



TERMS OF SALE

1 Ticket ordering options

1.1 Individual tickets

There is no limit to the number of tickets that a customer may choose to purchase at the full price. The reduced price offered to persons belonging to categories A, B, C, D and E of one or other of the Friends of the Verbier Festival associations is however limited to 4 tickets per event. The "Bagnard" rate is strictly limited to residents of the Bagnes *commune*, upon proof of residence, and is limited to one ticket per person and per concert. This rate shall only apply once ticket sales have been opened to the general public; this offer cannot be used in conjunction with any other discount.

Orders are processed by the Verbier Festival in the order in which they are received, up to the maximum number of seats available.

1.2 Requests for group tickets

Group booking is available from the date on which ticket sales are opened to the general public, subject to the same conditions as individual tickets.

2 Price and payment

Prices are given in CHF (Swiss Francs) and are shown inclusive of VAT at 2.5%.

Prices shown are based on the full price applicable at the time of ordering. The Verbier Festival reserves the right to change prices of events at any time. However, such changes shall not affect the price paid for tickets ordered and confirmed before that date.

The rate "Bagnard" is reserved for residents of Bagnes'district and is limited to one ticket per person per concert. This rate (-40%) is effective as of the opening of the ticketing for the large public and is not combinable with any other benefit. The rate "Bagnard" is applied subject to availability of places at this rate, except the Category E and the 40 CHF or 45 CHF concerts. Awarded on presentation of the proof (certificate of residence), this rate is restricted to orders by phone, fax and mail. This discount can not be retroactive.

The cost of processing and issuing tickets is 6.00 CHF per order, which shall be added to the total price of the order.

Payment for orders of one or more event tickets shall be made in one single instalment using a banker's card (Eurocard/Mastercard, Visa, American Express) or by bank transfer (for orders placed by mail or by telephone) to the Verbier Festival account.

Where ticket orders have been placed over the Internet, only payment using a banker's card (Eurocard/Mastercard, Visa, American Express) can be accepted.

Orders placed over the Internet shall not attract a charge. Online payments are completed under the general terms of the Saferpay payment system. Information is protected and encrypted before sending to the processing centre. Security is safeguarded using the SSL2 protocol.

All methods of payment not covered by these terms of sale shall be refused by the Verbier Festival.

Whatever the method of payment used, payment must be made in the name of the customer ordering the tickets, except by prior and express agreement with the Verbier Festival.

3 Order execution

For orders sent in by mail, the seats sold may be in categories immediately above or below the category requested by the customer, if there are no further seats available in that category, subject to their prior agreement. In this case, and to help it meet demand, the Verbier Festival advises customers who have chosen to pay by bank transfer to await confirmation of their booking before proceeding with the transaction. Where payments have been made by banker's card, the amount debited shall be adjusted automatically.

In the event of a customer who has placed an order not receiving a response within 3 weeks of sending in their order, he should contact the Verbier Festival by telephoning +41 (0)848 771 882.

4 Changes to the programme

The programming is established in advance, the Verbier Festival reserves the right to modify the program or distribution in case of necessity, or when the conditions are not met to allow it to present the concert who was scheduled. These changes do not entitle to any refund.

Only the final cancellation of a concert, on a decision of the Verbier Festival, may be entitled to a refund of tickets. The face value of ticket paid by the customer will be refunded upon request of the person. This application must be submitted within one month from the date of the concert on presentation of tickets and credit card details.

If the concert is interrupted after half of its duration, the ticket will not be refunded.

5 Issue of tickets

Tickets are:

- issued at the Verbier Festival ticket office counter when purchased over the counter
- sent by post when ordered over the telephone, Internet or by mail order
- Printed at home when ordered online

NB: ticket orders placed after 24 June 2012 will not be sent out and can be collected from the Verbier Festival ticket office counter up to the evening of the concert upon presentation of the confirmation e-mail or letter, or of a means of personal identification.

Upon receipt of payment, tickets shall be sent by standard mail to the address given at the time of ordering. The Verbier Festival cannot accept responsibility for tickets lost, stolen or delayed in the post.

Any change of postal address or e-mail address must be notified in writing to the following address: **Billetterie du Verbier Festival - Rue Jean-Jacques Rousseau 4 - 1800 Vevey - Switzerland**. Where a ticket cannot be delivered to its intended recipient because notice has not been given of a change of address, no refund can be offered for any payment made.

The e-ticket (printed at home) allows the customer to print the tickets with any computer and printer. A PDF file will be available. Each ticket produce a PDF file with a unique bar code. The validity of the e-ticket will be checked through at the entrance of the concert hall. Each e-ticket is valid just once. Photocopy, counterfeit and imitation are forbidden.

Duplicates: No duplicate tickets will be issued, except with the express agreement of the Verbier Festival. Where applicable, duplicate tickets may be collected from the Verbier Festival ticket office counter. (CHF 6.-)

6 Conditions for the use of tickets

Tickets will not be taken back, exchanged or reimbursed, even in the case of loss or theft. They must be presented upon demand and are not valid without their counterfoil. Any resale of tickets at a price higher than their face value is strictly forbidden. Only buy your tickets from authorised sales outlets.

Any holder of a ticket purchased under the terms of this offer may not use it for promotional or commercial purposes of any kind; offenders may be prosecuted. In particular, except with the express agreement of the Verbier Festival, any sale or exchange of tickets are strictly forbidden. Consequently, the Verbier Festival reserves the right to refuse access to the auditorium for anyone holding a ticket purchased from any organisation other than the Verbier Festival or any third party duly approved by it.

7 Conditions of admission into the auditorium.

Each ticket entitles the holder to just one seat.

Ticket holders are not allowed to sell or distribute any product or item of any kind within the confines of the Verbier Festival.

Out of consideration for audience members and performers, once the concert has started, access to seats in the auditorium will only be permitted at an appropriate time, upon direction by stewarding staff. Use of specific numbered seats cannot be guaranteed after the time shown on the ticket.

Tickets cease to be valid once the ticket holder has left the event. Any person within the confines of the Verbier Festival shall be subject to the security regulations in force.

It is strictly forbidden to photograph, film or record the concert. Failure to observe this rule may give rise to sanctions which may extend to the confiscation of equipment and immediate ejection from the confines of the Verbier Festival. It is forbidden to bring any glass or PET items, bottles, cans, fireworks, or any other object which may present a hazard to others onto the concert premises.



Mobile telephones must be switched off during the concert.

It is forbidden to smoke on Verbier Festival concert premises.

8 Complaints

Requests with medical certificate do not lead to an automatic refund and will be considered by the Direction of the Verbier Festival. The person who is concerned by the certificate can only request a refund.

Subject to the above conditions, any complaints should be submitted in writing to the Verbier Festival by recorded delivery letter with a request for acknowledgement of receipt, at the following address:

Verbier Festival - Rue Jean-Jacques Rousseau 4 - 1800 Vevey - Switzerland.

The Verbier Festival has elected its head office as its address for service. In the case of any dispute concerning execution of the sales contract or payment of the ticket price, the Tribunal d'Entremont (Valais) shall have sole jurisdiction.

Unless specifically agreed in writing, any order placed will bind the purchaser to our terms of sale.