPT.pdf>.



7. FINAL PROVISIONS

- 7.1.1. Blueticket reserves the right to modify, at any time and without any prior notice, the content of this website, namely when it comes to its services, commercial conditions, methods of delivery, methods of payment, among others.
 - 7.1.2. The users of the website should not make any fraudulent orders.
 - 7.1.3. This website may neither completely nor partially be copied, including any type of the content or digital format, without the Blueticket's prior written permission.
 - 7.1.4. In situations of the undue use of the website, Blueticket reserves the right to cancel the user's registration, as well as all his / her purchase orders, and to delete any other type of the content that belongs to him / her.
 - 7.1.5. The best known practices, such as Verisign and Hacker Safe certifications, are used in order to ensure the highest safety standards, however, Blueticket is not able to guarantee that the operation of this website will be entirely free of errors and that there will be no periods of unavailability. The website is also not able to guarantee that the downloaded files will be completely free of errors or any risks, specifically those associated with different kinds of computer viruses. Blueticket will not take the responsibility for any damages, regardless of their nature, in the computing device of the user, which may arise from the use of this website.
- 7.2. The credit card data that are necessary to make purchases through the website of Blueticket are inserted in a Secure Server (SSL) that encrypts, i.e. transforms into a code all the confidential information that is related to the personal and payment data. SSL is supported by all the versions of Google Chrome, Mozilla Firefox, Opera and Microsoft Internet Explorer browsers.



7.3. There are different elements that can indicate that the user is visiting a secure website: for example, a lock icon (in the Microsoft Internet Explorer) should appear in his / her browser as an indicator of the page security. He / she can also see that, every time when he / she enters a secure area of the website, the respective URL address will start with https: // (S = Secure).

You can also consult all the other relevant information that is related to the website by reading:

- Our Privacy Policy that can be accessed [HERE](#) ;
- Our Cookie Policy that can be accessed [HERE](#) .