



### **General Terms of Sale**

The price of tickets is in Euros and includes all taxes and charges. A processing fee may be added to the ticket price by certain sales outlets.

The ticket is only valid for the site, show, date and time indicated for that event. The concerts start on time.

For nominative tickets, the organiser always has the right to control the identity of the holder at the entry to the concert. You should therefore have in your possession a valid proof of identity with photo if you wish to access the event.

For tickets purchased at the reduced child tariff (-12yrs), a justification of age may be requested. Access may be refused if no proof of age can be shown.

The resale of a ticket at a price superior to the purchase price is prohibited.

**PAYMENT** Payment for tickets that are ordered by post can only be made by cheque. An Email of confirmation will be sent to the purchaser.

Payment for tickets purchased at the entrance to the festival can be made by cheque (on presentation of proof of identity) or cash.

Payment for tickets purchased on our web site can only be paid for by credit or debit card;

**RETREIVAL OF TICKETS AT BOX OFFICE** Tickets can be collected on the day of the concert at the entrance to the site on presentation of proof of identity or the Email of confirmation.

Tickets not collected are neither refunded nor exchanged.

**AVAILABILITY & PLACEMENT** The spectator will assist at the concert either standing or seated on one of 400 chairs made available to the public. There are no numbered seats or reserved seats. A space for people with reduced mobility will be reserved on the site within the limit of space available.

Once the opening time of the concert has passed, a seated place is not guaranteed: in the case of no seat being available, no refund can be made. You are advised to arrive at least 20 minutes prior to the start of the concert. Doors open 30 minutes prior to the start of the concert.

**CANCELLATION & REFUNDS** Tickets are not taken back, exchanged, or refunded unless the concert is cancelled by the organiser. In the case of cancellation of the concert by the organiser, the sum paid by the customer will be refunded on demand by the customer within a maximum delay of 3 months after the date of the concert and after presentation of the tickets to the exclusion of all other compensation or indemnity of any type.

A fall back site such as the village hall may be used in case of unfavourable climatic conditions. In this case a notice will be posted at the entrance to the concert site. No refund, or exchange will be accorded in the case of a fall back site being used.

If the concert is interrupted after the 15th minute of its length, the ticket will not be refunded. The organiser, in case of a non-avoidable situation reserves the right to modify the programme as he thinks necessary.

The organiser reserves the right to cancel a concert that cannot take place because of absolute necessity such as (this is a non-exhaustive list) : bad weather, strike, fire, water damages, sickness of a musician, national mourning, etc.

Tickets lost or stolen cannot be refunded.