

We ask you to read the terms and conditions detailed below, which apply to all conventions organized by EVENTART Buying a Pass means that you agree to these terms and will respect these conditions.

Tickets

It is mandatory to have a Pass to access the event and to buy and access the extras.

You are not allowed to buy an “extra” ticket without having first purchased a Pass.

You must provide us with the names of the attendees when you purchase your Pass. As soon as we have registered them, they will be in a database, and therefore the ticket will remain personal and non modifiable.

To access the event, you will have to scan your e-ticket (sent by email beforehand) in order to get the bracelet that will allow you to access the event.

Depending on the type of event, it is possible that the wristband will be given to you upon presentation of an ID with photo in addition to your e-ticket. Without these documents, you will not be allowed to enter the event. If your event is concerned, this will be mentioned in the instructions sent by email but also published on our various social medias before the event.

Depending on the format of the event and/or your type of pass, it is possible that your seats are numbered. Therefore, your seat number will be indicated on your wristband. We ask that you respect your assigned seat.

Wearing a wristband is mandatory during the whole event, and it must be presented to the staff for any access. Failure to wear a wristband or refusal to present it may prevent you from accessing the event or activities.

Group tickets will be given to the person designated at the time of purchase, upon presentation of all group members' identification.

Tickets are non-refundable, non-exchangeable and non-changeable, except for a cancellation of the event by us. Their resale is forbidden unless otherwise stated. In which case, the only legal platform will be: <https://www.ticketportal.cz/> a <https://www.ticketmaster.cz/>

EVENTART reserves the right to modify the date and place of the event to obtain a maximum of guests present.

If the event is postponed, tickets will automatically be rescheduled to the new announced date. If you are unable to attend the convention on that date, you will be automatically refunded. If the entire event is cancelled, tickets will be automatically refunded.

If you must cancel your attendance at the event, no refunds will be issued. No exceptions.

The attendance of guests is contractual. A cancellation of their presence due to professional commitments or any other circumstances will not be a reason to refund your entry pass. We will make every effort to replace the guest with a new one. Any extras purchased will be replaced by those with the actor of your choice, and any photos/autographs included in the passes will be replaced by those with the new guest. If you wish, you can be refunded for the extras you purchased with the celebrity who cancelled his or her presence.

Minors must have a parental consent form plus a copy of the ID of the person who filled it out. Children under 15 must be accompanied by a responsible adult who also has a pass. Children under 3 years of age are not allowed.

If you are not present for the whole duration of your pass, for example if you leave early for any reason, we cannot be held responsible if all your extras could not be realized.

Force Majeure

EVENTART will not be held accountable in case of non-observance of the present terms and conditions if due to force majeure, including but not limited to fires, storms, explosions, floods, or any other natural disasters, government decisions, shortages of goods, strikes, pandemics, transportation disruptions, accidents as well as road, railway, aerial and maritime incidents, bad weather conditions in case of an outside event, as well as damages, defaults or delays from one or more providers, telecommunications breakdown, Internet breakdown, etc.

If one of these specific cases occurs, the client will still be asked to pay in full. However, the client is free to purchase cancellation insurance from the insurance company of their choice which will cover the financial losses and/or the additional costs which remain at the client's charge in case of one of the previously listed events.

Children from 3 to 5

Children from 3 to 5 can attend the event for free, provided that a member of his family stays with him/her at all times. The child will be allowed to accompany their parents for some of the activities. For instance, he/she can join you on your duo/trio/group pictures. But for solo photoshoots, autographs, the party, the child will need to have his/her own extra tickets.

Seats

Seats for certain events are assigned to you upon full payment of your Pass, by order of reservation. Several zones are set up, and depending on your Pass, you are assigned a seat and a row. You can exchange your seats but only in the same category and row. Any exchange that is not made by mutual agreement may disrupt the smooth running of the event and can result in immediate expulsion. To verify that your event is affected, check your admission ticket. Some of our passes/events do not offer named/numbered placements.

Travel and lodging expenses are the responsibility of the participant. In the event of postponement, change of venue, or cancellation EVENTART will not refund any expenses incurred.

Image rights

By attending an event of EVENTART, you agree to give all personal or property rights to your image, which could appear on pictures or video recordings that EVENTART could use for advertising or commercial purposes.

Cameras

Cameras are not allowed during the event unless you respect the following conditions:

Time when filming is allowed

Use only compact digital camera

The use of flash is permitted only during the first 5 minutes

No cameras with a lens over 18-55 mm

Non-respect of these conditions may result in an immediate ban of the convention without refund.

Autographs and Photoshoots

Please note that extras are limited in quantity per actor and will be allocated according to the order of purchase of the Passes.

Autographs and photo'ops are at the prices indicated on the event page in the website and sold online only to people with a Pass. They are also sold on site (in limited quantities) if stocks are not exhausted.

EVENTART will not be held responsible for the non-fulfillment of an autograph, a photo'op, a meeting, if the participant does not show up at the time he/she is called to do so.

Access to meeting rooms, VIP parties, private sessions, photos, autographs will only be sold to participants with a Pass.

EVENTART is not responsible for the result of the photoshoot (eyes closed...) We remind you that these extras are in limited quantity.

Photos and videos recording

It is strictly forbidden to make video recordings during the Q&A's.

It is also strictly forbidden to take pictures and video recordings during autograph sessions and photoshoots (including using mobile phone, camera, etc.) as well as during the meeting-room , VIP party, VIP dinner, under penalty of immediate expulsion without refund if there is no other statement.

Gifts

No gifts may be given to guests during the Q&A's and Photoshoots. Only during autographs and/or selfies.

Payment

The ticketing accepts all payments by credit card (visa, mastercard), or bank transfer. (In this latter case, the Pass will be assigned to you only after full payment and your seat will be registered at that time).

Do not hesitate to contact us in case of problems or if you have more questions.

Rights of withdrawal

The client has the possibility to book tickets online. The legislation concerning distance selling allows for a 14 days period of withdrawal.

Leisure services provided at a given date or period of time such as the ones provided by EVENTART fall under these exceptions.

Therefore, the client cannot use their right of withdrawal.

Dispute

In case of dispute, you can contact a consumer mediator via this link.

Compliance

EVENTART, reserves the right to make any changes to the event due to unforeseen and unavoidable circumstances.

The planner and the site manager cannot be held responsible for any loss, injury or damage during the convention.

The schedule of the agreement may be modified at any time or suffer cancellations. EVENTART is not responsible for these changes related to the unavailability of the actors or on their agent's demands. Therefore, no refund will be possible.

We strive for the website to work correctly. EVENTART will not be responsible if the website is temporarily unavailable due to technical issues which are beyond our control.