

# GENERAL CONDITIONS

## Acceptance and contractual incorporation

These General Conditions regulate the services and/or products contained in the Website that, FESTIVAL MUSICAL BURRIANA, AIE, offers Users.

The General Conditions are established without prejudice to the specific conditions that apply to services and/or specific products included on the Website, that is why the General Conditions outlined are found in a visible place on the Website, thus guaranteeing the User the effective possibility of finding out about them and their content, this entails the acceptance of all of them by the user. Consequently, the User, under their responsibility, must carefully read all of the conditions.

If the User does not agree with the content of these General Conditions, they should consequently refrain from accessing the Website and operating through it.

The specific conditions will apply to certain products and/or services offered to Users through the Website, or on the official channels that offer them, whose access and/or use is subjected to them, and as the case may be, those which replace, complete and/or modify the General Conditions.

The Promoter reserves the right to modify these General Conditions, upon publication of them through this means, and the User is responsible for properly reading them at the time of each visit and/or use.

## Entry and wristband

With regard to entry and the accreditation of the wristband, it is possible to find more information in the specific "ENTRY AND WRISTBAND" conditions published on the festival website.

The entrance pass cannot be refunded or exchanged except in the event of the total cancellation of the festival or in the event of a change of date of the Festival. The Organizer reserves the right to modify, suspend, or alter any of the scheduled activities and/or performances. In the case of the total cancellation, the Organizer will refund the cost of the entrance pass in accordance with the conditions that will be published on this site, with the exception of the distribution costs, given that this is an added service provided by the sales channels at the time of entrance pass purchase. Under no circumstances will the entrance pass be refunded if the cancellation occurs after the festival has commenced.

If the Festival would be cancelled as a consequence of the Covid-19 or any of its variants, the promoter will offer the user the change of their ticket for another ticket to access to a Festival of similar characteristics on a new date set by the promoter within the term of one year from the date of publication of the cancellation of the Festival, or the refund of the price of the ticket that the user must request through the channels made available to

him by the promoter within fourteen calendar days from the publication of the cancellation of the Festival.

The entrance pass will be exchanged between the Organizer and the Owner and User for a wristband in the ticket offices located next to the entrance to the music festival premises. The wristband will be placed and affixed on the Owner by the festival personnel. The wristband is the only valid element that grants its Owner and User access to the music festival premises and to the rest areas.

The Organizer will not be held responsible nor accepts responsibility for any possible damage, loss, or improper handling of the wristband. The Owner and User is responsible for keeping it on his/her person at all times. Any loss, improper handling or damage to the wristband implies the impossibility to access the premises or the immediate dismissal from the premises. It is the responsibility of the Owner and User to make sure that the wristband is perfectly closed and securely fastened at the time of its placement. A damaged or improperly handled wristband will not be exchanged for or replaced by another. The wristband will only be replaced in the event that said wristband was excessively affixed by the attendee, and said replacement will have a charge of 25 euros

## Admission

The Promoter reserves the right of admission. Access, and the right to remain in the music venue, rest area or parking area will be denied to Users who:

Breach the instructions of the Promoter (prohibition of access to restricted areas or areas assigned to other uses than the recreation of the User, etc.)

Behave in a violent manner or hinder the normal course of the show.

Are in possession of or traffic drugs. Are in a state of severe drunkenness or drug intoxication.

Bring in, carry or use any kind of weapons or objects that could have the same effect, such as piercing or cutting objects, or items that are deemed dangerous for safety. Nor is it permitted to bring food and drink into the music venue.

Carry out disruptive, insalubrious, harmful, dangerous or illegal activities

In any case, expulsion from the music venue, the rest area, or the parking area, will result in entry price not being returned, and the confiscation of the wristband.

## Minors

Minors under the age of 18 are not allowed to enter the Festival. Only is allowed the entrance of minors under the age of 9, it will also be obligatory to be accompanied by one of the parents or by the legal representative, and accredit this (National ID No., passport, Family Book) and hand in the authorisation for entering the music venue, and the parent or legal representative is responsible for the actions of the minor. Inside the venue, the inability to locate the minor's parent or legal representative will result in their expulsion, and the Promoter is exonerated from their custody or care. The wristband for minors will be specific in order to identify them as a minor and to this end, the following will be required:

- The National ID No. or passport in order to accredit your identity

· in addition to the aforementioned authorisation for minors, you must accredit yourself along with your father/mother/guardian and be accompanied by them at all times in the venue. Failure to comply with the above condition will result in the non-accreditation, or as the case may be, expulsion from the festival.

## Intellectual property and image rights

All image and intellectual property rights from any celebration or artistic performance that takes place inside the venue are reserved.

It is not permitted to record, capture or film images and sounds if it is not with the express authorisation granted by the Promoter.

Anyone who enters the venue consents to their appearance in the images captured by both the authorised media and by the event sponsors for possible screenings as part of promotion and marketing, and on social networks.

### Data Protection

In accordance with the provisions of REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, the data provided on the website and on the platform for purchasing tickets, will be disclosed to the Promoter for management of the event and its clients, and for sending commercial and promotional information about its events, services and products.

As an attendee at the event, the User understands and accepts that their data/image can be published by it, in the following media and for the aforementioned purposes.

- a. On the Arenal Sound website [www.arenalsound.com](http://www.arenalsound.com)
- b. Social networks (Facebook, Twitter, Instagram, YouTube)
- c. The Official App of the festival

Through the purchase of the ticket, the User accepts their data being disclosed to other affiliated companies of FESTIVAL MUSICAL BURRIANA, AIE. for management of the event.

You can consult the affiliated companies on this website.

You can exercise your rights of access, rectification, deletion, opposition, portability, limitation in relation to your personal data by writing, with a photocopy of your National ID No. attached, to the address Calle Justicia, 4 - door 2 -A, 46004 Valencia or via email at [gdpr@arenalsound.com](mailto:gdpr@arenalsound.com); we provide forms through which you can exercise the aforementioned rights.

## Legislation

These General Conditions have been created in accordance with Law 34/2002, governing information society and electronic commerce services, Law 7/1998, on General Contracting Conditions, in Royal Legislative Decree 1/2007, approving the recast text of the General Law for the Protection of Consumers and Users and other complementary laws, in Law 14/2010, of 3 December of the Valencian Regional Government, on Public Shows, Recreational Activities and Public Establishments in the Valencian Community, as well as in Royal Decree

2816/1982, approving the Regulation on the Policing of Public Shows and Recreational Activities, and other applicable legal provisions.