

**General Terms and Conditions of Sale**  
**VIP PASS / PRO PASS**

The present General Terms and Conditions of Sale for the Monte-Carlo Television Festival VIP PASS and PRO PASS define the rights and obligations of the parties. The Customer acknowledges that he/she has read them and accepts the related rights and obligations.

The Monte-Carlo Television Festival is managed by MONACO MEDIAX Association located at 5, rue du Gabian; Le Triton (Entry C); 98 000 MONACO.

**1. SUBJECT**

As part of the organization of the Monte-Carlo Television Festival, a reservation form has been set up, accessible to anyone wishing to participate in the event via the purchase of a VIP PASS and/or a PRO PASS, on the website [www.tvfestival.com](http://www.tvfestival.com).

**2. PRICE**

The price list is available on the website [www.tvfestival.com](http://www.tvfestival.com). The prices are inclusive of all taxes (all taxes included) including the VAT applicable on the day of the order. The Monte-Carlo Television Festival reserves the right to modify its prices at any time. However, it is agreed that the price displayed on the day of the purchase will be the only one applicable to the Purchaser.

**3. SUBSCRIPTION CONDITIONS**

It is possible to make several reservations per person (name, first name, and address).

When requesting a reservation online on the website, the Customer agrees to provide true, accurate, up-to-date and complete information on his/her identity and all contact details he/she provides. The use of pseudonyms is strictly prohibited.

In case of modification of the communicated data, the Customer commits to update them immediately, using the request form.

In order to make a reservation, customers must provide certain personal data, including their title, first and last name, e-mail address, billing address, etc.

In accordance with the article 14 of the law n°1.165 – of December 23, 1993, MONACO MEDIAX informs that the personal data of the Customer are the object of a treatment for purposes of management and administration of the commercial relation of canvassing carried out by MONACO MEDIAX, which is the person in charge.

**3.1 Types of data collected:**

There are two (2) types of data:

- Data marked with an asterisk on the form and/or requested by the customer service by e-mail which are necessary for the execution of the order and particularly for billing purposes.
- Other data requiring an optional response at the time of the order and communicated voluntarily by the Customer, may be withdrawn at any time, without affecting the lawfulness of the consent given prior to the modification.

The data collected at the time of the order (name, first name, e-mail address, billing address,...) are kept for a period of three (3) years from either the end of the commercial relationship or their collection or from the last contact with the customer. This data may then be archived for an additional period for strictly limited reasons and authorized by law (payment, warranty, disputes,...).

#### **4. DATA PROTECTION**

The Monte-Carlo Television Festival commits not to divulge the information provided by customers to any third party. This information will only be used by its internal services to process orders or to send informative e-mails.

According to the regulations applicable to the protection of personal data (Law n°1.165 of December 23, 1993 – Art.16), the Customer has the right to request access, rectification or deletion of personal data, or a limitation of the processing, or the right to object to the processing and the right to data portability. He/She may exercise this right by sending an e-mail to the following address: [c.desaintdenis@monacomediax.com](mailto:c.desaintdenis@monacomediax.com) or by writing to the head office of MONACO MEDIAX Association.

The Customer declares that he/she is aware of the characteristics and limitations of the Internet, particularly regarding the technical performance, the response time required to access, query or transfer data, as well as the risks inherent in the security of communications.

It is expressly agreed that, except in the case of a manifest error from the Monte-Carlo Television Festival, proven by the Client, the data stored in the Monte-Carlo Television Festival information system constitutes valid proof of the orders placed by the Client. Computer data and e-mails exchanged between the Customer and the Monte-Carlo Television Festival services constitute valid proof and are admissible under the same conditions and with the same probative value as any document that may be established, received, or filed in writing.

#### **5. ORDER**

All reservations will only be effective once the total payment has been received and the information form has been duly completed. Any form filled in incorrectly or incompletely will lead to the automatic cancellation of the order.

Reservations made via the website [www.tvfestival.com](http://www.tvfestival.com) and finalized by exchange of e-mails between the Customer and the customer service imply unreserved acceptance of these general conditions of sale.

By filling out the information form, the Client is informed and accepts that the information entered is proof of his/her identity and commitment. The data recorded by the Monte-Carlo Television Festival may constitute proof of all operations and financial transactions carried out during the order.

The Monte-Carlo Television Festival reserves the right to modify these General Conditions of Sale at any time without prior notice. In this case, the Monte-Carlo Television Festival will send the new General Conditions of Sale by e-mail.

In accordance with article 51 of Law n°1.383 of August 2, 2011 on the digital economy, the Monte-Carlo Television Festival will systematically confirm the order by email to the Customer. The confirmation e-mail will be kept and the tickets will be sent to the customer service by e-mail as the event approaches.

## **6. PAYMENT**

Purchases must be paid by credit card or by bank transfer using the bank details on the invoice sent by the customer service by e-mail.

The order will be considered as effective after reception of the payment.

Payments by other means of payment than those listed above are not accepted.

Once the order is validated and payment received, the Customer receives an order confirmation and a paid invoice by e-mail. This e-mail summarizes the characteristics of the order as well as the possibilities of exercising the right of withdrawal, for the products on which it can be implemented.

It is recommended that the Customer prints and/or keeps this order confirmation. Lost or stolen Passes will not be refunded.

## **7. CANCELLATION / WITHDRAWAL POLICY**

Please note that cancellations made less than thirty (30) calendar days before the first (1) day of the Monte-Carlo Television Festival will not be refunded.

For open-air events, the Monte-Carlo Television Festival may arrange to move the event to another venue in case of unfavourable weather conditions. No refund, exchange or compensation of any kind will be granted in case of a fallback.

The Monte-Carlo Television Festival reserves the right to cancel the entire Festival or one (1) or more scheduled events in a case of force majeure such as (but not limited to): bad weather, strikes, fire, water damage, illness of a performer, national mourning, pandemic, etc.

In case of cancellation of the event by the Monte-Carlo Television Festival, the sums paid by the Client will be entirely reimbursed or postponed to the next edition of the Festival, upon request.

## **8. APPLICABLE LAW**

It is expressly agreed that Monegasque law shall apply.

## **9. RESERVATIONS AND ORDER TRACKING SERVICE**

For any information or question, our customer service is at your disposal. Contact us by e-mail at the following address: [marketing@tvfestival.com](mailto:marketing@tvfestival.com).

## **10. IDENTIFICATION**

### Contact Information:

Monaco Mediax, Monte-Carlo Television Festival  
Le Triton, Entry C  
5, rue du Gabian,  
MC 98000 – MONACO

Registration : 8230Z 10122

Ref.CCIN : 2018.05064