

Overview

This Travel & Experiences Policy, which is incorporated in our [Terms of Use](#) ("Terms"), applies to all Travel Experiences (defined in [Section 2](#) below) purchased on or through our websites and applications—including without limitation [travel.ticketmaster.com](#), [livenation.com](#), and [ticketmaster.com](#), (our "Marketplace," defined in [Section 1](#) below).

When you purchase a Travel Experience through our Marketplace, you agree to be bound by the Terms (which incorporate this Travel & Experiences Policy), as they are updated from time to time. (Conversely, if you are purchasing or have already purchased tickets alone, this Travel & Experiences Policy does not apply to that ticket purchase.) You also agree to comply with any terms and conditions set by our Suppliers (defined in [Section 2](#) below). If you don't agree, don't purchase Travel Experiences through our Marketplace.

Please note that [Section 14](#) of the [Terms](#) contains an arbitration agreement and class action waiver. In that section, you and we mutually agree that, with some limited exceptions, any dispute or claim will be resolved through binding arbitration—and not in court or through a class action lawsuit or class action arbitration. Please read that section carefully.

If this Travel & Experiences Policy conflicts with any of our other policies—including our [Terms](#), [Standard Purchase Policy](#), [Transfer Recipient Policy](#), [Resale Purchase Policy](#), [Reseller Policy](#), and [Privacy Policy](#) (collectively "Other Policies")—the terms of this Travel & Experiences Policy will govern with respect to that conflict—except with respect to the arbitration agreement and class action waiver set forth in [Section 14](#) of the [Terms](#), which section shall supersede any conflicting terms in this Travel & Experiences Policy. Any terms used in this Travel & Experiences Policy that are not defined have the meanings given in the [Terms](#).

1. Parties

This Travel & Experiences Policy, together with our [Terms](#), is a legally binding agreement between you, the user ("you" or "your"), and us. We use the terms "us," "we," and "our" to collectively refer to Ticketmaster LLC ("Ticketmaster"), Live Nation Entertainment, Inc. ("Live Nation"), and all of Ticketmaster and Live Nation's parents, subsidiaries,

representatives, and affiliates. A list of Live Nation's subsidiaries (which includes, for example, Live Nation Worldwide, Inc. and Ticketmaster, among others) is included in Live Nation's most recent 10-K report, which is publicly available at <https://investors.livenationentertainment.com/sec-filings/annual-reports>.

If you are purchasing a Travel Experience (defined in [Section 2](#) below) on behalf of another person or for a company or other legal entity, you represent and warrant that you have the authority to bind that person, company, or other legal entity to the terms of this Travel & Experiences Policy; that the person, company, or other legal entity has authorized you to purchase on their behalf; and that references to "you" and "your" also refer and apply to that person, company, or other legal entity.

"Marketplace" refers to our websites and mobile applications—including (without limitation) livenation.com, ticketmaster.com, and ticketexchangebyticketmaster.com—and to our tickets, products, and services.

2. Who We Are, What We Do—and Who You Are Buying From

We are a ticketing service provider. As part of our services, we arrange with hotels, accommodation establishments, campgrounds, and other independent suppliers of accommodation inventory (each a "Hotel"), as well as local businesses and people who put on events (each an "Experience Supplier")—such as artists, venues, restaurants, exhibitors, entertainers, teams, fan clubs, promoters, record labels, recreation spaces, and leagues—to provide travel experience products (each a "Travel Experience"). We refer to Hotels and Experience Suppliers collectively as "Suppliers."

We arrange three categories of Travel Experiences:

A "Hotel Only Booking" is a stand-alone Hotel reservation.

A "Bespoke Package" is a customized package that allows you to combine event tickets and hotel in one single checkout.

A "Standard Experience Package" is a pre-bundled package that always includes a feature event ticket and hotel, and that may include additional activities designed to enhance your ticketed feature event experience.

When you purchase a Travel Experience taking place in the United States, Ticketmaster LLC will be handling the transaction and collecting payment for the Suppliers. When you purchase a Travel Experience taking place in Canada, Ticketmaster Canada LP will be handling the transaction and collecting payment for the Suppliers.

For purposes of this Travel & Experiences Policy, Ticketmaster LLC is the merchant of record for Travel Experiences taking place in the United States and Ticketmaster Canada LP is the merchant of record for Travel Experiences taking place in Canada.

We operate under the authority of California travel registration number 2151110-70. Please note that registration as a seller of travel does not constitute approval by the State of California.

3. Your Acceptance of This Travel & Experiences Policy

By purchasing or making a booking for any Travel Experience through the Marketplace, you agree on behalf of all persons detailed on the booking that:

You are at least the legal age of majority in both (a) your place of residence and (b) the location of the Travel Experience you are booking;

All members of your party are of the appropriate age to participate in the Travel Experience, and minors (and those otherwise ineligible or unauthorized) will not use the Travel Experience;

You accept financial responsibility for all payments relating to your bookings, including on behalf of all persons detailed on the booking; and

You will inform all persons detailed on the booking that they are agreeing to be bound by this Travel & Experiences Policy and the [Terms](#), including the policies referenced in the Supplier Requirements ([Section 5](#)), Assumption of Risk ([Section 19](#)), and Attending Travel Experiences ([Section 21](#)) sections of this Travel & Experiences Policy that are applicable to you and to them.

4. Hotel Information

Hotels provide information regarding their category or rating in accordance with applicable regulations where they are located. The quality of and services offered at Hotels may differ depending on their location regardless of whether they are in the same category or operated by the same Hotel. We provide you with the information provided to us by our Hotels and therefore cannot guarantee the accuracy of that information. We recommend that you confirm the information directly with the Hotel, including any current adverse property conditions, or renovations or construction at or near the Hotel about which we might not have notice.

5. Supplier Requirements

Suppliers may have separate and additional rules, policies, terms, conditions, and exclusions, including age and eligibility requirements for, and restrictions upon, the use of their products and services ("Supplier Rules"). You and all persons detailed on the booking for or participating in any Travel Experience agree to comply with and are subject to the Supplier Rules. Refunds are not available if one or more persons don't comply with the Supplier Rules. It is your responsibility before purchase to ensure that you and those traveling with you

comply with the Supplier Rules, and to inform those traveling with you of such Supplier Rules including the following [Supplier Terms & Conditions](#) for Expedia Partner Solutions bookings.

Where a Supplier's Rules conflict with this Travel & Experiences Policy and/or our [Terms](#), this Travel & Experiences Policy and our [Terms](#), will take precedence over the Supplier's Rules, except that the Supplier may impose additional or different age and eligibility requirements. You agree that it is your responsibility to confirm such age and eligibility requirements before purchasing a Travel Experience.

6. Accessibility and Special Requests

If you or any person partaking in your booking has any medical problem or disability which could affect your booking, please provide the relevant Supplier with full details before you make your booking so that they can try to advise you as to the accessibility and suitability of your chosen arrangements. If the Supplier is unable to properly accommodate the needs of the person(s) concerned, please don't make a booking through our Marketplace with respect to such Supplier.

All special requests must be made in writing directly to the Supplier (for example: diet, location, rollaway bed, cot, crib, refrigerator, or any other facility or experience request). We are not responsible for and don't guarantee special requests made during checkout regardless of whether the request is noted on your confirmation invoice or any other document. The Supplier may assess an extra charge for special requests. We don't accept bookings that are conditioned upon any special request being met.

7. Pricing

When you make a booking, you agree to pay the full price for the Travel Experience, including any applicable taxes and fees (described below), which will be provided to you at final checkout. The amount paid at booking does not include any parking, resort, or other fees and taxes that may be chargeable by the Supplier upon or after your arrival or attendance. When you book a Travel Experience, you agree to pay the total price at final checkout, and you also agree to pay all incidental charges (defined below).

Prices for Travel Experiences may vary from the face value of each experience whether or not purchased separately and may increase or decrease at any time. We don't guarantee that you will be able to purchase a Travel Experience at the price shown on our Marketplace until your order has been processed and confirmed. We don't provide price adjustments, price matching, refunds, or credits based on changes in ticket prices. In particular, although we may occasionally offer Travel Experiences at a discount after the original on-sale date, we will not refund the difference between the original price and the sale price.

Further, we are not responsible for any typographical or system errors with respect to the prices of the inventory listed for sale, and we will not make any Travel Experience available to you at an incorrect lower price. If, however, we discover the typographical or system error in advance of the Travel Experience, we may offer you the opportunity to maintain your Travel Experience at the corrected price or to cancel without penalty.

All prices for Travel Experiences that occur in the United States are stated in U.S. Dollars. All prices for Travel Experiences that occur in Canada are stated in Canadian dollars.

Please note the following information regarding certain fees and charges:

Facilitation and Service Fees: We negotiate with our Suppliers to facilitate accommodation bookings, ticket and accommodation packages, events, and other experiences, and we offer customer service to you after your booking. When booking a Travel Experience, you agree that we are providing services to you to facilitate and service the Travel Experience in exchange for facilitation and service fees that are built into the overall pricing of the Travel Experience. Some of the fees we collect may not reflect the actual cost to deliver or process your order and may include a profit to us or to the Supplier.

Incidental Charges: As noted above, unless otherwise indicated, your Travel Experience excludes parking, resort, and other fees and taxes that may be chargeable by the Supplier upon or after your arrival or attendance, including (without limitation) long distance telephone charges, room service, in-room movies, damage or theft of property, mini-bar usage, and other such amenities ("Incidental Charges"). All Incidental Charges are payable by you directly to the Supplier. Some Suppliers may require a deposit or credit card hold from you for Incidental Charges upon arrival.

Taxes and Related Charges: You are responsible for paying all taxes, tax equivalents, customs, duties, and other governmental or municipal charges due in connection with your booking. In some locations, you may be assessed a local tax—for example, a "visitors tax," "city tax," or "tourist tax." In some locations, we may collect tax recovery charges, which are the estimated taxes paid to the Hotel Supplier for taxes due on its room rate. If a tax recovery charge applies, the Hotel Supplier invoices or charges us directly and then remits those taxes to their local tax authority; such amounts will vary by location. We may provide you with an estimate of the applicable fees and local taxes (or tax recovery charges) attributable to each individual booking at the time of booking or locally on arrival, but we are not co-vendors with our Suppliers, and

these are estimates only and not guaranteed. Applicable fees and local taxes may change from time to time. As a result, we will not be liable or responsible for any loss, costs, or damages arising from or related to such estimates. It is your sole responsibility to confirm the total cost of applicable taxes and fees. We may display the tax separately or include it in the total service fee amount.

8. No Transfer or Resale

Travel Experiences are not transferable and may not be resold.

9. Purchasing Travel Experiences

When searching for and buying Travel Experiences on our Marketplace, only use one browser window; multiple windows may result in errors during purchase.

To claim your tickets after booking a Travel Experience through the Marketplace, you must have an active Ticketmaster account. Please see [Section 3](#) of the [Terms](#) for information regarding accounts.

We accept various payment methods to purchase Travel Experiences, including major credit cards. However, we do not accept Ticketmaster Ticket Cash®, Live Nation Concert Cash®, Ticketmaster gift cards, or Live Nation gift cards to purchase Travel Experiences.

When making a purchase, make sure the information you provide is accurate and valid. Don't place (or try to place) an order with any information that is false, misleading, incorrect, or incomplete, that cannot be verified as belonging to you, or that you don't have the right to use. If you do, your order can be canceled at any time. And, if your order is canceled for any of these reasons, we may sell your Travel Experience to another customer without further notice. We accept no responsibility or liability for such cancelations.

Purchases are subject to credit or debit card verification (if applicable), other security checks, and collection of payment by us and our Suppliers. Purchases are processed only after the billing address associated with your credit card and other billing information have been verified. Your order may be canceled if it has not passed our verification process or if payment is not received in full. In rare circumstances, if your payment is recalled by the associated bank or payment provider, we reserve the right to cancel and refund any orders you have placed, even if we have already sent an Order Confirmation (defined below).

10. Order Confirmation

Once you've successfully placed an order, you should be directed to a confirmation page and/or will receive a confirmation email (each an "Order Confirmation"). Upon receipt, please check your Order Confirmation to confirm its accuracy (see [Errors](#), below). If you don't receive an Order Confirmation after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to check your account and confirm whether your order has been successfully placed, as (for example) Order Confirmations may have been delivered to your spam folder depending on your email settings, or there may be processing or other errors or issues that prevent confirmation. You may not cancel an order based on claimed or actual non-receipt of an Order Confirmation. Only you may be aware of any problems that may occur during the purchase process. You cannot cancel an order because of problems with the receipt of Order Confirmations, and we are not responsible for any losses if you don't receive an Order Confirmation but assume that an order was (or was not) placed.

Once you make a booking and receive an Order Confirmation, the booking is final, and no changes may be made by you. If you have any questions, please [Contact Us](#).

11. Errors

We work hard to ensure our Marketplace is accurate and bug-free, but errors can happen. We are not responsible for any typographical or system errors within the inventory listed for sale, including (without limitation) pricing information provided by Suppliers. Examples of errors include, without limitation, incorrect pricing, ability to order a

Travel Experience before its scheduled on-sale or presale date or before it was supposed to have been released for sale, or incorrectly processed refund.

If we discover an error while processing your order, we will inform you as soon as possible. We may cancel your order and issue a full refund, or we may give you the option of confirming your order with the correct information, for example, at the correct price (in which case we will credit or debit you as applicable). If we are unable to contact you to confirm your order, you agree that we may treat the order as canceled and issue you a full refund, without any further liability or communication. We have the right to cancel the Travel Experience regardless of whether the error occurred because of human error or a malfunction of the Marketplace or other system. We will not be liable for travel or any other expenses that you, or anyone else, incurs in connection with Marketplace errors.

If you receive a refund that was processed in error or exceeds the original amount paid, we can recharge the original method of payment used at time of purchase.

It is your responsibility to check your Order Confirmation and tickets promptly upon receipt. Please [Contact Us](#) immediately if there is a mistake or error with your booking, or if you don't receive your booking as ordered and/or as described in your Order Confirmation. Mistakes cannot always be rectified.

12. Travel Experience Itinerary

Your Travel Experience itinerary is subject to change, and we reserve the right to substitute a similar Travel Experience of equal or greater value.

Opening acts, guests, or undercards (each an "Opening Act") sometimes tour with headlining performers. We are not always made aware of Opening Acts or the length of their performances.

Performers in multi-performer events (such as festivals), individual members of a band, actors or comedians in theatre performances, athletes on a sports team, supporting cast, team members, guest speakers (each a "Participant"), and Opening Acts are subject to change or cancelation at any time without notice. No refund will be given due to a change in or cancelation of a Participant or Opening Act.

13. Canceled, Postponed, Rescheduled, or Moved Travel Experiences

Travel Experience date, time, and location are subject to change. Occasionally, Suppliers cancel or postpone or reschedule or move Travel Experiences to a different date, location, or materially different time. We have no control over these changes. Except as described below, we are not liable for travel, accommodation or any other expenses that you or anyone else incurs in connection with a canceled, postponed, rescheduled, or moved Travel Experience.

If your Travel Experience or a portion of your Travel Experience is canceled, postponed, rescheduled, or moved, we will attempt to contact you to update you on the status of the Travel Experience, and inform you of any refund, credit, or exchange procedures. For exact instructions for a specific Travel Experience, please check the Travel Experience information online and in your account (which will include the most current information on the status of the event) or [Contact Us](#).

While we will make reasonable efforts to notify you regarding any changes as soon as we have the relevant information and authorization from the Suppliers, we cannot guarantee that you will be informed of such changes. It is your responsibility to check (1) whether a Travel Experience has been canceled, postponed, rescheduled, moved, or otherwise altered, and (2) the location, date, and time of any moved or rescheduled Travel Experience.

You are solely responsible for communicating with your insurance provider, if any, regarding, and determining eligibility for, reimbursement of any charges in connection with a cancellation.

A. Hotel Only Booking

All Hotel Only Bookings are subject to the Hotel's cancellation policy, which is provided both at the time of booking and in your Order Confirmation. If you purchased a ticket to an event through our Marketplace in a separate transaction and that event is canceled, postponed, rescheduled, or moved, your Hotel Only Booking will remain unchanged. If you want to cancel or modify your Hotel Only Travel Booking for any reason, you are solely responsible for managing your cancellation or modification.

If your Hotel Only Booking is canceled by us or the Hotel, we will make reasonable efforts to provide you with an offer of an alternative Hotel of a comparable or higher standard.

B. Bespoke Package

The Hotel portion of Bespoke Packages is subject to the Hotel's cancellation policy, which is provided both at the time of booking and in your Order Confirmation. If you want to cancel or modify the Hotel portion of your Bespoke Package for any reason, you are solely responsible for managing your cancellation or modification.

The event portion of Bespoke Packages is final, non-cancelable, and non-transferable. Refunds are only available in limited circumstances as set forth in this Travel & Experiences Policy.

Cancellation of Entire Bespoke Package: If your entire Bespoke Package is canceled by us or by a Supplier, no action is required to obtain a refund; we will issue a full refund to the original method of payment used at the time of purchase once funds are received from the relevant Suppliers. (See [Refunds](#), below.) In some cases, you may have the option to choose either a credit or a refund; if so, we will send you a notification explaining your options and how to submit a request for a credit. Fees, insurance, and other associated costs may not be refundable depending on the circumstances, and as indicated at the time of purchase.

Cancellation of Hotel Portion of Bespoke Package: If your Hotel is canceled by us or the Hotel, we will make reasonable efforts to provide you with an offer of an alternative Hotel of a comparable or higher standard.

Cancellation of Event Portion of Bespoke Package: If an event portion of your Bespoke Package (including but not limited to the feature ticketed event, tours, restaurant outings, concerts, or sporting events) is canceled, we will refund the price you paid for that portion of your Bespoke Package and any related service fees, additional add-ons, or upgrades. (See [Refunds](#), below.) Any other event in your Bespoke Package will remain valid and non-refundable. Your Hotel booking will also remain valid and subject to the Hotel's cancellation policy as provided at the time of booking and in your Order Confirmation.

Postponed, Rescheduled, or Moved Event: If an event portion of your Bespoke Package (including but not limited to the feature ticketed event, tours, restaurant outings, concerts, or sporting events) is postponed, rescheduled, or moved, please refer to Ticketmaster's [Purchase Policy](#). Your right to any refund (if any) for your event ticket is

determined by Ticketmaster's [Purchase Policy](#). Your Hotel reservation will remain valid for the date you originally booked and will not automatically transfer to the postponed, rescheduled, or moved event date. If you want to cancel or reschedule the Hotel portion of your Bespoke Package, you are solely responsible for managing your cancellation or rescheduling.

C. Standard Experience Package

All Standard Experience Package purchases are final, non-cancelable, and non-transferable. Refunds are only available in limited circumstances as set forth in this Travel & Experiences Policy.

Cancellation of Entire Standard Experience Package: If your entire Standard Experience Package is canceled by us or by a Supplier, no action is required to obtain a refund; we will issue a full refund to the original method of payment used at the time of purchase once funds are received from the relevant Suppliers. (See [Refunds](#), below.) In some cases, you may have the option to choose either a credit or a refund; if so, we will send you a notification explaining your options and how to submit a request for a credit. Fees, insurance, and other associated costs may not be refundable depending on the circumstances, and as indicated at the time of purchase.

Cancellation of Hotel Portion of Standard Experience Package: If the Hotel portion of your Standard Experience Package is canceled by us or the Hotel, we will make reasonable efforts to provide you with an offer of an alternative Hotel of a comparable or higher standard.

Cancellation of Event Portion of Standard Experience Package: If an event portion of your Standard Experience Package (including but not limited to the feature ticketed event, tours, restaurant outings, concerts, or sporting events) is canceled, we will refund the price you paid for that portion of your Standard Experience Package and any related service fees, additional add-ons, or upgrades. (See ["Refunds"](#) below.) The remainder of your Travel Experience purchase will remain valid and non-refundable.

Postponed, Rescheduled, or Moved Standard Experience Package: If your Standard Experience Package is postponed, rescheduled, or moved, your Standard Experience Package (including any additional add-ons or upgrades) is still valid, and no further action is required. However, the Suppliers may approve refunds, or the option to choose between a refund or a credit; any refund and/or credit policies are determined on an event-by-event basis by the Suppliers and may be subject to limitations set by the Suppliers. If the Suppliers approve refunds and/or credits, we'll send you an email notification explaining

your options (including the date by which you must select an option), and you may submit a request for a refund or credit. Alternatively, you may simply keep your ticket(s) to the postponed, rescheduled, or moved Standard Experience Package.

14. Refunds

All Travel Experiences are final and non-transferable. Refunds are only available in limited circumstances as set forth in this Travel & Experiences Policy. Before booking, carefully review your Travel Experience selection, and only make a booking if you are certain you want it and the dates are correct. Refunds are not available if you are unable to attend for any reason, such as due to illness, emergency, inability or failure to procure or qualify for transportation and travel, your error in booking, or unexpected circumstances. (See "[Transportation and Travel](#)," below.) Fees, insurance, and other associated costs may not be refundable depending on the circumstances, and as indicated at the time of purchase.

Checking-out early from a Hotel—for example, prior to the date of your scheduled check out—is a cancelation of the unused days of your booking.

If your Travel Experience or a portion of your Travel Experience is eligible for a refund and funds have been received from the relevant Supplier, here's what will happen:

We will issue a refund of the price you paid for any portion of your Travel Experience that is eligible for a refund, as well as any additional non-ticket elements of your purchase ("Extras") or upgrades. (See Canceled, Postponed, Rescheduled, or Moved Travel Experiences, above.)

We will not refund expedited shipping charges, merchandise purchases, Fan Club membership fees, or any other amounts.

If a choice of either a refund or a credit is available, you cannot get a partial refund; whatever selection you make (i.e., refund or credit) will apply to your entire order and cannot be split between refund and credit.

The refund will be processed to the original method of payment used at the time of purchase. We cannot issue a refund to a different credit or debit card.

The timing of your refund will vary depending on, for example, when we receive funds from the Suppliers, and whether we have your up-to-date payment information on file.

Requests for a refund or credit are final and cannot be changed once initiated.

For event ticket protection refunds, please contact the [insurance provider](#).

If your account (or accounts) has an outstanding balance owed to us, we reserve the right to hold refunds for your account(s) until no outstanding balance remains.

You agree that you won't try to circumvent any of our refund policies. This means that you agree not to seek a refund from us where the Supplier prohibits us from providing one, and not to seek a "chargeback" from any credit card or payment company you used to purchase a Travel Experience. If you do, we can cancel your Travel Experience immediately. We may also refuse to honor pending and future purchases made from the credit card account or online account on which chargebacks were made, and we may prohibit future purchases by you—or the person in whose name the credit card account exists, or any person associated with the credit card or online account.

15. Transportation and Travel

We don't represent or warrant that travel to any particular destination is advisable or without risk, and we will not be liable for costs, damages, or losses that result from travel to such destinations. Unless set forth in writing, airline and other transportation reservations are not included in your Travel Experience. You will not be entitled to a refund if you are unable to participate in your Travel Experience due to any failure to procure appropriate transportation.

It is your responsibility to check and fulfill the passport, visa, health, and immigration requirements applicable to your itinerary. You must check requirements as applicable for your own specific circumstances, for example, with the relevant Embassies and/or Consulates and your own doctor. Requirements change and you must timely confirm your compliance prior to departure for, participation in, and/or attendance at any Travel Experience.

We don't accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration or health requirements, including (without limitation) ensuring that you have received all vaccinations required to travel to your chosen destination, attend your chosen event, and/or otherwise attend your chosen Travel Experience.

16. Consent to Electronic Communications

You consent to receive electronic communications from us and our Suppliers regarding any transactions conducted on or through the Marketplace. For example, you should receive an Order Confirmation and ticket claim link after you have purchased a Travel Experience. (See "[Order Confirmation](#)," above.) If your purchased tickets remain unclaimed, we may send you one or more periodic email reminders. You may also receive electronic updates regarding your Travel Experience. We will communicate with you by email or by posting notices on or through the Marketplace. You agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that communications be in writing. If you unsubscribe from our marketing communications, you agree that we may continue to send transaction-related

communications to you relating to your use of the Marketplace and any transactions you conduct on the Marketplace.

17. Insurance

Insurance is solely your responsibility. While [event ticket protection](#) may be available for ticket purchases separate from your Travel Experience, ticket protection does not cover any other component of your Travel Experience. If you wish to do so, please ensure that your insurance fully covers any requirements you may have related to pre-existing medical conditions, cancelation charges (including, without limitation, event cancelation), medical expenses, and repatriation in the event of accident or illness. In addition to the limitations and exclusions set forth elsewhere in the [Terms](#), we are not liable for any losses, expenses, injuries, damage, delays, or other costs or claims which such insurance might otherwise have covered.

18. Disclaimer of Warranties and Release

SUPPLIERS ARE INDEPENDENT CONTRACTORS AND NOT OUR AGENTS OR EMPLOYEES; WE ARE NOT ENDORSING OR RECOMMENDING ANY OF THEIR OFFERS, PRODUCTS, OR SERVICES.

EXCEPT WHERE REQUIRED UNDER APPLICABLE CONSUMER PROTECTION LAW, WE ARE NOT LIABLE OR RESPONSIBLE FOR, AND YOU HEREBY EXONERATE US FROM, ANY SUPPLIER'S INDIRECT OR DIRECT ACTS, REPRESENTATIONS, WARRANTIES, ERRORS, OR OMISSIONS OF ANY KIND (COLLECTIVELY, "SUPPLIER ACTS"), INCLUDING FOR PROPERTY DAMAGE, DIMINUTION IN VALUE, PERSONAL INJURY, ACCIDENT, LOSS, DELAY, IRREGULARITY, OR ANY OTHER INJURY, DAMAGES (WHETHER DIRECT, PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR OTHERWISE), DELAYS, RE-ROUTING, OR EXPENSE RESULTING THEREFROM, INCLUDING BUT NOT LIMITED TO SUPPLIER ACTS, ACTS OF GOD, OR ACTS OF A GOVERNMENTAL AUTHORITY, WHETHER OR NOT IT RESULTS IN YOUR INABILITY TO ATTEND, IN WHOLE OR IN PART, A TICKETED EVENT, EXPERIENCE, ACCOMMODATION, OR OTHER PURCHASE FROM OR THROUGH US.

Please see the [Disclaimer of Warranties and Release](#) section (Section 8) in the [Terms](#) for additional limits on our liability.

19. Assumption of Risk

You voluntarily assume all risks incidental to the Travel Experience, including the events, venues, and/or accommodations for which the Travel Experience is issued, whether occurring before, during, or after the event. Prolonged exposure to loud music or noise may damage your hearing, and we advise you and all patrons to wear adequate ear protection at events. Special effects, which may include sound, audio-visual, pyrotechnic effects, or lighting effects may be featured at an event, which may not be suitable for those with photosensitive epilepsy or similar conditions.

You waive any claims for personal injury or death—including (without limitation) as a result of any communicable disease or illness, even if you contracted it while participating in a Travel Experience—against us, management, facilities, venues, leagues, artists, promoters, other participants, and all our respective parents, affiliated entities, agents, officers, directors, owners, and employees on behalf of yourself and any accompanying minor. You bear all risks of inclement weather. Always stay alert. If you are hurt, immediately ask a staff member for directions to a medical station.

Please see the [Limitation of Liability](#) section (Section 9) in the [Terms](#) for additional limits on our liability.

20. Protect Your Tickets

Tickets cannot be replaced if they are lost, stolen, or damaged.

Don't post pictures or details of your tickets online as this may allow third parties to counterfeit your tickets or otherwise compromise the integrity of the tickets. We will not be liable if you are refused entry to the event as a result.

21. Attending Travel Experiences

Your ticket may be revoked. A ticket is a revocable license and admission may be refused. Breach of the Supplier Rules will terminate your license to attend the event without refund. Each Supplier has the

right to refuse admission to or eject—without refund of any amount paid—any person whose conduct management deems unsafe, disorderly, vulgar, or abusive, or who otherwise fails to comply with the Supplier Rules including failure to comply with public health measures.

You are subject to search. You and your belongings may be searched on entry to the event. You consent to such searches and waive any related claims that may arise. If you elect not to consent to such searches, you may be denied entry to the event without refund or other compensation. Under certain Supplier Rules, certain items may not be brought into the premises, including without limitation: firearms, alcohol, drugs, controlled substances, cameras, recording devices, laser pointers, strobe lights, irritants (e.g., artificial noisemakers), and containers.

Events are public and you may be recorded or photographed. You agree that the event for which you purchase tickets is a public event, that your appearance and actions inside and outside the venue where the event occurs are public in nature, and that you have no expectation of privacy with regard to your actions or conduct at the event. You grant permission to us, the Supplier(s), and our partners, licensees, and assigns (including but not limited to our brand and media partners) to use your name, image, likeness, acts, poses, plays, appearance, movements, and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication, or reproduction made of, or at, the event (regardless of whether before, during, or after play or performance) for any purpose, in any manner (whether edited, cropped, altered, or combined with other elements or effects), in any medium or context now known or hereafter developed, including marketing materials, without further authorization from, or compensation to, you or anyone acting on your behalf. You agree that you will not have any claim, including claims based upon invasion of privacy, defamation, or right of publicity, arising out of any use in accordance with the terms of this paragraph.

Advertised start times of events are subject to change. Also, door opening and closing times are not indicative of the performance's start or end time, or when an artist is scheduled to play or the length of the artist's performance. These decisions are at the sole discretion of the Suppliers and are subject to change.

Admission is not guaranteed for late arrivals. Generally, every effort to admit latecomers will be made at a suitable break in the event, but admission is not guaranteed.

Virtual events are solely for your personal purposes. If you're attending a virtual event, you may not record, copy, publicly exhibit, transmit, or

distribute any virtual event through any means, resell views of any virtual event, or allow others to log into your account for the purpose of watching a virtual event.

22. General

We may update this Travel & Experiences Policy and our [Other Policies](#) from time to time to reflect changes in our Marketplace or how we do business, for legal, regulatory, or security reasons, to promote a safe and secure experience on our Marketplace, to prevent abuse of or harm to our Marketplace, or for any other reasons. If we revise this Travel & Experiences Policy, we will update the "Effective Date" at the top. Any changes we make will only be binding on you if and when you agree to the updated Terms (which incorporate the Travel & Experiences Policy). The Effective Date above will tell you when the Travel & Experiences Policy was last revised, and the Download Prior Version link will take you to the prior version of the Travel & Experiences Policy.

To the extent that this Travel & Experiences Policy has been updated from a prior version of the Travel & Experiences Policy to which you previously agreed, the most recent version of the Travel & Experiences Policy to which you agreed supersedes and governs.

This Travel & Experiences Policy, and any licenses or rights granted, may be assigned by us but may not be assigned by you without our prior express written consent.

If you don't comply with this Travel & Experiences Policy, and we don't act right away, that doesn't mean we're giving up any rights now or in the future.

Section headings are used for reference and convenience only and are not legally binding.

23. Severability

If any part of this Travel & Experiences Policy is deemed invalid or unenforceable, then that provision shall be deemed severable, meaning it will not affect the validity or enforceability of any remaining provisions.

24. Questions, Concerns, and Inquiries

Still have questions? Please [Contact Us](#). We'll be glad to help.