

# TERMS AND USE OF THE SERVICE

The in-person ticket sales service is free, and online ticket sales may be free for free tickets and paid tickets for paid tickets. Users can always access all information regarding the price of each ticket on the website. The information service offered through the website is free.

When an attendee purchases a ticket, Talonarium does not charge any fees since it is not a payment made through an online payment gateway.

All the app's features are free except for a few features for more advanced users.

Any changes made after the ticket sales start date, such as date changes, event cancellation, etc., are the sole responsibility of the event promoter.

The use of Talonarium for illegal purposes, whether it be the resale of tickets, inappropriate events, infringement of intellectual property or other types of activities unrelated to the main objective of the platform, will lead to the automatic cancellation of the published content and a possible penalty for the user.

If you detect any of the activities mentioned in the previous paragraph, please contact us at [contact@talonarium.com](mailto:contact@talonarium.com) in order to take the necessary measures.

The use of this electronic payment system to purchase tickets will constitute a crime of electronic fraud, as provided for in article 248 of the Penal Code and punishable by up to six years in prison, when any of the following circumstances occur:

- Providing false information about the buyer or the card number used as a means of payment
- Use data from persons other than the buyer
- Providing card numbers that do not match the buyer's
- Usurp the status of cardholder of another person's cards
- Use card numbers generated with computer programs or similar algorithms.

A ticket may not be used for advertising, commercial, promotional, gaming, contest, or betting purposes without the prior, express, and reliable authorization of the promoter.

Talonarium declines all responsibility for tickets purchased at unofficial points of sale and is not liable for any price differences with other sales channels or outlets.

Ticket(s) are issued in accordance with the rules and regulations of the venue you own.

Due to availability, the promoter reserves the right to change the tour time you selected during your purchase, delaying it by up to two hours.

Tickets may be restricted to a maximum number per person, per credit card, and, for some events, per family.

The customer has a period of thirty days to complain about any errors made when requesting tickets.

Talonarium incorporates appropriate safeguards and uses industry-standard technology to enhance the security, integrity, completeness, accuracy, and protection of your collected personal data, and has established reasonable precautions to protect this information from potential loss or misuse. Its data protection and security policies are reviewed periodically and enhanced when necessary, and it strives to ensure that only authorized individuals can access the information you provide.

## Ticket Refund Policy and Right of Withdrawal

Once a ticket has been purchased, it cannot be exchanged or refunded, except for reasons provided for in current legislation.

Refunds for previously purchased tickets are not permitted. Failure to attend an event or show or an error in purchasing the ticket(s) are not grounds for refunds.

The user may not exercise the right of withdrawal or termination, in accordance with current regulations on consumer affairs and retail trade regulation.

The promoter undertakes to refund the full amount to the purchaser, assuming the processing fees incurred in the purchase of the tickets.

In the event of any change to an event or show, Talonarium undertakes to:

- a) Publish it on your website as soon as you become aware of it, in order to keep users properly informed.
- b) Send a message to the email address provided by the user at the time of purchase informing them of these changes.

## Organizers' policy for cancellation and refund of premium subscriptions

At Talonarium, we strive to provide high-quality software and exceptional service. We understand that circumstances can change, and we want to make managing your subscription as easy as possible.

This policy describes how you can cancel your subscription and how refunds are handled, depending on the platform through which you made the purchase.

You can cancel your subscription at any time. Canceling your subscription will prevent future renewals. You will have access to Talonarium's premium features until the end of the current billing period for which you have already paid.

- Subscriptions purchased through the Google Play Store (Android devices):
  - You can cancel your subscription directly from the Google Play Store app on your Android device or through the Google Play website.
  - **Important:** Google Play directly manages cancellations and renewals of these subscriptions.
  - Google Play refunds are handled by Google, not Talonarium. You should contact Google Play support directly to resolve any issues and determine if you qualify for a refund. Google Play has its own policies and legal requirements, and may issue refunds at its discretion.
- Subscriptions purchased through the Apple App Store (iOS devices):
  - App Store subscriptions are managed exclusively through your Apple ID settings.
  - **Important:** Apple directly manages cancellations and renewals of these subscriptions. Talonarium cannot cancel App Store subscriptions on your behalf.
  - Apple App Store refunds are handled exclusively by Apple. Talonarium cannot issue refunds for purchases made through the App Store. You can request a refund from Apple, but eligibility for a refund depends on their policies.
- Subscriptions purchased directly from our website (via RevenueCat Web Billing):
  - If you purchased your subscription directly from our website [talonarium.com](https://talonarium.com), you can manage and cancel it from your account dashboard, where you'll find a link to the RevenueCat dashboard.
  - Per Talonarium policy, RevenueCat refunds are not possible after the specified trial period has elapsed. In exceptional circumstances, and in the event of any unforeseen circumstances, we may review the case and process the refund.