

General Terms and Conditions PASS VIP PASS PRO

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 declares 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.

2. PRICE

The price list is available on the website www.tvfestival.com. The prices are inclusive of all taxes (TTC) 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, it being understood, however, that the price displayed on the day of the purchase will be the only one applicable to the Purchaser.

3. COMPLIANCE WITH SANITARY MEASURES

The respect of the sanitary instructions of the Festival indicated on the website www.tvfestival.com is compulsory. Failure to comply with these instructions will result in the immediate exclusion of the participant.

4. 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 undertakes 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 by requesting a form.

In order to make a reservation, Customers must provide certain personal data, including their title, first name, 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.

4.1 Types of data collected:

There are two (2) types of data:

- The data marked with an asterisk on the form and/or requested by the customer service by e-mail which are necessary for the good execution of the order and in particular for the invoicing.
- 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 the last contact of the customer. This data can then be archived for an additional period for reasons strictly limited and authorized by law (payment, warranty, disputes,...).

5. DATA PROTECTION

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

In accordance with 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 or by writing to the head office of MONACO MEDIAX Association.

The Customer declares that he/she is aware of the characteristics and limits 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.

6. 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 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.

7. 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" mentioned invoice by e-mail. This e-mail summarized 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.

8. 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 this case, the sums paid by the Client will be entirely reimbursed or postponed, upon request.

9. APPLICABLE LAW

It is expressly agreed that Monegasque shall apply.

10. 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.

11. 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