

GRAN SIMFÒNIC REFUND SERVICE

This document sets out the terms and conditions of Gran Simfònic ticket refund service (hereinafter, the "**Refund Service**").

Peace of mind when buying your concert ticket. When you pay for the Refund Service, you can request a refund of 100% of the ticket price you paid (excluding the cost of the Service and applicable fees), if you cannot attend the concert.

Information about ticket handling fees:

Tickets purchased online are subject to a handling fee, or commission, that is applied during the purchasing process, and which represents a cost independent to the concert ticket. Online ticket sales are subject to a commission applied by the provider of the sales platform and related banks. Gran Simfònic splits this cost with the customer.

If you have paid for the Refund Service and want to cancel your ticket, please follow the procedure detailed below. Gran Simfònic will refund you for the ticket price you paid, but you will not receive a refund for the handling fees for the initial purchase.

HOW DOES THE REFUND SERVICE WORK?

You may request the ticket refund service when you buy your tickets, by ticking the relevant Refund Service box.

REFUND SERVICE PRICE

The Refund Service costs **10% of the ticket price paid at the time of purchase** (if more than one ticket is purchased, you will need to pay the Refund Service for each ticket).

The cost of the Refund Service is paid when purchasing the ticket(s). Payment may be made by bank card or by any other authorised means of payment.

WHAT THE REFUND SERVICE COVERS

You will be refunded 100% of the ticket price you paid (hereinafter, the "**Ticket Price**").

Handling fees and the cost of the Refund Service are non-refundable.

REASONS FOR A TICKET REFUND

You can use the Refund Service whenever you want a ticket refund for any reason, without having to provide any justification. **EXERCISING YOUR RIGHT TO A REFUND**

When you pay for the Refund Service, you can request a refund up to 24 hours before the concert (the "**Refund Period**").

Follow the procedure below:

- To request a ticket refund, the person purchasing the tickets must send an email to taquilla@gransimfonic.cat within the Refund Period indicating (1) the name and surname of the person who made the purchase; (2) the ticket(s) to be refunded, indicating the concerts they correspond to; (3) the reference number for the purchase; (4) the bank account where the refund payment will be made, in accordance with the provisions of these terms and conditions.
- Once the request for a ticket refund has been received, we will check that the request meets all the requirements to receive a refund: (i) having paid for the Refund Service in the ticket purchase process; (ii) having sent the ticket return request within the Refund Period (hereinafter, the "**Refund Requirements**").
- If the Refund Requirements are met, we will proceed to refund the Ticket Price (excluding handling fees and the Refund Service price) by bank transfer within a period of 14 days to the account provided by the person who made the purchase.

By paying for the Refund Service, the buyer accepts the terms and conditions of the Refund Service established herein.