

PURCHASE POLICY FOR TURNTABLE TICKETS.

Our goal at Turntable Tickets, Inc., a Delaware, USA corporation (“TurnTable”) is to make the experience of purchasing Tickets efficient and straightforward. This Purchase Policy has been prepared to enable the Ticket Purchaser or Site User to understand the process of purchasing Tickets on turntabletickets.com (the “Site”). As mentioned in this Purchase Policy, the terms and conditions herein apply only to the *purchase* of Tickets and in no way apply to the actions, interactions, or procedures applicable to the Event for which the Tickets are purchased.

DEFINITIONS.

“Event” shall mean a scheduled show, experience, attraction, activity, or other occasion for which the Event Organiser is organizing, producing, or livestreaming at Venue. “Event” shall not include occasions where the Event Organiser is not responsible for the organization, production, or marketing.

“Event Organiser” shall mean the person or entity specified in the Event Listing, or their representative thereof, responsible for the organization, production, or marketing of an Event.

“Event Listing” shall mean the web page hosted by TurnTable through the Site which from time to time describes each Event, Ticket prices, and other relevant information as provided by Event Organiser.

“Ticket” shall mean a computer record, which may or may not be linked to a specific physical document that grants a person admission to an Event and is purchased through TurnTable or the Site.

“Ticket Price” shall mean the total amount due from the Ticket Purchaser, including the Venue Processing Fee, and all taxes and fees, for the Ticket at the time of purchase.

“Ticket Purchaser” or “Site User” shall mean any individual who purchases a Ticket for the Event Organiser’s Event directly from TurnTable and, where applicable, any guest who attends an Event using Tickets sold to the Ticket Purchaser.

“Venue” shall mean (i) the physical location where an Event takes place, including but not limited, a club, ballroom, lounge, bar and restaurant or (ii) the web-based platform by which an Event is livestreamed.

“Venue Processing Fee” shall mean the portion of the Ticket Price charged to the Ticket Purchaser by the Event Organiser as convenience or service fee.

1. Who Turntable Is/What Turntable Does. TurnTable provides a platform to promote and sell Tickets, collect money, or manage reservations on behalf of artists or event Organisers for a scheduled Event. You can find further information about Turntable and how to contact us at <https://turntabletickets.com/>. We will also confirm the key information related to the

Event and the Ticket to you in writing after you have placed your order, either by email or your online account.

2. Event and Pricing Information. TurnTable sells Tickets on behalf of Event Organisers and all details of Events including, but not limited to, performance times, Venue, Ticket Prices, Ticket quantity, seat location and seat availability are entered onto the Site by the Event Organiser. The accuracy of all such information is at all times the responsibility of the Event Organiser. Occasionally, additional Tickets may be available prior to the Event. However, TurnTable does not control this inventory or its availability.

3. Fees, Payment, and Taxes. Once you have selected your Ticket(s) for purchase, you will be required to pay immediately for any Ticket(s) that you confirm at the checkout page.

A Venue Processing Fee is assessed for each Ticket purchased and included within the Ticket Price. The cost of the Venue Processing Fee will be provided to you on the payment page. For Ticket Purchasers based in the United Kingdom (UK), if the rate of value added tax (VAT) changes between your order date and the date we supply the service, we will adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

4. Order Confirmation and Processing. All information on accounts and orders must be valid and is subject to verification. Ticket orders are subject to payment approval and are only processed upon verification of billing information in accordance with the payment processor's requirements. Ticket Purchaser's order is confirmed when they receive a confirmation, in the form of a confirmation page and email ("Order Confirmation"). If Ticket Purchaser does not receive an Order Confirmation after submitting payment information, or if Ticket Purchaser experiences an error message or service interruption after submitting payment information, it is Ticket Purchaser's responsibility to contact the Event Organiser whether or not the Ticket Purchaser's order has been placed. Sometimes we reject orders, for example, because we can't verify your age (where the Event is age-restricted). When this happens, we or the Event Organiser will let you know as soon as possible and refund any sums you have paid.

5. Ticket Delivery Options. Unless otherwise authorized by the Event Organiser, all Tickets purchased through the Site will be delivered to the email address provided at the time of purchase. Delivery options are determined by the Event Organiser, in its sole discretion. If our supply of the Ticket is delayed by an event outside our control, we will contact you as soon as possible to let you know and we will do what we can to reduce the delay and liaise with the Event Organiser where necessary to resolve the issue. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial, and you have not received the Ticket, you may cancel the Ticket order by contacting the Event Organiser and in accordance with their cancellation and refund policies (which are linked to in the Event Listing).

6. Ticket Limits. Event Organisers or Venues have the option to set a maximum amount that can be purchased by a single purchaser (a "Ticket Limit") to discourage unfair Ticket purchase practices. Multiple accounts may not be used to circumvent or exceed published Ticket

Limits. Any attempts to circumvent the Ticket Limit may result in cancellation of the purchase and restrictions on future use of TurnTable services.

7. Canceled, Postponed, Rescheduled, and Moved Events. Occasionally, Events are canceled, postponed, rescheduled to a different date or materially different time, or moved to a different Venue. If this occurs where you have purchased a Ticket for the Event in question, the Event Organiser will contact you and inform you of your options (i.e. refund, credit or move your Ticket to the rescheduled date).

8. Event Cancelled/Postponed by Event Organiser. For exact instructions on any cancelled or postponed Event, please check the Event's information on the Site or contact the Event Organiser or Venue. Refunds or exchanges are subject to the Event Organiser's policies, and any offers for refunds or exchanges are at their discretion. The links to the relevant policies will be provided on the Event Listing. In order to receive a refund or an exchange that may be offered, Ticket Purchaser must comply with the Event Organiser's procedure. While TurnTable makes an effort to convey the refund/exchange process for an Event Organiser, including simply providing the Ticket Purchaser with a form or contact information, TurnTable is not responsible for contacting the Ticket Purchaser when an Event is cancelled or postponed. All information, policies, procedures, or requirements associated with a cancelled or postponed Event are to be made in the sole discretion of the Event Organiser.

9. Refunds, Credits, and Exchanges. All Ticket sales are final and refunds are only permitted in accordance with the Event Organiser's refund policy as set out in the Event Listing. Before purchasing Tickets, carefully review Ticket Purchaser's chosen Event and seat selection. Policies set forth by Event Organisers generally prohibit TurnTable from issuing exchanges or refunds after a Ticket has been purchased, or for lost, stolen, damaged, or destroyed Tickets. Tickets therefore cannot be replaced if they are lost, stolen, or damaged.

10. Limitation of Liability. TurnTable is only responsible for losses you suffer if we have breached this Purchase Policy. Notwithstanding this, we will not be liable for any losses which are:

- Unexpected. It was not obvious that it would happen and nothing you informed us of before purchasing the Ticket meant we should have expected it (so, under the law, the loss was unforeseeable).
- Caused by a delaying event outside our control.
- Avoidable. Something you could have avoided by taking reasonable action.

We do not exclude or limit our liability to you in any way that would be unlawful to do so including death or personal injury due to our negligence, or for fraud or fraudulent misrepresentation.

Subject to the paragraph above (*liabilities which cannot legally be limited*) TurnTable's total liability to the Ticket Purchaser for each claim made which relates to our breach of the Purchase Policy, shall not

exceed the total amounts paid by the Ticket Purchaser to TurnTable for the purchase of Tickets in the 12 months preceding the date the claim is made.

11. We can change or suspend or stop services under this Purchase Policy. We can always change the services we provide on our Site:

- to reflect changes in relevant laws and regulatory requirements; and
- to make minor technical adjustments and improvements, for example to address a security threat. These are changes that don't affect your use of the service.

12. We can cancel or suspend our services to you. We can cancel or suspend our services to you if you don't make any payment to us when due and you still don't make payment within 15 days of us reminding you that payment is due.

13. We use your personal data as set out in our Privacy Policy. How we use any personal data you give us is set out in our Privacy Notice:

https://landing.turntabletickets.com/turntable-tickets-privacy-policy?hs_preview=LmlzJbQH-197559306612

14. License; Ejection and Cancellation; No Redemption Value. The Ticket Purchaser agrees to comply with all of the Venue or Event Organiser's applicable rules, policies, terms, and conditions which are provided on the Event Listing ("Event Organiser Rules").

15. Indemnification. By purchasing a Ticket on the Site, the Ticket Purchaser agrees to compensate TurnTable for any losses arising out of or in connection with the Ticket Purchaser's breach of this Purchase Policy.

16. Queries and complaints. If you have any queries or complaints regarding your purchase, please contact us the Event Organizer or support@turntabletickets.com.

If we need to contact you, we will use the contact details you provided at the time of purchase. Please ensure that you provide us with a valid email address as this is our preferred method of contacting you. You should also be aware that your email mailbox settings may treat our emails as junk, so remember to check your junk and/or spam folders.

17. Miscellaneous. If any provision of this Purchase Policy is found by a competent court to be invalid or unenforceable, that provision shall be deemed to be omitted from this Purchase Policy but this shall not prevent the other provisions from continuing to remain in full force and operate separately.

Any of our affiliates, successors, or assigns may enforce these terms in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999. Except as provided in the previous sentence, this Purchase Policy does not create any right enforceable by any person who is not a party

to it but does not affect any right or remedy that a third party has which exists or is available apart from the Contracts (Rights of Third Parties) Act 1999.

We may transfer our rights and obligations under this Purchase Policy to an affiliate entity or third party. In the event we transfer the provision of our services to an affiliate or third party, where possible, we will endeavour to inform you in writing.

18. Governing Law and Jurisdiction. The existence, formation, interpretation and operation of this Purchase Policy and any matters or disputes arising out of or in connection with them (whether contractual or non-contractual), are governed by and interpreted in accordance with the laws of England and Wales. The courts of England will have non-exclusive jurisdiction on any matter or dispute (whether contractual or non-contractual) between you and us arising out of or in connection with this Purchase Policy.