



Many thanks for using [www.atelier.lu](http://www.atelier.lu)! Please read the following policy and terms of use carefully as they determine the use and buying conditions of [www.atelier.lu](http://www.atelier.lu). By visiting and using [www.atelier.lu](http://www.atelier.lu) you expressly agree to these terms and policies and please note they may be updated (the date of the latest update is mentioned above). Any changes made to the terms are effective upon their publication on [www.atelier.lu](http://www.atelier.lu).

## **PRIVACY POLICY**

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Our aim is to maintain your confidence by handling your personal information with respect and putting you in control. We've done our best to make our explanations short and easy to understand, but if you would like further information, or have any questions, please contact us using out <http://www.atelier.lu/Contact>.

As you purchase a ticket to one of our events, we will use the information you provide us to fulfil our obligations to you in delivering that service, and, where you have indicated so, keep you up to date about other events that may be of interest to you.

### **This is the data we collect**

We collect and store different data about you when you create an account, buy tickets, contact us, and use our websites, apps and social media. This may include full name, contact details, email address and ticket purchase information (such as artist, number of tickets bought and seat detail. When using [www.atelier.lu](http://www.atelier.lu) or any affiliated application, we may also collect additional information (such as the browser and device you are using, your IP address, your location, etc).

It is your choice whether you want to receive marketing info (mainly newsletters) or not. Feel free to get in touch via <http://www.atelier.lu/Contact> to unsubscribe from the newsletter or get any further information.

We are making sure that your information is protected and we will delete it securely when we no longer need it or when you have requested us to do so.

We will not share your information with third parties, except for parties involved in the process of providing the service (ie: emailing services, etc). Only the data needed to provide the service will be communicated in this case.

When you purchase tickets to an event which is not promoted by [www.atelier.lu](http://www.atelier.lu), we may communicate your data info to relevant promoter. This includes your name, contact details and ticket purchase information, such as number of tickets bought and seat number(s).



## PRIVACY POLICY & GENERAL TERMS

Last Updated: 28<sup>th</sup> May 2018

We may communicate your data to third parties who provide goods and services purchased by you (for instance VIP tickets, upgrades, artist merchandise, etc) so that they can process and fulfil your order.

We may share your data with any company affiliated with [www.atelier.lu](http://www.atelier.lu) in order to provide services for us such as marketing, profiling, reporting as well as technical support.

We give great care to securely store your data and protect your information. We make sure our IT infrastructure is up-to-date and necessary protection measures are in place.

### **This is why we collect the data**

We most and foremost collect your data so we can process your order, initiate the payment process, provide event details (ticket, show info etc), send confirmations and event reminders and updates, as well as provide you with customer support.

Furthermore, and only if you consent to do so, we may use your data in order help improve and customize our products and services. Collecting data will allow us to create a profile about you to help us personalize our services to you. For instance, if you purchase a ticket for a metal show and you have consented to receiving our newsletter, we will inform you about other metal shows we think that might be to your liking. You can unsubscribe any time from our newsletter by using the contact form <http://www.atelier.lu/Contact>.

Finally, our aim is to make sure tickets get into the hands of real fans. As such, we may use your information to prevent ticket touting, misuse of our intellectual property, fraud, or other crimes.

### **These are your rights**

You can have your data erased at any time, you may also request a copy of the data we have about you, you can have this data be corrected, amended or updated at any time.

You can subscribe as well as unsubscribe our newsletter at any time.

If you wish to do any of the above, simply get in touch with our data officer using <http://www.atelier.lu/Contact>.

### **This is how to get in touch**

If you have any questions about the above, give us a shout on <http://www.atelier.lu/Contact>.



## TERMS & CONDITIONS

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The aim of [www.atelier.lu](http://www.atelier.lu) is to facilitate the purchase of event tickets in the best and fastest way possible. The following terms are meant to help and guide you through this process and make sure the process has been satisfactory.

### Purchasing tickets

The promoter of each show is listed in the detail page of every show. While most shows are promoted by A-Promotions, some shows are promoted by outside promoters.

Buying tickets on [www.atelier.lu](http://www.atelier.lu) establishes a contract between you and the promoter of the show. Note that the promoter might have additional terms that are added to the [www.atelier.lu](http://www.atelier.lu) terms. It is the promoter of the show that determines the ticket prices, price categories, category allocations as well as the ticket availability. The promoter provides all information listed on the pages dedicated to the respective show and it is his responsibility to communicate all updates such as schedule changes, line-up changes, date changes, cancellations, postponements, seat/ticket-availability etc.

Each ticket is subject to the promoter's terms. The promoter reserves the right to exclude any punter for bad behavior or any misconduct that might damage the venue, threaten other punters or rise any security issue. Entrance to a show might be refused if the punter does not comply to security measures in place in the respective venue (ie: security searches).

Parental consent is required to create an account and use [www.atelier.lu](http://www.atelier.lu) if you are under the age of 16.

It is your responsibility to provide the correct information during the purchase process (Name, Family Name, email, etc). Once you have received your tickets, please check upon reception for any errors in this regard, as well as Artist, date and venue.

The purchase is confirmed only once an order number (order ID) has been allocated to your purchase after hitting the "buy now"-button on [www.atelier.lu](http://www.atelier.lu). The order ID is allocated once the payment has been duly received and the order and purchase is only complete once the payment has been received.

Regarding seated shows and relevant seating charts, please note that venue representations on [www.atelier.lu](http://www.atelier.lu) are mere graphical representations and do not represent venues to scale.



## **Show information**

The promoter provides all show-relevant information found on [www.atelier.lu](http://www.atelier.lu): venue, acts, line-up, show schedule (times doors, support, main act) and is responsible to provide any updates. Please note that this show related information is subject to change and may vary from the information printed on the ticket at the time of purchase. Before coming to the show, punters are to check on further media outlets (artist websites, venue/promoter social media and webpages, daily press & radio) if there have been any of these changes.

## **Ticket price**

The final purchase order price includes the face-value of the ticket(s), relevant pre-sale tax and order fee as well as applicable VAT. All additional costs (pre-sale tax and order fee) to the face-value will always be clearly mentioned during the purchase process and will vary from one show to another. Besides VAT, no further costs will be added. The final ticket price is due upon placing the order. The offered payment methods may vary, the main methods being MasterCard/Visa as well as Digicash.

The amount of tickets per order may be limited in order to limit secondary ticketing and ticket scalping/touting. The maximum amount of tickets that can be purchased per order is indicated during the purchase process. If one punter exceeds this limit with more than one order, [www.atelier.lu](http://www.atelier.lu) may cancel the orders and the relevant tickets will not grant access to the venue. These measures are implemented in order to counter ticketing touts.

## **Ticket delivery & Scanning**

Once the payment has been duly received, the order is confirmed and tickets are sent via email to the address provided during the order process. It may take up to 1 hour for this email to be generated. Please get in touch via <http://www.atelier.lu/Contact> in case you should not have received your tickets 48hours ahead of the show. If you wish to do so or require any further info, please provide all relevant information including the order ID, email address and full name.

The email contains a PDF document containing your tickets. Reading and printing requires the latest version of the Adobe reader (latest download available [here](#)). Each page of this document is one ticket. Each ticket contains a QR code which allows one entry per scan. Tickets may be printed (in B&W or color) but can also be presented and scanned on your smart phone (in B&W or color).

Re-admissions are not allowed and security personnel is entitled to search ticketholders and their belongings.



### **Unauthorized resale & stolen tickets**

Each ticket contains a QR code which allows one entry, the first ticket to be presented, per scan. We strongly advise not to post your ticket on social media or any publicly accessible webpage.

You agree not to sell, reproduce, alter or counterfeit the ticket for any reason. Unauthorized duplicated, counterfeited, sold, resold, or copied tickets may be canceled without compensation. We reserve the right to deny any of the privileges attached to the purchase of the tickets to anyone that we determine has or has been in violations with the present terms and policies.

The ticket is a revocable license and admission may be refused upon refunding the face value of the ticket. Unlawful resale or attempted resale is grounds for seizure and cancellation without compensation. Tickets purchased from unauthorized sources or ticket touts may be lost, stolen or counterfeit, and if so are void. [www.atelier.lu](http://www.atelier.lu) will prosecute any ticket counterfeiters.

A ticket cannot be replaced if lost, stolen or destroyed, and is valid only for the event for which it is issued.

A ticket is not redeemable for cash.

### **Cancellations and refunds**

Bought tickets cannot be exchanged or refunded on simple request. Stolen, destroyed or lost tickets are not refunded. Please keep your tickets in a safe place. Tickets containing a bar code or QR code are not to be published on the www, social webpages or any other public places.

The event date, time and venue are subject to change without notice. Date, billing or venue changes are not a valid reason for a refund. Ticketholders are requested to inform themselves before commencement of travel if a show is going ahead as planned. The website [www.atelier.lu](http://www.atelier.lu) as well as our social media is being updated regularly in this regard.

[www.atelier.lu](http://www.atelier.lu) will refund tickets ONLY if an event is cancelled in its entirety. The promoter will take the final decision whether the show is cancelled and the tickets refunded. Refunds for rescheduled events will be provided only with promoter's approval.

In case a show is canceled, the ticket will be refunded automatically onto your credit card account used to place the order. In the event of a refund, any expenses such travel expenses incurred by the punter in order to attend the show are not being reimbursed. Depending on the payment method chosen during the order process, you may be contacted to provide your banking details.



## PRIVACY POLICY & GENERAL TERMS

Last Updated: 28<sup>th</sup> May 2018

Only the face value of the ticket is subject to a refund (that does not include presale tax or system fee).

If issued complimentary, your ticket shall not be exchangeable and will not entitle you to a refund.

We urge ticketholders to inform themselves before commencement of travel to a show and check if the concert is going ahead as planned. The website [www.atelier.lu](http://www.atelier.lu) as well as related socials are being updated regularly in this regard.

### Errors

If the amount you pay for a ticket is incorrect, or if you are able to order a ticket before its designated on-sale date, or if you are able to order a ticket that is not supposed to be available for sale, [www.atelier.lu](http://www.atelier.lu) shall have the right to cancel that order or ticket and refund to you the full amount that you paid, including fees.

### General stuff

In addition to complying with all applicable regulations, you also may not

- use [www.atelier.lu](http://www.atelier.lu) for any unlawful or commercial purpose,
- collect information about other users of [www.atelier.lu](http://www.atelier.lu),
- order a number of tickets for any event that exceeds our ticket limitations for that event,
- use the [www.atelier.lu](http://www.atelier.lu) for commercial purposes without our prior written consent

As [www.atelier.lu](http://www.atelier.lu) contains a series of links to other webpages and resources which are not under our control, [www.atelier.lu](http://www.atelier.lu) cannot be held responsible for their content, advertising, products or services on them.

### As you attend the show..

By attending a show and being part of the audience, you are aware that you may be recorded, filmed or photographed. The use of professional cameras and/or sound equipment is prohibited during the show.



**PRIVACY POLICY & GENERAL TERMS**

*Last Updated: 28<sup>th</sup> May 2018*

As you enter the venue, you and your belongings may be subject to a security search. You hereby consent to such a search and waive any claims that may arise from such searches. Depending on the venue, you may not be allowed to bring and/or use the following to a show: laser pointers, mobile phones, animals, bottles, glass containers, alcohol, drugs, recording devices, cameras, containers, food, umbrellas, objects that could be used as weapons or projectile, etc. Each venue may have their own set of house rules to which you hereby comply.

**Legal**

[www.atelier.lu](http://www.atelier.lu) may investigate and press charges against any violation of the present terms and policies. A delay in such action shall not be deemed a waiver of such charges.

Should there be any term or policy that is being found invalid by a jurisdiction or court, you agree that all other terms and policies remain in effect.

The terms and policies of this agreement shall be governed by and in accordance with the laws of Luxembourg.

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**Questions**

Get in touch using <http://www.atelier.lu/Contact>.

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