

TS 2024 – T&Cs short version

1. When ordering via CTS EVENTIM, you will receive a **personal admission authorization** for a concert. Your **ticket(s)** for proof of your admission authorization are **exclusively digital mobile tickets**.
2. The digital mobile tickets will be delivered in the lead up to the concert to the **complimentary EVENTIM.App**. You will be instructed to **download and install** the EVENTIM.App to your smart device before the concert. The digital mobile tickets **can only be displayed in the EVENTIM.APP**.
3. If you purchase **multiple tickets** for a concert, **all tickets will be personalized to your name**. You will be **lead booker** and **must be present in order for the whole party** to enter the venue. Any persons that are not named on a ticket will **only be admitted with the lead booker**.
4. In addition, **admission to the venue is contingent** upon the lead booker, on arrival at the concert, being able to **present the following items** alongside the ticket(s). If you do not present these items, you and the whole party will be refused admission without compensation.
 - i. **Official identity document (photo ID, passport)**
 - ii. **Booking confirmation (e-Mail)**
5. The event organizers sell tickets **directly to you the consumer**. **Any tickets purchased by businesses or traders will be cancelled**. By purchasing tickets, you **confirm** that you are acting in your capacity as consumer.
6. Your ticket(s) will **immediately become invalid** if resold or offered for sale unless the sale is through the **official ticket agent** fan to fan exchange. Tickets sold **via third parties and other unauthorised outlets**, including online auction sites, are **not valid** for admission. The resale of a ticket via unauthorized outlets renders it invalid and may lead to refusal of entry **without compensation**.
7. Ticket sales are limited to a **maximum of four (4) per customer and per city**, where Taylor Swift concerts take place (i.e. four (4) per access code and customer).
8. You may be required as a condition of entry, to **comply with any Covid 19 regulations, restrictions and/or entry requirements** imposed at the time of the concert by the event organizer or relevant authority (and the event organizer reserves the right to refuse entry without compensation to the event if these are not complied with).