

Terms and Conditions of Sale

ARTICLE 1 - PURPOSE

Billetweb is a ticketing solution (hereinafter referred to as “the Ticketing Service”) published by the company Trustweb (hereinafter referred to as “the Company” or “Billetweb”).

This Ticketing Service allows organizers (hereinafter referred to as “Organizers”) of events (hereinafter referred to as “Events”) to sell their tickets (hereinafter referred to as “Tickets”) on the website www.billetweb.fr (hereinafter referred to as “the Site”).

Purchasers of these Tickets are hereinafter referred to as “Buyers”. Holders and users of the Tickets are hereinafter referred to as “Participants”.

These general terms and conditions apply to any purchase of a Ticket made through the Ticketing Service. Billetweb acts as a reseller at the marketing stage of the Tickets, but never intervenes in the organization of the Event. The Organizers are therefore fully responsible for the conduct of the Event. These general terms and conditions do not cover the holding of the Event itself. The Organizers may add their own conditions relating to the Event itself in a document that will be presented after these terms and conditions.

ARTICLE 2 - PRICES

Ticket prices include, according to applicable regulations, the currency reference. Unless otherwise stated, prices are indicated on the Ticketing Service inclusive of all taxes. Since Organizers may modify the various prices during the sales period, billing, carried out by the Company, is based on the prices in force at the time the Buyer creates the order.

ARTICLE 3 - AVAILABILITY

The Ticketing Service informs you in real time of product availability when placing your order. If certain Tickets are no longer available between the beginning and the end of your order, the system will notify you.

You will be able to check the content of your order before validation and payment.

ARTICLE 4 - SEATING

Unless otherwise specified at the time of booking and on the Ticket, seating is free. If the Organizer has chosen to implement a seating system, you will be invited to choose your seat or zone during the booking process.

The layout shown on a map or diagram is provided for information purposes only. It aims to be as representative as possible but has no contractual value.

ARTICLE 5 - PERSONAL DATA

5.1 Data Controller

Personal data collected during your order is processed by Trustweb SASU (Billetweb), publisher of the platform. Some of your data is also transmitted to the Organizer of the

Event to enable the management of your registration. In this context, Billetweb and the Organizer may be considered as joint controllers or controller/processor depending on the purpose of the processing.

5.2 Data collected

- Identification and contact data: first name, last name, e-mail address of the Buyer and Participants.
- Order data: booking details, purchased tickets, payment information (excluding card number, processed directly by our payment provider).
- Additional data: any data requested by the Organizer (e.g., T-shirt size, license number, meal choice).

5.3 Purposes and legal bases

Your data is used for:

- Performance of the contract (Art. 6.1.b GDPR): processing your order, issuing tickets, communication in case of issues.
- Compliance with legal obligations (Art. 6.1.c GDPR): invoicing, fraud prevention, accounting record-keeping.
- Legitimate interest (Art. 6.1.f GDPR): ensuring the security of the ticketing service, preventing fraud, improving services.
- Consent (Art. 6.1.a GDPR): receiving marketing information or subscribing to newsletters (if applicable).

5.4 Recipients

Your data is accessible only to:

- Billetweb's internal services responsible for contract execution,
- the Organizer of the Event for which you purchased tickets,
- our technical providers and payment partners acting as processors.

5.5 Retention period

- Data linked to orders and invoicing: 10 years (legal requirement).
- Data collected by the Organizer: duration defined by the Organizer, then deleted or anonymized.

5.6 Rights of data subjects

In accordance with the GDPR, you have the following rights: access, rectification, objection, erasure, restriction, portability, complaint to the CNIL (www.cnil.fr).

To exercise your rights, contact: [dpo \[at\] billetweb.fr](mailto:dpo@billetweb.fr) or Trustweb SASU - 14 rue Ernest Psichari, 75007 Paris.

5.7 Data security

Billetweb implements appropriate technical and organizational measures to protect your data against loss, destruction, alteration, unauthorized access or disclosure.

ARTICLE 6 - PAYMENT

The validation of your order implies your obligation to pay the indicated price. Only one method of payment is authorized per order.

6.1 Payment by credit card

It is possible to pay by credit card such as “Carte Bleue”, “VISA”, “EUROCARD” or “MASTERCARD”. The payment is processed by our banking partner, whose details are available on the “Legal Notice” page of the Site. Payment may use the 3D Secure system to identify the cardholder in order to limit fraud.

Once the transaction is validated by the bank, your account will be debited for the order amount. After the transaction, a confirmation will be sent to you by email. An invoice can be downloaded from it.

If a payment is invalidated by the bank after issuance of your Ticket or order, it will be invalidated and you will not be admitted to the Event.

Exchanges with the billetweb.fr site are secured by SSL encryption. Buyer’s banking details are not retained by our system. Payments are made on the Billetweb site or directly on the Company’s banking partner’s site, which ensures their security with appropriate encryption and authentication technologies.

6.2 Payment by credit card in installments

Payment in several installments without fees may be offered. Payment by card commits the Buyer to the entire amount. Failure to pay one installment invalidates the Ticket and does not entitle the Buyer to a refund. The Buyer is solely responsible for paying all installments.

ARTICLE 7 - ORDER CONFIRMATION

Once your order is paid, a confirmation message is displayed. A confirmation email containing your Tickets is immediately sent. It is your responsibility to check receipt of the Tickets. Some email providers may delay delivery. In case of non-receipt after several hours, contact the Organizer or Billetweb customer service.

It is possible to verify payment or resend Tickets from the Ticketing Service’s sales module. Non-receipt of the order does not invalidate the order.

ARTICLE 8 - ISSUANCE AND USE OF TICKETS

8.1 Delivery

Electronic Tickets or a download link are sent by email to the Buyer after each order.

8.2 Characteristics

In compliance with regulations, each Ticket includes the following information in visible or coded form: Organizer identification, Event name, price, unique Ticket and order identification number.

8.3 Medium

To be valid, the Ticket must be printed on blank A4 white paper, intact and legible. Damaged or illegible Tickets are invalid. Presentation of a Ticket on a digital device

(tablet, smartphone) is accepted only if expressly indicated by the Organizer. The Participant is responsible for being able to present it. No duplicate will be provided.

8.4 Uniqueness

A Ticket may only be used once. In case of loss, theft, or duplication, only the first holder presenting the Ticket will be admitted. Tickets are valid only for the place, date and time indicated. Tickets may be nominative. If so, they are personal and non-transferable except with Organizer's express prior consent. Reproduction, duplication or forgery is prohibited. Organizers may refuse entry in such cases with no refund.

8.5 Control

The Organizer may check the validity of Tickets. Identity verification is not mandatory as Tickets have unique IDs. The Participant must ensure Ticket confidentiality. Entry can be refused if a Ticket is already used.

8.6 Proof of identity

If Tickets are nominative, the Participant must provide ID with photo. The Organizer may require other proof, notified in the confirmation email and on the Ticket.

ARTICLE 9 - REFUNDS

Under Article L221-28 of the French Consumer Code, Tickets are not subject to the right of withdrawal. All orders are legally firm and final. The Buyer acknowledges and accepts that by ordering, they cannot benefit from a withdrawal right.

Tickets cannot be refunded, even if lost or stolen, nor returned or exchanged. Only cancellation or substantial modification of the Event entitles the Buyer to a refund.

The Organizer may request Billetweb to refund a Buyer. Billetweb refunds and recharges the Organizer accordingly. Refunds are only made to the original Buyer. No other fees will be refunded or compensated. Event cancellation, postponement or modification is the sole responsibility of the Organizer.

ARTICLE 10 - CUSTOMER SERVICE

For Event-related questions, the Participant must contact the Organizer (contact details available on the Ticket sales page). If not resolved, the Organizer may contact Billetweb. For technical questions about the Ticketing Service or sales, the Participant may contact Billetweb through the means available on its website.

In case of disputes or lack of response from the Organizer, the Buyer may contact Billetweb, which will in turn contact the Organizer to attempt amicable resolution.

If the Buyer has contacted Billetweb and received no satisfaction or reply within two months, the Buyer may refer to our mediator MCP MEDIATION, in accordance with Articles L611-1 and R612-1 of the Consumer Code. MCP MEDIATION can be contacted online at www.mcpmediation.org or by mail: MÉDIATION DE LA CONSOMMATION & PATRIMOINE - 12 Square Desnouettes - 75015 PARIS.

ARTICLE 11 - APPLICABLE LAW

The applicable law is French law, regardless of the Event's location.

Under Articles L221-1 et seq. of the Consumer Code, Billetweb is legally responsible to the consumer for proper performance of obligations under the distance contract, including delivery of the Ticket.

However, Billetweb cannot be held liable for the Event itself or the Organizer's obligations. Event cancellation, postponement, modification, or incidents are Organizer's sole responsibility.

ARTICLE 12 - ACCEPTANCE OF TERMS

The user declares having read and accepted these Terms and Conditions of Sale as well as any additional terms set by the Organizer regarding the Event. Connection and transaction data retained by Billetweb serve as proof.

ARTICLE 13 - LEGAL NOTICE

Billetweb is a solution published by Trustweb SASU, company with share capital of €25,000.

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