

General Terms and Conditions of Ed Sheeran concert on 7th July 2019 in Prague, Czech Republic.

1. General Provisions

- 1.1. These General Terms and Conditions ("**GTCs**") comprise general terms of participation in an event organized by Charmenko Czechia s.r.o. ("**Organizer**") and constitute a part of the agreement between the Organizer and the event attendee.
- 1.2. The event attendees may be adults, minors over the age of 16 and other minors who didn't turn 16 before or on a day of event accompanied by an adult guardian with an official ID and also holding a valid personalized ticket. Organizer will verify the documents including the age of attendees at the entrance to the event.
- 1.3. There is a purchase limit of up to four (4) tickets per event per person. Except with the written agreement of the Organizer, if any person purchases more than 4 tickets, all such tickets will be cancelled.
- 1.4. Ticketportal, GoOut and Eventim are the exclusive distributors of tickets for the event.

2. Scope of Organizer's obligations; cancellation and rescheduling of the event

2.1. The Organizer is obliged to ensure that the event attendee has a valid personalized (including the attendee's name and last name) ticket allowing entry and participation in the event specified on the ticket. The Organizer is also obliged to provide organizational backup for the event and to endeavour, as best as reasonably possible, that the event is not disrupted. In the case where 1 attendee ("main attendee") buys tickets for up to 3 additional people (more than 3 additional tickets is not allowed) then the main attendee's full name will appear on each ticket and the other attendees will need to come to the event together with the main attendee. The ID check at the entrance to the event will also include a check of the attendees' ages to ensure that the event's age provisions are complied with.

2.2. The Organizer is authorized to cancel the event without previous notice for reasons that are out of the responsibility of the Organizer. In such case the ticket holder shall have the rights provided by the relevant legal provisions.

2.3. The Organizer has the right to reschedule the date, place and change the program of event for important reasons, i.e. national mourning, unfavourable weather conditions that make it impossible to run the event, illness, indisposition or another objective reason concerning the artist that is out of the responsibility of the organizer making it impossible for the artist to perform, and situations where rescheduling is necessary to ensure security, health or life of people or property or necessary to ensure undisturbed participation in the event. In case of rescheduling of date, place due to the above listed circumstances, the ticket reimbursement may take place in exceptional cases (eg illness of the ticket holder) only and is a subject of promoter's assessment of the individual cases. This option doesn't apply to tickets purchased at Ticketportal IRSnet CZ, s.r.o. , however customers have the option of insuring tickets, complete information about this procedure can be found on the ticketing company's website.

2.4. Where a ticket holder has the right to return the ticket in return for the amount specified on the ticket, the ticket holder should request the return of monies in the place of ticket purchase (including the ticket-sellers' online site if purchased online), with no undue delay after receiving information on the event cancellation (or before the event has commenced) and in case of rescheduling of date, place or change of program of the event under section 2.3. it is possible to return the tickets only in exceptional situations such as the sickness of the ticket holder and such requests will be a subject of promoter's assessment of the individual cases. This option doesn't apply to tickets purchased at Ticketportal IRSnet CZ, s.r.o. , however the customers have the possibility to insure their

tickets, complete information about this procedure can be found on the website of the seller). In each case the refund request will be considered only if the request for ticket refund is made within six months from the initial date of event

2.5 The holder of ticket purchased online can have the right to return the ticket (this doesn't apply for the tickets purchased at Ticketportal IRSnet CZ, s.r.o. , however customers have the possibility to insure their tickets, complete information about this procedure can be found on the website of the seller), but not later than 14 days before the date of commencement of the event. Ticket reimbursement may take place only in exceptional circumstances (eg, illness of the ticket holder) and is a subject of promoter's assessment of the individual cases. The ticket holder who intends to return the ticket is obliged to submit, within the deadline specified above, a relevant return ticket declaration along with the original ticket and purchase proof to the relevant ticket seller.

2.6 In the cases described above, the ticket seller will reimburse the face value of the ticket to the ticket holder.

2.7 Ticket refunds will be made by bank transfer or to the credit card used for the ticket purchase not later than 30 days following receipt of all the information referred to in point 2.5 above, which includes an option for the ticket holder to detail the bank account for receipt of the refund.

2.8 The Organizer will agree to a change of personal details on a personalized ticket in consideration for 300 CZK fee per ticket. If you need to change personal details on your ticket, contact the relevant ticket seller latest by 30th June 2019 who will be able to assist you further with this process. You may change personal details on your personalized ticket only once and only by ticket holder whose personal details are written on the personalized ticket.

3. Security of event

3.1. The Organizer reserves the following rights:

(a) To refuse a ticket holder entry to the event for security reasons.

(b) To request, for security reasons, that the attendee leaves the event and to take appropriate steps for the request to be obeyed. This applies in particular where the attendee disturbs public order, behaves aggressively or provocatively or infringes the GTCs.

(c) To refuse entry to the event to those ticket holders that are armed, possess explosives or pyrotechnical materials, any materials causing a fire risk, or wear metal-tipped shoes or bring any other dangerous objects as well as not showing the event security a legally-valid ID corresponding to the name on the holder's ticket (or the ID of the main attendee in the case of a group of up to 4 attendees where the tickets were bought by one of the group) and including the attendee's age.

(d) In the event that Organizer has to change the place for any purchased ticket because of safety or technical reasons, he will endeavour to change the place to a ticket of the same category; if this is impossible, he will either upgrade the ticket at no extra charge or if that is impossible, he will offer a cheaper place and refund the difference in ticket price with no administrative deduction. The ticket holder shall also have the right to give up participation in the event prior to the day of the event in return for the face value of the ticket.

3.2. It is forbidden to bring and use dedicated or professional video and photographic cameras, camcorders, laptops, drones or any other dedicated audio- video recording devices at the event.

3.3. It is forbidden to bring to and use at the event: laser devices of any kind, own beverages including alcoholic beverages and intoxicants.

3.4. Bags over A5 size will not be permitted in the venue.

4. Miscellaneous

4.1. Attendees may be exposed to high sound levels that can cause hearing damage. Hearing protectors are recommended.

4.2. Official programmes, merchandise and souvenirs can only be purchased at the event.

4.3. The purchased ticket is to be regarded as giving the Organizer's consent to the attendee named on the ticket to enter the event. This consent may be withdrawn at any time for security or safety reasons. An attendee who has been denied entry to or who has been removed from the event for reasons specified in the regulations or any illegal act is not entitled to any refund of the ticket or any other claims against the Organizer.

4.4. The ticket cannot be used for any advertising or promotion (including contests and lotteries) or for any secondary trading purposes.

4.5. Any resale or attempt to resell or to copy any ticket or using the ticket for any unauthorized promotion or commercial activity annuls the ticket without the right to return of any monies paid for the ticket purchase.

4.6. The validity of each ticket will be verified at the entrance to the event by checking whether the personal details written on the ticket correspond with the holder's legally-valid ID (or the ID of the main attendee in the case of a group of up to 4 attendees where the tickets were bought by one of the group) and by scanning each ticket and verifying that the barcode is unique. Each ticket authorizes a single entry only to the event.