

CONDITIONS AND USE OF THE SERVICE

The service of selling tickets by hand is free of charge and that of online tickets can be free when the ticket does not have an amount and onerous for those with an amount providing the user with all the information regarding the price of each ticket at all times on the web. The information service offered through the web is free of charge.

When an attendee buys a ticket, Talonarium does not apply any type of charge as it is not a payment through its own online payment gateway.

All the functionalities of the application are free with the exception of some features for more advanced users.

Changes that occur after the start date of ticket sales such as: date changes, cancellation of the event, etc. they compete exclusively with the promoter of the event.

The use of Talonarium for illegal purposes, whether it is the resale of tickets, inappropriate events or other types of activities unrelated to the main purpose of the platform, will lead to the automatic cancellation of the published content and a possible penalty towards the user.

The use of this electronic payment system to purchase tickets will constitute a crime of electronic fraud, provided for in article 248 of the Penal Code and punishable by up to six years in prison, when any of the following circumstances occur :

- Providing false information about the buyer or the number of the card used as a means of payment
- Use the data of people other than the buyer
- Provide card numbers that do not match the buyer's
- Usurp the status of holder of foreign cards
- Use card numbers generated with computer programs or similar algorithms.

A ticket may not be used for advertising, commercial, promotional, gaming, contest or betting purposes, without prior, express and bona fide authorization from the promoter.

Talonarium declines all responsibility for tickets purchased at unofficial points of sale, and is not responsible for possible price differences with other means or sales channels.

The ticket or tickets are issued in accordance with the rules and regulations of the venue you own.

For reasons of availability, the promoter reserves the right to change the visit time you selected at the time of purchase, delaying it by up to 2 hours.

Tickets may be limited to a maximum number per person, per credit card and, for some events, per family.

The customer has a period of thirty days to claim any error he/she has made when requesting tickets.

Talonarium incorporates appropriate safeguards and uses industry standard technology to enhance the security, integrity, completeness, accuracy and protection of the personal data it collects, and has established reasonable precautions to protect such information from potential loss or misuse. Its data protection and security policies are regularly reviewed and improved where necessary, and it strives to ensure that only authorized individuals have access to the information you provide.

Returns policy and right of withdrawal

Once the ticket has been purchased, its amount will not be changed or refunded, except for reasons provided for in current legislation.

The refund of the amount of previously purchased tickets is not allowed. The impossibility of attending an event or show or the commission of an error when purchasing the ticket(s) are not grounds for refund.

The user will not be able to exercise the right of withdrawal or resolution, in accordance with current regulations on consumption and the organization of retail trade.

The promoter undertakes to return the full amount to the buyer assuming the management costs incurred when purchasing the tickets.

Talonarium in the face of any change that occurs in an event or show undertakes to:

- a) Publish it on your website as soon as you become aware of them, in order to keep users properly informed.
- b) Send a message to the email address indicated by the user at the time of purchase informing about these changes.