



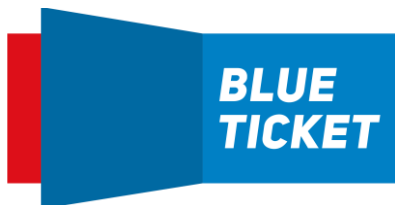
GENERAL CONDITIONS FOR TICKET SALES

BLUETICKET.PT

1. SCOPE

Blueticket - Serviços de Bilhética S.A., the entity that is responsible for the running of this website, is 100 % owned by Arena Atlântico - Gestão de Recintos Multiusos, S.A., which is headquartered at Rossio dos Olivais, Lote 2.13.01 A, 1990-231, in Lisbon, and is a holder of the certified e - Ticketing Software.

- On the “ e - Ticketing ” electronic business platform, the tickets for the events can be purchased online.
- All the tickets are made available under the same terms and conditions as in all the other points of sale of the network, including the ticket offices of the concert halls (Decree - Law 7 / 2004, of January 7, modified by Decree - Law 62 / 2009, of March 10).
- The purchase of the tickets online has a medium price of 6 % + VAT that is applied to the total price of the transaction. Depending on the events, as well as on the dates of purchase of the tickets, the buyers may choose, among other options, to receive their tickets by post (it can be either a Standard “ Green ” delivery or Express “ Hand - in - Hand ” delivery, which are also valid for international deliveries), by e-mail (“ Electronic Ticket ” delivery), or to pick them up at the ticket office of the concert hall where the event is about to be held (if applicable).
- In case if there are mistakes that have to do with the duplicate transactions, the buyers of the tickets can ask for a cancellation and full refund of the ticket price.
- Delivery of tickets by post has some extra costs, and depends on the delivery option, as well as on the country of destination that are selected by the buyers.
- In case if the date of the tickets purchase does not allow to receive the tickets by post on time, the buyer will be only given two options: he / she can either choose to receive the tickets by e-mail (“ Electronic Ticket ” delivery) or to pick them up at the ticket office (if applicable).



2. PAYMENT METHODS

- It is possible to pay for the tickets by means of the following payment systems: Credit cards (VISA, MASTERCARD), MB WAY, MB NET, Pay Pal and Pay Safe Cash, as well as via the MULTIBANCO network (at ATMs or via your bank' s Home banking service). The validity of these transactions is verified by UNICRE / SIBS.
- In case of the fraudulent use of payment cards, Blueticket - Serviços de Bilhética, S.A. reserves the right to cancel all the transactions made by means of these payment methods.

3. DELIVERY METHODS

There are different delivery methods and all of them depend on the configuration defined for each one of the events. Please consult all the available delivery methods during the process of the purchase of your ticket.

4. TICKET RETURNS, CANCELLATION AND POSTPONEMENT OF THE EVENTS

ATTENTION - EXCEPTIONAL MEASURES

COVID-19: NEW RULES ON REFUND OF THE TICKET VALUE

<https://www.culturacovid19.gov.pt/eu-tenho-uma-estrutura/>

a. TICKET RETURNS, CANCELLATION AND POSTPONEMENT OF THE EVENTS

- All the ticket sales are final, and no ticket exchanges or returns will be permitted.
- All the situations of force majeure, which are submitted and duly justified on a date prior to the event, will be dealt with on a case - by - case basis:
 - In case of the event cancellation, Blueticket - Serviços de Bilhética, S.A., is obliged to refund the ticket value (shipping costs and transaction processing fees are excluded). As for payments made by a Credit Card, refunds will be made to the card from which the payment was done at the moment of purchase. In other cases, refunds will be made to the BIN (“ Bank Identification Number ”) associated with the given transaction.
 - In case of the event postponement, the tickets are valid for the new dates. Upon customer request, the amount paid for the tickets can be refunded, and all the refunds will be processed under the terms stipulated in the previous point, and within a maximum of 30 (thirty) days after the date that was foreseen for the realization of the event.



If the amount paid for a ticket is not a correct one:

- either because there was a mistake in the ticket price published on this website, or because a wrong information was provided to the buyer in any other possible way;
- or if the buyer acquired a ticket that was not supposed to be put on sale,

Blueticket - Serviços de Bilhética, S.A., reserves the right to cancel such tickets, and will refund the full amount paid for them. These measures 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. CUSTOMER SUPPORT

All the communications should be directed to the following e-mail address: info@blueticket.pt or to the following telephone number: 21.891.85.06.

The website of Blueticket (www.blueticket.pt) has also a section under the name “ Frequently Asked Questions ” (“ FAQ ”), where you can find answers for the most common questions.

6. MODIFICATIONS

Blueticket - Serviços de Bilhética, S.A. reserves the right to modify, at any time and without any prior notice, the content of this website, especially when it comes to the services, sales conditions, methods of delivery, payment methods, among other points.

7. COMMITMENTS

The website of Blueticket will take all the possible technical and organizational measures to guarantee the privacy of the personal information entrusted to it, in accordance with the stipulations of the Article 35 of the Constitution of the Portuguese Republic.

The user of the Blueticket website is responsible for safeguarding his / her account' s access information (namely, his / her user name and password), in order to guarantee the confidentiality of his / her data. The password is a secret code, known only by the user, which makes possible the accomplishment of his / her orders and allows him / her to consult and modify his / her personal data.



The website of Blueticket cannot be used for the exchange of different kinds of computer viruses, mass mailings (spam) or any illegal, offensive, abusive, indecent or otherwise defamatory material.

The users of the Blueticket website should not make any fraudulent orders.

No part of this website may be copied or reproduced, including any type of the content or digital format that belong to the website of Blueticket, without the Blueticket' s - Serviços de Bihética, S.A. prior written authorization.

In situations of undue use of the website, and regardless of the legal process, Blueticket - Serviços de Bihética, S.A. reserves the right to cancel the user's registration, as well as to remove all his / her orders or any other type of the content that has been entered by him / her.

8. DISCLAIMERS

Blueticket - Serviços de Bihética, S.A. cannot guarantee that the operation of this website will be entirely free of errors and that there will be no periods of unavailability. The website of Blueticket cannot guarantee that the downloaded files will be completely free of errors or any risks, particularly those associated with different kinds of computer viruses. Blueticket - Serviços de Bihética, S.A. 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.

9. SAFETY AND USE OF DATA

In order to get a more detailed information on the safety and use of data, you should consult our Cookie Policy that is available [HERE!](#) and our Privacy Policy that can be accessed [HERE!](#)

10. NO - SHOW INSURANCE

The " No - Show Insurance " guarantees the reimbursement of the ticket value and all the related administrative costs, if you are unable to attend the event for which you purchased the ticket, because of one of the numerous reasons described in the " General Conditions of the Product ". In order to obtain a more detailed information on this point, please consult the " General Conditions of the Product ". The No - Show Insurance must be acquired at the moment of purchase of the ticket. You can consult our Guarantees at <https://www.blueticket.pt/PublicFiles/GarantiasPT.pdf> , and the General Conditions of the No - Show Insurance can be consulted at <https://www.blueticket.pt/PublicFiles/CondicoesPT.pdf> .