

TERMS AND CONDITIONS

1. GENERAL

1.1 FANSPRINCING operates as an official primary ticket sales channel and provides an event ticket sales service for promoters, managing the distribution of tickets on their behalf and for their account.

FANSPRINCING acts as an intermediary and will always remain outside the contractual relationship that may be established between the promoters and the users who purchase their tickets.

1.2 FANSPRINCING is an innovative ticketing platform where fans can propose the price they are willing to pay for an event ticket, within predefined parameters established by the event organizer.

FRANSPRINCING is a brand of MOZION SOLUTIONS S.L.

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Address: C/Balmes 205, 6º 2ª, 08006 Barcelona, Spain

Contact Email: contact@fanspricing.com

BANK INFORMATION

Some banks may block cards if multiple proposals are submitted, and others may require confirmation of a €0.00 transaction to authorize the hold.

Being of legal age is a condition for purchase.

2. PROMOTER RESPONSIBILITY

2.1 If an event is canceled, postponed, rescheduled, or moved, and refunds are approved by the Event Organizer, only the original purchaser will be eligible for any available refunds or credits.

2.2 The inability to attend an event or show, or making a mistake when purchasing tickets, does not justify a refund.

2.3 Travel, accommodation, or any services related to the event booked by the user are at their own risk. Neither FANSPRINCING nor the event Organizer assumes responsibility for loss of enjoyment or expenses incurred.

3. SYSTEM DESCRIPTION

3.1 The system works as follows: the user views an event, its starting price, the average price and time. Based on all these elements, the user proposes a price.

3.2 According to the proposal, the participants, and the average price, an algorithm determines whether the user's proposed price grants entry to the event.

3.3. There is a confidential minimum acceptance threshold (hidden price). Offers below this threshold will not be accepted by the system.

3.4 In either case, the user is notified by email.

4. DOCUMENT

4.1 The document in which the buyer accepts the terms is stored in our IT system until the event occurs.

4.2 Additionally, the buyer has access to it and can print and/or save it on their system. These general terms and conditions will become part of the contract once accepted by the customer.

4.3 The language governing the contract is the one used in the purchase process.

5. OTHER TICKETS BUYET

5.1 The ticket purchaser must provide tickets to their companions.

6. EVENT ACCESS

6.1 The venue and/or the Organizer may deny access if the user violates any of the event's terms and conditions.

6.2 Violation of these rules or any other act that may cause harm, damage, or grievance gives the venue or Organizer the right to expel the user.

6.3 The exercise of the right of admission will never result in denial of access based on birth, race, sex, religion, opinion, disability, sexual orientation, gender identity, or any other personal or social circumstance.

6.4 Upon entering the venue, attendees may be subject to a search in accordance with the law.

6.5 Objects considered dangerous by the Organizer or prohibited by current regulations are not allowed.

6.6 The Organizer may deny access or expel a ticket holder in case of non-compliance with staff instructions, or if it is reasonably presumed that a risk situation may occur for the ticket holder or others, including cases of apparent or potential intoxication. The ticket holder is personally responsible in all cases for their actions or omissions that cause injury to others or damage to property.

6.7. Ticket holders acknowledge they may appear in images taken inside the venue by various media for subsequent informational dissemination and authorize such use, which is the responsibility of each media outlet. Images may appear online, and dissemination may not be controlled.

If video surveillance exists at the entrance, images will be stored in a file managed by the organizer for access control, security, and incident resolution.

If you provide data of a companion, you are obliged to inform them and obtain consent for the processing of their data, which is subject to our privacy policy.

Ticket holders acknowledge that images may be used for informational or promotional purposes and may appear online, outside the control of the organizer.

Images collected may also serve as evidence in cases of unlawful behavior or damage to persons or property. Data may be automatically provided to judicial or police authorities if necessary.

7. THE TICKET

7.1 Possession of the ticket does not give the holder or third parties the right to use it or its content for advertising, marketing, or promotional purposes (including contests, giveaways, or draws) associated with the ticket holder or third parties, unless expressly authorized in writing by the Organizer.

7.2 These activities are monitored online.

7.3 FANPRICING or the event/concert/show Organizer assumes no responsibility in case of loss or theft of the ticket.

8. MINORS

8.1 Entry of minors is regulated by local laws and varies from region to region.

SEE THE PARTICULAR CONDITIONS OF THE EVENT.

8.2 During the stay at the venue, the accompanying adult (parent, guardian, or tutor) is responsible for any actions of the minor and must accompany them outside the venue during the legally stipulated hours.

8.3 At all times, both the companion and the minor must carry ID or passport if requested by staff to verify identity. Foreigners must provide the appropriate documents from their country of origin.

9. CANCELLATIONS, REFUNDS, OR CHANGES

9.1 Once a ticket is purchased, it may only be exchanged or refunded in case of event cancellation.

10. COMPLAINT FORMS AND OTHERS

10.1 Complaint forms are available at the event venue. For questions, additional information is available on the Organizer's official website.

10.2 Regarding our sales, users may request complaint forms at our corporate office.

11. INTELLECTUAL AND INDUSTRIAL PROPERTY

11.1 All content—including, but not limited to, texts, photographs, graphics, images, icons, technology, software, links, and other content on this website or platform, as well as its graphic design and source code—is protected by intellectual property law.

12. COSTS

12.1 Service fees are included in the ticket price.

13. PAYMENT METHODS AND SECURITY

13.1 Payment can be made via STRIPE.

13.2 Bank details entered by the user are used solely by the corresponding bank. FANPRICING.COM (MOZION SOLUTIONS S.L.) does not collect, process, or share this information.

13.3 Payment processing services on the online platform are provided by Stripe and are subject to the Stripe Connected Account Agreement:

<https://stripe.com/es/connect-account/legal>, which includes the Stripe Terms of Service.

13.4 FANPRICING has adopted and will continue to adopt all technical and organizational security measures required by law and industry standards to ensure the highest level of safety and confidentiality in communications.

14. ALTERNATIVE DISPUTE RESOLUTION

14.1 MOZION SOLUTIONS S.L. has an active conflict resolution policy and provides customer service.

14.2 According to Art. 14.1 of EU Regulation 524/2013, the European Commission has made available an online dispute resolution platform at:

<http://ec.europa.eu/consumers/odr>.

14.3 However, MOZION SOLUTIONS S.L. will decide in each case whether to adhere to this system, as we believe conflicts can and should be resolved outside this framework. Customers are advised to use our customer service before filing any complaint.
