



Terms and Conditions of Sale

1. General

1.1 Organisers: In these regulations the expression 'the organisers' (Easy (Gibraltar) Weddings) includes any person or persons or associations appointed by them to act on their behalf.

1.2 We sell tickets as and when allocated by the organisers. Tickets are generally sold through several distribution points. All distribution points access the same ticketing system and inventory therefore, tickets may sell out quickly. Occasionally, tickets may be available at the venue at a differing cost.

1.3 To purchase tickets you must contact the event organisers.

2. Contract

2.1 Any purchase of tickets from us is subject to: (i) this Purchase Policy; (ii) any special Terms and Conditions which may be displayed on our website; and (iii) the Terms and Conditions of the organiser(s) and/or event, which can be found on their respective websites. Venue Terms and Conditions may also be available at the venue box office.

2.2 Your contract for purchase of a ticket starts once we have confirmed your purchase and ends immediately after the completion of the event for which you have purchased the ticket. All purchases must be made in cash.

2.3 You agree not to obtain or attempt to obtain any tickets through illegal or unauthorised activity. We reserve the right to cancel any transaction which we reasonably suspect to have been made in breach of these provisions without any notice to you and any and all tickets purchased as part of such transaction will be void.

2.4 We reserve the right to cancel bookings which we reasonably suspect to have been made fraudulently.

3. Prices and fees

3.1 Purchases from us may be subject to a ticket service charge and a non-refundable per order delivery fee.

3.2 The price of any Special Tickets may vary as it is set according to demand at the time of purchase. You pay the price of the ticket at the time you make your purchase, but the price of similar Special Tickets may increase or decrease after you have made your purchase. You will not be entitled to a refund if the price of similar Special Tickets subsequently falls.

3.3 Please note that the price printed on Special Tickets is usually its face value rather than the purchase price. You will not be entitled to a refund on the basis that you have paid a higher price than the face value of the Special Ticket. Market-based pricing allows us to give fans access to the best tickets, whilst enabling Event Organisers to price tickets closer to their true value. The price paid for a Special Ticket represents its true value at the time of purchase.

3.4 Whilst we try to ensure that all prices advertised are accurate, errors may occur. If we discover an error in the price of any tickets you have ordered, we will inform you as soon as possible and give you the option of



reconfirming your order at the correct price (and credit or debit your account as applicable) or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect price, you will receive a full refund from us.

4. Cancellations

4.1 If you have purchased a ticket or Special Ticket you are not entitled to cancel your purchase.

5. Tickets

5.1 Any ticket you purchase from us remains the property of the organisers and is a personal revocable licence which may be withdrawn and admission refused at any time. If this occurs, you will be refunded the sale price of the ticket which has been withdrawn or for which access was refused (excluding the per order booking fee).

5.2 Policies set by the organisers, may prohibit us from issuing replacement tickets for any lost, stolen, damaged or destroyed tickets. For example, for non-seated events, allowing a possibility of both the original and replacement tickets being used, may compromise the licensed capacity of the venue. If replacement tickets are being issued, we may charge you a reasonable administration fee.

5.3 We will not be responsible for any tickets that are lost or stolen after purchase. Please note that direct sunlight or heat can sometimes damage tickets.

5.4 It is your responsibility to check your tickets; mistakes cannot always be rectified.

6. Restrictions

6.1 When purchasing tickets from us, you are limited to a specified number of tickets for each event. This policy is in effect to discourage unfair ticket buying practices. Tickets may be restricted to a maximum number per person or per credit card. We reserve the right to cancel tickets purchased in excess of this number without prior notice.

6.2 Tickets may be sold subject to certain restrictions on entry or use, such as restricted, obstructed or side view or a minimum age for entry. Any such restriction shall be displayed on our website or otherwise notified to you before or at the time you book the tickets. It is your responsibility to ensure that you read all notifications displayed on our website or social media (Facebook) platforms.

6.3 You may not resell or transfer your tickets if prohibited by law. In addition, the organisers may prohibit the resale or transfer of tickets for some events. Any resale or transfer (or attempted resale or transfer) of a ticket in breach of the applicable law or any restrictions imposed by the organiser is grounds for seizure or cancellation of that ticket without refund or other compensation.

6.4 A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal written permission is given by the organisers, provided that even if such consent is obtained, use of our trademarks and other intellectual property is subject to our prior consent.



7. Event

7.1 It is your responsibility to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, we will use reasonable endeavours to notify you of the cancellation once we have received the relevant authorisation from the organiser. We do not guarantee that you will be informed of such cancellation before the date of the event.

7.2 Please note that advertised start times of events are subject to change.

7.3 Tickets are sold subject to the organiser's right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets, unless such change is a material alteration as described in paragraph 8.4, in which case the provisions of this paragraph shall apply.

8. Refunds

8.1 Occasionally, events are cancelled, rescheduled or materially altered by the team, performer or the organiser for a variety of reasons.

8.2 Cancellation: If an event is cancelled (and not rescheduled), you will be offered a refund of the sale price of your ticket(s), excluding any booking fee. If an event takes place over several days and one or more day(s) is/are cancelled (but not all the days constituting the event), a partial refund only may be payable corresponding to the day(s) cancelled.

8.3 Rescheduling: Unless indicated otherwise in relation to a particular event, if an event is rescheduled, you will be offered seats at any rescheduled event (subject to availability) of a value corresponding with your original tickets. If you are unable to attend the rescheduled event, you will be offered a refund of the sale price of your ticket(s) excluding any booking fee. You must inform us within the time specified by us if you are unable to attend the rescheduled event, otherwise we may reconfirm your booking for the rescheduled date and you will not be entitled to claim a refund.

8.4 Material alteration: If an event is materially altered, you will be offered an option to either reconfirm your order for the altered event or to claim a refund (of the sale price of your ticket(s) excluding the booking fee), within such time as specified by us. Failure to inform us of your decision may result in your order being reconfirmed for the altered event and you will not be entitled to claim a refund. A 'material alteration' is a change which, in our and the organiser's reasonable opinion, makes the event materially different to the event that purchasers of tickets, taken generally, could reasonably expect. The use of understudies in theatre performances and/or any changes of: (i) any supporting act; (ii) members of a band; and/or (iii) the line-up of any multi-performer event (such as a festival) shall not be a material alteration.

8.5 To claim your refund in the above cases, please apply in writing to: info@easygibraltarweddings.com. You must enclose your unused tickets and comply with any other reasonable instructions from us.

8.6 If you have purchased from us any tickets associated with an event which has been cancelled, rescheduled or materially altered and a refund of a ticket is due to you in accordance with this clause 8, we will also refund you



the purchase price of such ticket purchased from us, excluding the booking fee.

8.7 This Purchase Policy does not and shall not affect your statutory rights as a consumer.

8.8 We regret that, unless paragraphs 8.2, 8.3 or 8.4 apply, tickets cannot be exchanged or refunded after purchase.

9. Liability

9.1 Personal arrangements including travel, accommodation or hospitality relating to the event which have been arranged by you are at your own risk. Neither we nor the organiser(s) shall be liable to you for any loss of enjoyment or wasted expenditure.

9.2 Unless otherwise stated in this clause 9, our and the organiser(s)' liability to you in connection with the event (including, but not limited to, for any cancellation, rescheduling or material change to the programme of the event) and the ticket you have purchased shall be limited to the price paid by you for the ticket, excluding any booking fee.

9.3 Neither we nor the organiser(s) will be liable for any loss, injury or damage to any person (including you) or property howsoever caused (including by us and/or by the organiser(s)): (a) in any circumstances where there is no breach of a legal duty of care owed by us or the organiser(s); (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury resulting from our negligence); or (c) to the extent that any increase in any loss or damage results from breach by you of any of the terms of this Purchase Policy and/or any terms and conditions of the organiser(s) or your negligence.

9.4 Nothing in this Purchase Policy seeks to exclude or limit our or the organiser(s)' liability for death or personal injury caused by our or the organiser(s)' (as relevant) negligence, fraud or other type of liability which cannot by law be excluded or limited.

10. Admission and Attendance

10.1 The venue reserves the right to refuse admission should patrons breach any terms and conditions of the event or the organiser. The venue may on occasions have to conduct security searches to ensure the safety of the patrons.

10.2 Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.

10.3 There will be no pass- outs or re-admissions of any kind.

10.4 The unauthorised use of photographic and recording equipment is prohibited. Any photos, videos and/or recordings may be destroyed or deleted. Laser pens, mobile phones, dogs (except guide dogs) and a patron's own food and drink may also be prohibited (please check with the venue).

10.5 You and other ticket holders consent to filming and sound recording as members of the audience.



10.6 Prolonged exposure to noise may damage your hearing.

10.7 Special effects which may include, without limitation, sound, audio visual, pyrotechnic effects or lighting effects may be featured at an event.

11. Queries and Complaints

11.1 If you have any queries or complaints regarding your purchase, contact us.

11.2 Some complaints can take up to 28 days to resolve, but we will get back to you as soon as possible.

11.3 If any dispute arises, we shall use our reasonable endeavours to consult or negotiate in good faith, and attempt to reach a just and equitable settlement satisfactory to you, us and the organiser.

11.4 Although this does not restrict your rights to pursue court proceedings, if we are unable to settle any dispute by negotiation within 28 days, you and we may attempt to settle it by mediation. To initiate a mediation a party must give written notice to the other parties to the dispute requesting a mediation. The mediation shall be conducted in accordance with the Code of Practice and Dispute Resolution Procedure current at the date of the referral which sets out the procedures to be adopted, the process of selection of the mediator and the costs involved, and which terms are deemed incorporated into this agreement.

12. Miscellaneous

12.1 The organiser and its affiliates, successors, or assigns may enforce these terms in accordance with the provisions of the Contracts Act. Except as provided above, this agreement does not create any right enforceable by any person who is not a party to it under the Act, but does not affect any right or remedy that a third party has which exists or is available apart from that Act.

12.2 All of these terms and conditions are governed by Gibraltar Law and any disputes arising out of any transactions are subject to the exclusive jurisdiction of the Gibraltar Courts.