

TALONARIUM

TERMS OF SERVICE

Last updated: March 12, 2026

1. PURPOSE AND SCOPE

These Terms of Service govern access to and use of the Talonarium Platform, which is designed for the management and sale of event tickets. Use of the Platform constitutes full and unconditional acceptance of these terms.

These terms apply to all Platform users, whether as attendees (ticket buyers) or as organizers (event promoters).

For any enquiries, please contact us at: contact@talonarium.com

2. MINIMUM AGE

Access to and use of the Platform is reserved exclusively for persons aged 18 or over. By accepting these terms, the user declares and warrants that they meet this age requirement. Talonarium reserves the right to cancel accounts or purchases when this requirement is found to be breached.

3. DESCRIPTION OF THE SERVICE

- The in-person (at-the-door) ticket sales service is free of charge for organizers.
- The online ticket sales service may be free of charge when tickets have no price, and fee-based for priced tickets. Full pricing information is available to users on the Platform at all times.
- The information service provided through the Platform is free of charge.
- When an attendee purchases a ticket, Talonarium does not apply any management surcharge, as the purchase is not processed through an online payment gateway.
- All application features are free of charge, except for certain advanced features available through a paid subscription (premium plan), the price of which is detailed on the Platform.

4. ORGANIZER RESPONSIBILITIES

Any changes occurring after ticket sales begin — such as date changes, venue changes, or event cancellation — are the exclusive responsibility of the event organizer. Talonarium will only act as a communication channel to inform attendees of such changes.

5. PERMITTED USE AND PROHIBITED CONDUCT

Using Talonarium for illegal purposes or purposes outside its primary scope will result in the automatic cancellation of published content and the possible suspension or disabling of the user account. Prohibited uses include, but are not limited to:

- Unauthorized resale of tickets for profit.

- Publishing events with inappropriate, illegal, or morally objectionable content.
- Infringement of third-party intellectual or industrial property rights.
- Using the Platform for fraudulent purposes or to deceive other users.

A ticket may not be used for advertising, commercial, promotional, gaming, contest, or betting purposes without the prior, express, and verifiable authorization of the event organizer.

If you detect any of the activities described above, please report them to: contact@talonarium.com

6. ELECTRONIC FRAUD

The use of the Platform to purchase tickets under any of the following circumstances constitutes criminal fraud under applicable law and may be punishable by imprisonment:

- Providing false buyer information or incorrect card details used as the means of payment.
- Using data or payment cards belonging to persons other than the buyer.
- Providing card numbers that do not correspond to the actual buyer.
- Assuming the identity of a cardholder.
- Using card numbers generated by computer programs or similar algorithms.

7. REFUND POLICY FOR ATTENDEES

- Once a ticket has been purchased, it will not be exchanged or refunded, except as required by applicable law.
- In accordance with applicable consumer protection legislation, the right of withdrawal does not apply to service contracts related to leisure activities where a specific date or period of execution is stipulated. Accordingly, the user may not exercise any right of withdrawal or cancellation after purchasing a ticket.
- The inability to attend an event or an error made during the purchase process does not constitute valid grounds for a refund.
- In the event of cancellation, date change, or other material modification of an event, the organizer undertakes to reimburse the full ticket price to the buyer, including any applicable management fees. Talonarium will publish such changes on the Platform and notify affected buyers by email as soon as it becomes aware of them.
- Buyers have thirty (30) days from the date of purchase to report any error made when requesting tickets.

8. LIMITATIONS OF LIABILITY

- Talonarium accepts no responsibility for tickets purchased from unofficial points of sale and is not liable for any price differences with other sales channels or media.
- Tickets are issued in accordance with the rules and regulations of the venue where the event takes place.
- For operational availability reasons, the organizer reserves the right to modify the visit time selected at the time of purchase, with a delay of up to two (2) hours.

- Tickets may be subject to a maximum number per person, per credit card, or, for certain events, per household.

9. PREMIUM SUBSCRIPTIONS — CANCELLATION AND REFUND POLICY

Talonarium offers advanced features through paid subscriptions (premium plan). Users may cancel their subscription at any time; cancellation will prevent future renewals, but access to premium features will be maintained until the end of the current billing period.

Google Play Store (Android)

Subscriptions can be cancelled directly from the Google Play Store app or via the Google Play website. Refunds are managed directly by Google in accordance with their own policies. For any claim, users must contact Google Play support.

Apple App Store (iOS)

App Store subscriptions are managed exclusively through the user's Apple ID settings. Talonarium cannot cancel these subscriptions on behalf of the user. Refunds are managed exclusively by Apple in accordance with their own policies.

Website (RevenueCat Web Billing)

If the subscription was purchased directly on talonarium.com, users can manage and cancel it from their account dashboard. As a matter of Talonarium policy, refunds will not be issued once the specified free trial period has elapsed. Exceptionally, in the event of duly justified unforeseen circumstances, Talonarium may review the case and process a refund.

10. SECURITY AND DATA PROTECTION

Talonarium implements appropriate technical and organizational measures to ensure the security, integrity, and confidentiality of collected personal data, in compliance with applicable data protection regulations including the EU General Data Protection Regulation (GDPR).

For more information on how we process your personal data, please see our [Privacy Policy](#).

11. GOVERNING LAW AND JURISDICTION

These Terms of Service are governed by and construed in accordance with Spanish law. For the resolution of any dispute arising from the use of the Platform, the parties submit to the jurisdiction of the competent courts of Spain, expressly waiving any other forum to which they might be entitled.

For users resident in the European Union, please note the existence of the EU Online Dispute Resolution (ODR) platform, available at: <https://ec.europa.eu/consumers/odr/>.

12. AMENDMENTS

Talonarium reserves the right to amend these Terms of Service at any time. Changes will be published on the Platform with the date of the update indicated. Continued use of the Platform after the publication of changes will constitute acceptance of those changes.

13. CONTACT

For any queries, questions, or complaints relating to these terms, please contact us at: contact@talonarium.com