

**GENERAL TERMS
FOR FESTIVALS, CONCERTS AND OTHER CULTURAL EVENTS
ORGANIZED BY FEST TEAM EOOD**

1. For this document

1.1. These General Terms and Conditions for festivals, concerts and other cultural events organized by Fest Team EOOD (the General Terms and Conditions) regulate the rights and obligations of Fest Team EOOD, UIC 201919802 (Fest Team, "we"), as well as and the rights and obligations of persons purchasing tickets for access to a festival, concert or other cultural event organized by us ("Event") or attending such Event ("visitors", "you"), in connection with the purchase of tickets for the respective Event and the visit to the Event.

1.2. In each case, the General Terms and Conditions apply to the Event for which you purchase a ticket and / or attend.

1.3. In addition to the general rules set out in these General Terms and Conditions, you should keep in mind the special conditions for the specific Event for which you are purchasing a ticket or which you are attending. The Event for which you purchase a ticket and the special conditions for this Event are specified on the Event page in the online ticket sales platform through which you purchase the ticket for the Event, as well as on the Event website and / or in the Event profile on social networks that we use (Facebook, Instagram). The general conditions and special conditions of an Event form the contract between us and you, under which you receive the right to visit this Event. Acceptance of the General Terms and Conditions of the Event is a condition for purchasing a ticket for the Event, as well as for your admission to the territory of the Event.

1.4. Depending on the type of ticket you buy (paper, electronic) it is possible that the special conditions of the Event or a more important part of them will be printed on the ticket. In all cases, the ticket purchased by you will contain an appropriate indication of the address on the Internet where these General Terms and Conditions and special conditions for the Event can be found.

1.5. It is your responsibility to familiarize yourself with these General Terms and Conditions and the special conditions of the Event for which you are purchasing a ticket or which you are attending. By purchasing a ticket for the Event, as well as by entering the territory of the Event, it is assumed that you have read and accept these General Terms and Conditions and the special conditions of the Event. It is advisable to re-read the General Terms and Conditions of the Event immediately before leaving for the Event in order to comply with the information about the Event and the rules you must follow (including, but not limited to, access rules). , wearing prohibited items and substances, changes that occurred after the date of purchase of a ticket for the Event, etc.).

1.6. If any of the requirements of the General Terms and Conditions or the special conditions of the Event you are going to attend are not clear to you, you should contact us for clarification of the relevant requirement. Failure to understand an applicable requirement is not an excuse and

does not release you from your obligation under the conditions in which that requirement is established.

2. For Fest Team

2.1. The organizer of all events according to these General Terms and Conditions is Fest Team EOOD, entered in the Commercial Register with UIC 201919802, with registered office and address of management in Sofia, Vitosha district, residential complex Dragalevtzi, Acad. Petar Dinekov "№ 8E

2.2. Detailed information about our activity can be found on our website at festteam.bg. For all questions related to the events we organize, you can contact us by email at info@festteam.bg.

3. Tickets for Events

3.1. You can buy a ticket for our Event only if you are an adult and able-bodied person. When purchasing a ticket for another person, you are obliged to acquaint this other person with these General Terms and Conditions and the special conditions of the Event. When you purchase a ticket for a minor, you are also responsible for compliance with the General Terms and Special Conditions of the Event by that minor.

3.2. For each Event we organize, it is possible to offer tickets through one or several different distribution channels. Information on how you can buy tickets for an event can be found on the Event page of our website at festteam.bg/events/upcoming/.

3.3. Regardless of the channel on which you purchase a ticket for an Event, the ticket is considered purchased and your contract with us for access to the event is considered concluded from the moment of payment of the ticket price.

3.4. Except in the cases expressly provided for in these General Terms and Conditions, tickets for the Events we organize cannot be returned, and you have no right to cancel the contract concluded with us. Therefore, we will refund tickets purchased only in the cases listed below and in the amounts indicated.

3.5. Event tickets may have a unique barcode / QR code, in which case it is possible to access the Event by scanning this code at the entrance of the Event. The scanning of the barcode / QR code marks the ticket as used and no other person identifying himself with a ticket with the same barcode / QR code will be allowed on the territory of the Event. That is why it is important to keep your ticket for the Event from third party access and not to allow the ticket to be copied by third parties. Therefore, you should not post, send or share your purchased ticket online, on social networks or in any other similar way.

3.6. It is your responsibility to protect your Event ticket from theft and loss, damage and loss. Accordingly, the risk of occurrence of any such event is yours. The occurrence of such an event is not a prerequisite for replacement / issuance of a new ticket or for reimbursement of the price of the stolen, lost, damaged or lost ticket.

3.7. The secondary sale of tickets (sale by the original buyer in favor of a third party) is prohibited, except in the places explicitly stated and guaranteed (from a security point of view) by the organizer as <https://www.ticketswap.com> . In cases where a purchased ticket can be

returned (eg in case of cancellation of an Event), we will accept and satisfy requests for return of tickets only from persons who have purchased tickets from us (through the relevant ticket sales channel). In order to avoid abuse (eg ticket falsification) and to guarantee your rights as a user, we recommend that you purchase tickets for our Events only from authorized places / sales channels.

3.8. Event tickets may not be used for advertising purposes without our express prior written consent.

3.9. Counterfeiting Event tickets is a crime! In all cases where we find such falsification, we will refer to the competent law enforcement authorities and cooperate in their investigation.

4. Access to Events

4.1. Upon initial entry into the Event area, you must present a valid Event ticket and a valid identity document (including a driver's license). A bracelet will be placed against them, which will henceforth be your means of access to the Event area. The placement of a bracelet is mandatory. It is not allowed to enter the Event area only by presenting a ticket.

4.2. Once placed, the bracelet cannot be removed and transferred to another person until the end of the Event. Do not remove, unbutton, cut or glue. The bracelets are highly durable, moisture resistant and compact enough so that they do not interfere with your daily activities.

4.3. The condition of the bracelets is strictly monitored by the employees of the entrance and security in the area of the Event. If a visitor without a bracelet is spotted in the Event area, he will be immediately taken out of the Event area. Any intervention on the bracelet will be considered an attempted fraud. A person who uses a non-authentic bracelet or a bracelet with a damaged integrity or an object of other manipulation will not be allowed in the area of the Event and will be taken out of it if he is already in it.

4.4. Repeated entry and exit from the Event area within one day is prohibited for security reasons. Entry is allowed at any time, but exit is once during the day. Think carefully about whether you forgot something before entering.

4.5. The working hours during which the Event is open to visitors are specified in the special conditions of the Event. The hours are indicative and can be changed until the beginning of the Event.

5. Access for minors

5.1. Unless otherwise stated in the special conditions of an Event:

5.1.1. there is no minimum age for the visitors of the Events organized by us;

5.1.2. children up to and including 10 years of age (under 11 years old) are entitled to free access to the Event if they are accompanied by a parent / adult companion with a regular ticket;

5.1.3. one parent / adult companion may accompany no more than one person under the age of 18.

5.2. The responsibility for the health and well-being of every minor child lies with his / her parent, guardian, trustee or other person who takes care

of him / her (as defined by the Child Protection Act). In order for a minor to be admitted to the Event, it is necessary:

5.2.1. the child is accompanied by his / her parent, guardian, trustee or other person caring for him / her or by another able-bodied adult;

5.2.2. the child must have a declaration in a form signed by a parent, guardian, trustee or person caring for the child, certifying the fact that the declarant will accompany the child to the Event; when the child is accompanied by another able-bodied adult, the declaration must contain the authorization of that other accompanying person and the latter's consent to accompany the child;

5.2.3. the child must have and present an identity document or student ID card.

5.3. The declaration under item 5.2.2 shall be submitted in two copies at each entry into the area of the Event according to a sample available on the Internet address: <https://festteam.bg/declaration/declEN.pdf>**Error!**

Hyperlink reference not valid. You can fill in and sign the declaration in advance, as well as on the spot when entering the Event area. When the child's companion is not a parent, guardian, a guardian or a person caring for him, the accompanying person and the child must at all times have a copy of the declaration under item 5.2.2.

6. Access for people with disabilities
6.1. We make a constant effort to make the Events we organize accessible to people with disabilities. For each Event we try to provide the following measures to facilitate the attendance of the Event by people with disabilities:
6.1.1. possibility for access of cars transporting people with disabilities in the immediate vicinity of the entrance of the Event;
6.1.2. providing a separate entrance for people with disabilities so as to make it as easy as possible to pass through the main entrance of the Event;
6.1.3. providing special toilets for people with disabilities in easily accessible places.
6.2. Other conditions for access for people with disabilities are provided in the special conditions of the respective Event.

If you need additional assistance, do not hesitate to contact us.

7. Security measures
7.1. For each Event organized by us, it is possible to apply one or more of the following security measures:
7.1.1. use of a security company to maintain order and security in front of and in the area of the Event;
7.1.2. search of the visitor and search of his luggage upon entering the event area;
7.1.3. measuring the temperature of the visitor when entering the area of the Event and other checking for symptoms of diseases with a high degree of contagion;
7.1.4. video surveillance at the entrances and throughout the Event.

7.2. Each visitor is obliged to assist the security guards of the Event, including to identify himself with his identity document, his ticket for the Event and the bracelet, which was given to him at the initial entry into the area of the Event. Failure to provide due assistance may result in denial of access to the Event or forcible removal from the Event Area.

7.3. If you refuse to be searched at the entrance of the Event or to provide your luggage for search, you will not be admitted to the territory of the Event.

7.4. If you show symptoms of a highly contagious disease during an epidemic or the spread of that disease, you may not be admitted to the Event.

7.5. The recordings from the used security cameras, as well as the testimonies of the employees of

the security company, which we use for security of the Event, can be used to establish violations of these General Rules, as well as the special conditions of the Event. 7.6. Due to changes in weather conditions during an Outdoor Event, it may be necessary to take unforeseen security measures (eg interruption of execution, evacuation, etc.). All such extraordinary security measures will be announced by our representative through the sound systems of the Event. The instructions given by us in such situations should be strictly followed to ensure universal safety.

8. Prohibited and permitted objects on the territory of Events

8.1. The importation of the following items and substances is prohibited at all Events organized by us: substances whose use is prohibited by law; narcotic substances and accessories for their use; cold steel, firearms and other means of self-defense (such as, but not limited to, all sizes of knives, gas pistols, hot spray, boxes) or other dangerous objects that can be used as weapons; flammable substances or liquids, including aerosols; markers, sprays; backpacks and bags with a capacity of more than 10 liters (ie with dimensions of about 35x25x12 cm); glass and plastic containers, glass / metal / plastic bottles, metal cups and rigid packaging; plush toys; remote controlled toys such as cars, airplanes, helicopters and the like; horns; food and alcohol; water for one person in a package larger than 0.5 liters; balloons, inflatable balls, flammable spheres, flying lanterns, as well as frisbees and other flying discs; umbrellas, torches, sticks (including selfie sticks); bulky items, chairs, boxes, blankets, sleeping bags and tents; bicycles, skateboards, hoverboards, electric scooters and other vehicles; all animals, except guide dogs; lasers, laser pens and similar lighting devices; water guns, spray bottles and other water dispensers; musical instruments and sound systems; megaphones; drones and other flying objects; professional photo and video equipment (including, but not limited to, interchangeable lens cameras); pyrotechnic materials, incl. fireworks, sparklers, etc .; belt belts, belts and studded belts (conical studs); flyers not expressly authorized by us. In the special conditions of the respective Event, other prohibited objects and substances may be indicated, and the list of these other objects and substances may be changed until the beginning of the Event.

8.2. If you carry a prohibited item and / or substance in you or your luggage, you will not be allowed in the Event area. Keep in mind that some jewelry or other merchandise items (such as chains, spikes, etc.) may also be considered dangerous and may not be allowed in the Event Area.

8.3. We do not undertake to store prohibited items and substances. If for an Event we offer a service for storing clothes or belongings of visitors to the Event (the so-called "wardrobe"), the service may be offered for a fee. In such cases, when accepting items for storage, we will be liable for loss, loss or damage of the item handed over to us for storage up to the amount of BGN 20. If you have handed over items for storage of greater value, any damage may exceed the liability it is at your expense.

8.4. In general, only personal belongings and clothing are allowed in the area of each Event, eg: sunscreen; repellent (preparation to prevent

insect bites), but it is also in the form of an aerosol in a pressure pack; lighter; cigarettes / e-cigarettes; water (in a plastic bottle up to 0.5 liters); medications (asthma spray, pills, etc.); external battery for charging a phone (powerbank); contact lens solution; hand sanitizer; insulin syringe (NOT a normal syringe, but one with a very short needle), a maximum of 1 syringe is allowed; small bottle of insulin.

8.5. The assessment of whether an object or substance is allowed or prohibited for importation into the territory of the Event is up to the employees responsible for the access regime at the entrance of the Event. If you have a medical condition that requires you to have an object or substance that you are not allowed to attend at the Event, you should contact us in a timely manner to resolve the issue.

9. Food and drink

9.1. With the exception of a limited amount of drinking water, the importation of food and beverages into the Event area is not permitted. For each Event we organize, we provide enough places from which you can buy fast food, various alcoholic and soft drinks.

9.2. Beer, alcohol and refreshing drinks are offered by the bars, which are conveniently located in several locations in the Event area. In general, we do not provide places with running drinking water.

9.3. It is prohibited to give, offer or sell alcoholic beverages and tobacco products to persons under 18 years of age, including the purchase of alcohol and cigarettes by adults, for the purpose of providing them to minors, regardless of whose initiative and means (eg initiative and with the funds of the minor). In case of violations of this prohibition, the person who bought / provided alcohol or tobacco products to a minor and the minor will be removed from the Event.

10. Consumption cards

10.1. The purchase of food, beverages and other goods and services in the area of each Event will be made using one or more of the following means of payment:

10.1.1. Through Fest Card - festival contactless card for consumption;

10.1.2. By contactless Mastercard card - only for holders of contactless Mastercard® card, regardless of the type of card (debit or credit) and the issuing bank.

10.2. The festival contactless card Fest Card™ is issued at specially designated points for charging cards for consumption, the location of which you will be able to see on the card of the respective Event, published on the Event website or on the flyer you will receive upon entering The event. The cards can be loaded with an amount of your choice (up to BGN 250) and can be used during all days of the respective Event. When paying for purchases with the card (eg beverage bars), the corresponding amount will be deducted from the card and a voucher will be issued for each transaction, giving information about the amount paid and the remaining availability. In addition, on the back of the festival card you will find a QR code that you can scan with your smartphone. When scanning the code, you can check the performed operations, get information about the loaded amount, the current availability, the spent funds, etc.

10.3. One card can be used by several people. You can pay for the festival card in cash, by debit or credit card (Mastercard / Maestro / VISA).

10.4. The administrative fee for servicing the festival card is 2 lev and is deducted automatically from the total amount deposited in the card. The amount of BGN 2 is not refundable. You cannot use a festival card issued at another / previous Event.

10.5. The amount remaining in the card can be refunded at any time during the Event on which you loaded it and up to 1 hour after the end of the last performance on the main stage from the last day of the Event. After this moment, the remaining amounts on festival cards will not be refunded.

10.6. All holders of contactless Mastercard®, who use their cards at the Events organized by us, can also take advantage of additional preferences, which are announced on the official page and / or website of the respective event:

10.7. The special conditions of the respective Event may provide for different payment options and rules in addition to or instead of those specified in this item 10.

11. Merchandise

11.1. The official items of the respective Event will be sold exclusively in the stands located for the purpose in the area of the Event. We do not recommend buying goods from street vendors.

The products they offer are not approved by us and you are likely to come across low quality goods.

12. Medical assistance

12.1. Protecting your health and the health of others is above all a personal responsibility. It is advisable to find out the position of the first aid stations as you enter the territory of the Event, so that you are prepared in case of need.

12.2. If necessary, you can contact the employees, who will be marked with the specific characteristic clothing. In case of urgent need for medical assistance, you can also contact the nearest employee serving the Event, who will assist you in providing first aid.

13. Use of mobile phones

13.1. When many people are concentrated in one place, the load on mobile signaling cells is high. In this regard, in order to ensure seamless communication, we will make efforts for mobile operators to build mobile stations to increase the capacity of mobile services.

14. Photos and videos

14.1. During each Event, video recordings and photos are taken to reflect the Event. By entering the territory of the respective Event, you enter a public place, therefore it is possible to be filmed without the need for your permission or consent. If and to the extent that such consent may be necessary, by accepting these General Terms and Conditions and entering the territory of the Event, it is assumed that you give your consent to:

14.1.1. to be photographed to create photos and videos;

14.1.2. our use of the photos and videos taken for the purposes of marketing and promotion of the Events we organize.

14.2. Notwithstanding item 14.1, you may object to your video or photo shooting at any time. In this case, depending on the circumstances in which the shooting is performed and your location and recognizability in the shots that are taken, we will suspend your shooting and will not use the already captured material according to item 14.1.2. In order to fulfill this obligation, you will need to object to the filming in writing and assist us after the end of the Event to remove the footage in which you are present and may be identified.

14.3. We reserve the copyright to all photographs and videos that we may make at the Events we organize. The photographed persons are not entitled to remuneration for their photographing and use of the photos and videos taken.

15. Responsibilities of Fest Team

15.1. Your health, your personal safety and the safety of your property is your first priority. During an Event, you should avoid actions and situations that could harm your health and alert the security guards of the Event when you think your health and life are in danger. You are also responsible for the supervision and storage of your personal belongings. Having security for an Event does not guarantee that your life, health or property will not be compromised or that we or the security guards of the Event will be able to prevent such encroachment or to avoid its negative consequences. To the extent permitted by law, we exclude liability for damages caused by or in connection with any such encroachments.

15.2. Each visitor is obliged to assess whether the noise levels from the concert performances of the Event he is attending are appropriate for his hearing. We will not be liable in the event of hearing damage or other health problems due to the high noise level of the Event.

15.3. We will not be liable if you fail to attend an Event for which you have purchased a ticket, regardless of the reason for your absence, including but not limited to illness, work, an emergency or other emergency, including when you were able to visit the Event on the date originally announced, but you are not able to visit it on the date for which it was postponed according to item 18. The risk of inability to attend, including due to postponement of the Event, is a risk that you agree to wear. We will not refund the price of purchased tickets that have remained unused due to the non-appearance of their holder at the Event, regardless of the reason.

16. Rules of conduct

16.1. During the Event you attend, you must comply with all generally accepted standards of good conduct, including, but not limited to:

16.1.1. do not commit or incite other persons to commit administrative offenses or crimes, including, but not limited to, acts of violence or acts of hatred based on ethnic, religious, gender or other identity or any other feature;

16.1.2. use only the toilets and urinals built on the territory of the Event for their respective physiological needs, at the same time do not use the toilets to perform activities, the performance of which in public places is prohibited by law or by these General Terms and Conditions;

16.1.3. you do not attend the Event if you are ill or have symptoms of a highly contagious disease such as mumps, chickenpox, smallpox, COVID-19, etc.

16.2. Crowd surfing is explicitly forbidden at all Events (as well as at all major festivals in Europe).

16.3. It is forbidden to light a fire on the territory of all Events.

16.4. All commercial or advertising activities on the territory of an Event organized by us are expressly prohibited without our prior written consent.

17. Removal from Event

17.1. Visitors who violate the requirements of these General Terms and Conditions and the special conditions of the respective Event may be removed from the Event area. A person who has been removed from the event area is not allowed to enter the territory of the Event until the end of the day on which he was removed, unless he was removed for a longer period according to item 17.2.

17.2. It is possible to restrict access to the end of the Event and / or to future Events (for a certain period of time or all future Events) to a visitor who has been removed due to a violation of item 16.1.1, item 16.2 or due to another significant violation of these General Terms and Conditions or of the special conditions of the Event from which the offender has been removed.

17.3. A visitor removed from the Event, regardless of the period for which he was removed, is not entitled to a full or partial refund of the value of his ticket for the Event.

18. Changes and cancellations of Events

18.1. We always make every effort not to change the originally announced date or composition of the performers of all the Events we organize. However, for reasons beyond our control, it is possible to change both the date of the Event (eg due to extraordinary circumstances such as epidemics, pandemics, anti-epidemic measures and other force majeure circumstances) and the composition of performers who confirmed participation in the Event (eg due to illness of performers, unilateral refusal of participation of performers, scheduling of a new date of the Event for which a performer cannot confirm participation, etc.). Also, for security reasons or other important reasons, it is possible to make shifts in the distribution of the initially announced areas on the territory of the Event. Insofar as the change made under this item 18.1 does not lead to cancellation of the Event according to item 18.7, the change will be considered reasonable and acceptable to you.

18.2. When changing the date of the Event, we will strive to make the new date as close as possible to the original, while we will strive to keep as much as possible the originally announced lineup of the performers of the Event.

18.3. When changing the composition of the performers who will participate in an event, we will make every effort to provide substitute performers who best meet the profile (musical style, popularity) of the performers whose participation in the event has been canceled.

18.4. When changing the distribution of the zones on the territory of the Event, we will organize the new distribution so as to preserve the rights and status of the holders of different ticket categories. Where in the new allocation no suitable zones corresponding to the different ticket categories can be distinguished, the holders of a higher class of tickets will be compensated in another appropriate way, e.g. by priority (advance) admission to an appropriate area of the Event.

18.5. Notwithstanding our commitments under items 18.1 - 18.4, we do not guarantee that:

18.5.1. a postponed Event will be held within a specific timeframe from the date originally announced or that it will be held at all;

18.5.2. an initially announced performer in an Event will not cancel his participation in the Event or that the performer with whom we will replace the dropped performer will like you as a performer or that you will accept him as "equivalent" to the dropped out performer;

18.5.3. you will accept the compensation that we will offer you in the cases under Art. 18.4, for adequate to the category of the ticket you own.

18.6. In case of postponement of an Event, we will promptly announce in accordance with item 19 information about the postponement of the Event, as well as information about the new date on which the Event will take place, if it is known.

18.7. An event will be considered canceled if:

18.7.1. we have stated this explicitly together with or after the publication of the announcement of the postponement of the Event according to item 18.6;

18.7.2. within 9 months from the date for which the Event was originally announced, we have not set a new date for the Event;

18.7.3. the new date of the Event is more than 18 months after the date for which the Event was originally announced; in this case, a new Event will be deemed to be taking place on the new date;

18.8. Unless otherwise announced in connection with the postponement and scheduling of a new date of a postponed Event:

18.8.1. tickets for the postponed Event will be valid and can be used without revalidation of the new date for the Event;

18.8.2. we will not refund tickets purchased for the postponed Event.

18.9. In case of changes in Events we will not refund the price of purchased tickets, except in the following cases:

18.9.1. when an Event is canceled according to item 18.7;

18.9.2. when more than 50% of the originally announced executive staff for an Event is changed; for the purposes of this calculation, changes that are made less than 30 days before the date of the Event will not be included.

18.10. In all cases of change or cancellation of the Event, including in cases where we refund the price of purchased tickets for the Event, consumers are not entitled to reimbursement of any kind (such as accommodation costs, transportation costs, handling fees and etc.).

18.11. In all cases in which we will provide the opportunity to return tickets and refund their price according to item 18.9, we will announce the procedure, conditions and deadlines for this under item 19. In all such

cases you will have the opportunity to return your ticket. during a period which shall not be shorter than 14 days from the date of the notification under the previous sentence.

18.12. When refunding the price of purchased tickets, we will be entitled to deduct a small portion of the refundable amount to cover part of our costs associated with organizing the canceled Event, including the sale of the ticket you are returning. The amount we will charge may vary, but usually amounts to approximately 10 percent of the total value of the ticket purchased.

19. Messages

19.1. All announcements and announcements related to the conduct and changes in the Events that we organize will be published online on our website (festteam.bg), in our Facebook profile (facebook.com/festteambg), in the profile of the respective Event (on our website and on Facebook), as well as on the website of the ticket distributors that we used for the respective Event. If you provided an e-mail address when purchasing a ticket, we will also send you the relevant information by e-mail (for this purpose, it is recommended to make sure that you have not opted out of receiving e-mails in the settings of the respective ticket sales platform).

By accepting these General Terms and Conditions, you agree to be the addressee of electronic statements and agree to use the electronic means of correspondence with you that you provided when purchasing a ticket for the Event, to create, sign and receive electronic statements and electronic documents. The electronic signatures used for this purpose will have the force of handwritten signatures.

19.2. The events we organize enjoy a wide public response, which is why it is possible to learn about the change or cancellation of an event from acquaintances, friends and from information channels and publications other than those under item 19.1. Nevertheless, it is your obligation to periodically demonstrate the communication channels under item 19.1 in order to be informed of important changes affecting the conduct of the Event for which you have purchased a ticket. We will not be liable if you have not learned of a change in an Event (including cancellation), respectively you have not exercised your right if information about the change has been available in accordance with item 19.1.

20. Complaints and signals against us

20.1. We maintain an organization for reviewing complaints of visitors to events organized by us and persons who have purchased tickets for such events. Upon receipt of complaints in connection with our activities, we register, review and respond to such complaints within one month from the date of receipt. Also, we analyze the received complaints and take measures to eliminate weaknesses in our activities, identified on the basis of complaints. When we receive a complaint that we believe is related to the activities of a third party (eg a supplier of goods or services that have been offered at an Event), we forward the complaint to that third party within three days of receipt.

20.2. You can also file complaints and signals against our activity before the Consumer Protection Commission (CPC). Complaints, signals and

proposals are submitted to the CPC in person in writing on paper in one of the regional centers of the CPC or electronically through the electronic form for filing a complaint / signal on the CPC website. The legal deadline for reviewing complaints is one month. After the completion of the inspection of the complaint / signal, the sender is notified of the result in the same way as he submitted his complaint / signal.

21. Applicable law and dispute resolution

21.1. These General Terms and Conditions and all aspects of the relationship between us and you will be subject to the laws of the Republic of Bulgaria. All disputes between us arising from these General Terms and Conditions, the special terms of the Event and the contract between us will be resolved by the competent court in Sofia.

21.2. Consumer disputes between us can also be resolved out of court with the help of the General Conciliation Commissions for Consumer Disputes functioning under the Consumer Protection Commission. More information about the alternative (out-of-court) settlement of disputes and the activity of the conciliation commissions can be obtained from the Consumer Protection Commission at Sofia 1000, 4A Slaveykov Square, tel. 02 9330 588, website kzp.bg, e-mail: adr.sofia@kzp.bg, as well as from the European Consumer Center at the address: Sofia, 14 Bacho Kiro Str., tel. 02 986 76 72, internet address ecc.bg, e-mail: info@ecc.bg.

21.3. If you have purchased an Event ticket online, you can also use the European Online Dispute Resolution Platform, available at <https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>.

22. Other provisions

22.1. It is possible to change these General Terms and Conditions, as well as the special conditions of each Event, at any time, and we will announce this in a timely manner under item 19. Unless otherwise stated in the notice of the relevant change, the change of the General Terms and the relevant special conditions will take effect from the date of publication of the relevant amendment notice.

22.2. When the special conditions of the Event contradict these General Terms and Conditions, the special conditions of the Event will prevail.

22.3. These General Terms and Conditions enter into force on 01.02.2021. The General Terms and Conditions will apply to all Events to be held after that date.

Last update: 01.08.2022