

## General Terms and Conditions

The following General Terms and Conditions, together with the General Terms and Conditions of Starticket and the Event House Rules of Letzigrund Stadium apply to the sale and purchase, and subsequent usage of any ticket for Weltklasse Zürich in Zurich and for all resulting contractual relations between the event organiser and the ticket purchasers and/or holder.

### 1. General

- 1.1. Weltklasse Zürich is using the Starticket ticket system for all ticket orders.
- 1.2. By purchasing a ticket, a contractual relation shall be entered into by the purchaser or holder of a ticket and the event organizer and Starticket only. In addition to the General Terms and Conditions of the ticket provider, the General Terms and Conditions for this contractual relationship shall be stipulated hereafter (subject to amendments).
- 1.3. By purchasing or using a ticket, the purchaser or holder of a ticket will be deemed to have read, understood, and accepted the validity of the General Terms and Conditions of the event organiser and the ticket provider as well as the Event House Rules of Letzigrund Stadium. The purchaser or holder of a ticket agrees to abide by all safety and security regulations and other rules established by the event organiser, as well as to follow the instructions of the event staff. Any violation of such rules and regulations or instructions may result in being ejected from the stadium grounds and/or the ticket being rendered null and void with immediate effect and without any right to claim compensation or indemnification. On the part of the event organiser, claims for indemnities shall remain reserved. The Event House Rules of Letzigrund Stadium are available online at [www.stadionletzigrund.ch](http://www.stadionletzigrund.ch).
- 1.4. Tickets must not be exposed to moisture or soil and must not be damaged, or mechanically or visually affected in any way. The bar code must be machine-recognizable. As long as tickets are not retained at the gate, ticket holders must keep them until the end of the event and present them upon request.

### 2. Purchase of Tickets

- 2.1. Tickets for Weltklasse Zürich may be booked online at [www.weltklassezuerich.ch](http://www.weltklassezuerich.ch) and may be printed by means of "print@home" or ordered as paper tickets. In addition, tickets are available at the Weltklasse Zürich office. Paid paper tickets will be delivered by mail to the postal address of the ticket purchaser.
- 2.2. The contractual relation between Weltklasse Zürich and the purchaser or holder of a ticket shall come into effect with the completion of the ticket order procedure. After the completion of the booking procedure, a cancellation of the contract or replacement or exchange of the ticket is excluded.
- 2.3. Public sale: a maximum of four seating places and a maximum of 20 standing places per person or company and per event may be purchased. For the side-event at railway station





Zurich a maximum of 4 seating places per person or company and per event may be purchased.

- 2.4. Only tickets purchased via official sales channels are valid. Tickets may not be used for commercial purposes, such as promotion, advertisement, competition prizes, or hospitality events for more than four people without prior approval of the event organizer. Tickets will be checked at the entrance. Any reproduction, copying, editing, or counterfeiting of tickets is prohibited.
- 2.5. Tickets may be paid by credit or invoice. Invoiced tickets must be paid prior to the event, within a payment deadline set by Starticket. Should this payment deadline not be met, reserved tickets will be released for re-allocation.
- 2.6. Paid tickets may not be exchanged or cancelled, unless the event is cancelled (see art. 3 of these General Terms and Conditions).
- 2.7. The unauthorized sale or transfer of tickets through any channel is prohibited and may give rise to a right of legal action by the event organizer against the transferor of the ticket. Any ticket thus transferred is subject to immediate cancellation without compensation.

### **3. Delay or Cancellation of the Event**

- 3.1. The event organiser reserves the right to make alterations to the times, dates, and places of the events, e.g. due to unforeseen circumstances including, without limitation, force majeure, safety and security concerns, or decisions by any other competent authority. If the event is postponed or the event venue is changed for any reason, the ticket shall be valid for the new date or venue of the event. Exchange or refund of the ticket is excluded. Amendments to this rule may be announced by specific notification.
- 3.2. Should the event be cancelled, the tickets shall be refunded. For the avoidance of doubts, such refunds/compensations will in any case be limited to the amount of money paid to the event organiser by the ticket purchaser and will not extend to travel, accommodation or any other costs incurred by any purchaser or holder of a ticket. Any processing, delivery, and/or transaction fees that were collected at the time of the purchase will be retained regardless of whether the event is cancelled. Purchasers will be requested to contact the Weltklasse Zürich office within 30 days of the event (as printed on the ticket). Ticket purchasers shall send their paper ticket(s) as well as bank account and address details via mail or email to the Weltklasse Zürich head office. For a reimbursement of print@home tickets via credit card, the address details of the ticket buyer as well as the order number need to be communicated via telephone, mail or e-mail to the Weltklasse Zürich head office. Contact details: Weltklasse Zürich, Baslerstrasse 30, CH-8048 Zurich, Switzerland, phone +41 44 495 80 90, fax +41 495 80 99, e-mail: office@weltklassezuerich.ch.

### **4. Customer Data**

- 4.1. Any information ticket purchasers enter into the ticket system will be stored on a secured server and will be treated strictly confidentially. The ticket system uses state-of-the-art encryption and safety and security technology to guarantee safe and flawless transmission



of information and transactions. In order to operate the system in a safe manner, Starticket relies on specialized companies and recognised technologies only. The system uses Cookies with time-limited validity to allow us to operate our web shop.

- 4.2. Weltklasse Zürich treats all data provided by ticket purchasers strictly confidentially. By ordering tickets, purchasers agree that their data may be stored and processed. Data provided by purchasers will be used by Weltklasse Zürich for internal purposes only, e.g. for customer information, special offers, and/or improvement of existing or future services. Weltklasse Zürich will not trade or rent any personal data provided by ticket purchasers. Any transfer of credit card information to unauthorised third parties is excluded.

## **5. Entrance to the Event**

- 5.1. Ticket holders' stay at Letzigrund Stadium or at grandstand area at Side-Event shall occur at their own risk, except if otherwise provided, as in art. 7 of these General Terms and Conditions.
- 5.2. Entrance to the events is only possible upon presentation of a valid ticket or appropriate authorisation (accreditation) issued by the event organiser or other authorised parties.
- 5.3. Upon entering Letzigrund Stadium or the grandstand area at the Side-Event, visitors are obligated to voluntarily present their ticket or accreditation to security staff, and, if requested, to surrender it for inspection. Tickets purchased at a reduced rate must be presented together with corresponding documentation upon request when entering the area (e.g. a date of birth legitimation of children under 16 years holding family tickets).
- 5.4. Upon entering the stadium, visitors must allow the security team to inspect them for illegal objects (see terms of art. 6 of these General Terms and Conditions). Such inspections may consist of a body check and bag search.
- 5.5. As long as visitors are within the stadium area, they are obligated to present their ticket or accreditation at any time to police or security staff, and if requested, to surrender it for inspection.
- 5.6. Any misuse in relation to tickets (copies, false price indications, false personal data, etc.) shall result in the ticket being rendered null and void immediately. In addition, a handling fee of 100 CHF shall apply, and a charge will be filed.

## **6. Conduct within the Stadium Area**

- 6.1. Visitors are prohibited to bring or use the following objects:
- Advertising, commercial, political, or religious objects of any kind, including banners, boards, symbols, and flyers that could be displayed on the arena premises;
  - Any kind of alcoholic drinks;
  - Any kind of pyrotechnical items;
  - Any kind of weapons;
  - Aerosol spray cans as well as acidic or dyeing substances;
  - Any kind of glass bottles or containers;
  - Folding chairs and baby strollers;



- Umbrellas;
- Video cameras, professional photo cameras, or any other devices capable of being used for the recording, transmission or dissemination of sound or images of the event;
- Animals.

In addition, the provisions of the Event House Rules of Letzigrund Stadium apply.

- 6.2. In the interest of safety and to ensure that the event can proceed in an orderly and smooth fashion, ticket holders are obligated to adhere to the directives of the event organiser, the security staff, the police, the fire department, and the Stadium management while on the stadium grounds.

Within the stadium area, it is forbidden to:

- Occupy a different seat than the one shown on the ticket;
  - Stop for longer periods of time in any of the emergency exit paths to and from the spectator areas;
  - Stand on benches or seats;
  - Enter the infield area or other areas and rooms not designated for the general public without a valid authorisation;
  - Throw objects anywhere within the entire stadium area (especially onto the infield area or spectator area);
  - Sell goods or tickets, distribute any materials, or organise collections without the permission of the event organiser.
- 6.3. Any person entering the area acknowledges that he or she may make and/or transmit image and sound recordings and/or descriptions of the stadium or the event, any results and/or statistics related to the event for personal use only. It is strictly forbidden to transmit sound and/or image material, descriptions, results and/or statistics related to the event, in whole or in part, via internet, radio, TV or any other current and/or future media, or to aid and abet any other person in doing so .
- 6.4. Ticket holders irrevocably consent to the use of their image and voice for any event-related photographs, live transmissions, transmissions and/or tapes of images and/or sound that may be taken by the event organiser or any party commissioned by the event organiser (using any present and future media).

## **7. Disclaimer of Liability**

The event organiser shall assume no liability whatsoever (negligence included without limitation) for any material or personal damages, or financial loss in connection with the organisation and realisation of the event, unless a damage or loss results from a premeditated act or an act of gross negligence by the organiser, its staff, or agents. In case of a cancellation or postponement of the meeting, the terms of art. 3 of these General Terms and Conditions shall apply.



## **8. Place of Jurisdiction**

The place of jurisdiction for any law case related to the purchase of Weltklasse Zürich tickets shall be Zürich, Switzerland.

## **9. Final Clause**

Should any term of these General Terms and Conditions be considered void or voidable under any applicable law, such judgement shall not affect the remainder of these General Terms and Conditions, which shall continue to be in full force and effect.

Zürich, January 2017

Weltklasse Zürich