

PURCHASE AND ATTENDANCE RULES FOR EVENTS AT ORBITA|SPELLBOUND NATIONAL DANCE PRODUCTION CENTER

Rome, 20/10/2023

Acronyms, Abbreviations, and Definitions:

- **Organizer:** Spellbound Association.
- **Event:** Single show or performance managed by the Organizer, of any genre or type.
- **Buyer:** The person purchasing tickets (access passes) for the Event, even if subsequently used by third parties.
- **User:** Individual using the ticket to access and attend the Event.
- **Ticket:** Access pass valid for the Event.
- **Venue:** Location, space, or hall hosting the Event.
- **Seller:** Company owning one or more ticket sales systems (certified by the Revenue Agency) and online or physical sales circuits, authorized by the Organizer to market tickets, at its own responsibility and as per current regulations regarding sales intermediation and electronic commerce.

Introduction:

1. This Regulation is valid for all events managed by the Organizer from 20/10/2023 to 31/12/2024, within the programming activities of ORBITA|Spellbound National Production Center for Dance.

Ticket Purchase, Changes, and Refunds:

2. It is the sole responsibility of the buyer to check, at the time of purchase, any errors in date, venue, event selection; in this regard, the Organizer declines any responsibility.
3. Selling the Ticket for profit, using it for intermediation, or for commercial, advertising, or promotional purposes is strictly prohibited.
4. Refunds are only due in case of event cancellation or suspension, provided the suspension occurs before half of the total event duration communicated on ORBITA|Spellbound National Production Center for Dance's official channels and materials (www.orbitaspellbound.com, distributed printed materials). Refunds will be processed within 30 days from the scheduled date, following the Organizer's announcements on their website. Subscriptions are refunded at the end of the season. It is the Buyer's responsibility to stay informed about the event status and refund procedures by actively consulting the Organizer's websites and information channels.

Changes and Cancellations by the Organizer:

5. The Organizer has the full authority to, by autonomous decision or following changes in the current regulations for live event attendance, do the following:

- a. Modify the program, venue, date, and time of the Event.
- b. Modify the venue's capacity.
- c. Change the position of seats purchased by the Customer.
- d. Advance or postpone the Event's start time.
- e. Establish or modify access rules (such as, but not limited to, mandatory use of FFP2 masks, verification of access credentials imposed by current regulations, or other requirements imposed by law), to which the Customer must adhere, under penalty of being unable to attend the Event. The Buyer and Users specifically accept and acknowledge that in the occurrence of the conditions described in points a), b), c), d), and e) of this article, there is no refund of the Ticket.

6. In case the authorized capacity for the Event is reduced, the Organizer has the authority to cancel Tickets or subscriptions exceeding the authorized capacity (refunding them in monetary form). In this case, Tickets will be cancelled following the chronological order of purchase recorded by the Ticketing systems (starting from the last Ticket and/or subscription purchased). Priority will be given to subscription holders.

7. Service fees, if any, applied by the Seller during the sale and paid by the Buyer to the Seller for services directly provided by the Seller to the Buyer and/or Users, are governed by the contractual relationship perfected between the Buyer and the Seller during the economic transaction of purchase and are not perceived, even in part, by the Organizer. Consequently, in case of Event cancellation, the Organizer's responsibility towards the Buyer consists of refunding only the amounts related to the face value of the Tickets.

Event Access and Enjoyment:

8. In the case of an Event held in an open space, even without seat coverings, and consequently takes place in the rain, no refund will be due to the Buyer.

9. If an Event previously scheduled in an open space is moved to an indoor Venue due to rain or bad weather, maintaining the same date, no refund will be due to the Buyer.

10. Access to the Event is allowed until the Event's starting time written on the Ticket. If the User does not adhere to the hourly deadlines described in this article, access to the venue may be denied, without any refund to the Buyer.

Loss or Theft:

11. In case of theft or loss, the access pass cannot be refunded under any circumstances, and duplication or replacement cannot be guaranteed.

Event Conduct and Services:

12. Consuming food and drinks inside the venue is not allowed. It is possible to consume food and drinks outside the venue and/or in the refreshment area if available.

13. Each user is not allowed to occupy seats other than those assigned, even if they are vacant.
14. At the end of the event, it is mandatory to strictly follow the instructions of the service personnel for the flow-out procedures.
15. The audience may be subject to audio and video recordings during the event.

General Conditions:

16. Failure to comply with any point of this Regulation implies the impossibility of participating in the Event and/or expulsion from the Venue, with no right to a refund of Tickets.
17. By purchasing the Ticket for the Event, each Buyer fully accepts the conditions described in this Regulation.
18. When accessing the Venue, each User fully accepts the conditions described in this Regulation.

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