

Terms and conditions

General

This arrangement is based on the global agreement between ACM, the “Consumentenbond” and the industry concerning refunds and vouchers for events that have been rescheduled or cancelled due to the measures taken against the spread of the Coronavirus. This agreement can be found here: <https://www.saveyourticket.nl/ticket-value-scheme/>

These terms and conditions apply exclusively to the sale of tickets that provide access to the event **Mike Williams Regained** from **4PM Entertainment** to the holder of (a) ticket(s) (hereinafter: “Customer”). Any “Add-ons”, such as tokens and merchandise, are not covered by these terms and conditions. For these Add-ons, the original terms and conditions of sale apply in full.

The choice made by the Customer is binding and applies to all tickets in the order. The Customer’s choice replaces c.q. modifies the existing agreement between **4PM Entertainment** and the Customer.

Article 1: in case the Customer chooses to make a full donation

In case an event is rescheduled or cancelled due to the measures taken against the spread of the Coronavirus, the Customer may choose to convert the paid ticket fees for admission to an event of **4PM Entertainment** into a gift.

The existing agreement between **4PM Entertainment** and the Customer regarding the original order will be dissolved by this choice. The Customer agrees that his/her original order will be cancelled and that his/her right of access to the event in question will thereby lapse. The Customer also agrees that the refund amount to which the Customer is originally entitled as a result of the cancellation of its original order, will be converted into a gift to **4PM Entertainment**. As a result, there are no further (mutual) obligations between **4PM Entertainment** and the Customer.

Article 2: in case the Customer chooses to get a refund

In case an event has been rescheduled or cancelled due to the measures taken against the spread of the Coronavirus, and the Customer has notified **4PM Entertainment** before the 1st of October 2021 that he/she cannot make use of a voucher, the Customer can choose for a refund.

The existing agreement between **4PM Entertainment** and the Customer regarding the original order will thus be dissolved. The Customer agrees that his/her original order will be

cancelled and that his/her right to access to the event in question will thereby lapse. In return, the Customer is entitled to a refund of the original ticket price and service fees in money by **4PM Entertainment**

The refund of the original ticket price and service fees will be made using the same payment method as the original purchase.

If the event has been rescheduled, the refund will be made no later than one (1) month after the new date of the rescheduled event.

If the event has been cancelled, the refund will take place no later than three (3) months after the date of the cancelled event.

If a partial donation is chosen by the Customer, the refund amount will be reduced by the amount resulting from the donated percentage of the original refund amount as indicated by the Customer. For example: in case of a 50% donation on the original refund amount of EUR 100, EUR 50 will be refunded to the Customer.
