

## **Terms of delivery**

### **Service Provider**

Liveto Group Oy, business ID 2647803-7 acts as the service provider (hereinafter "Service Provider") and contracting partner for event organizers (hereinafter "Company").

Visiting and mailing address: Lutakonaukio 1, 40100, Jyväskylä  
Contact information: asiakaspalvelu@liveto.io or 0600-30005

### **General**

The role of the Service Provider is solely to act as an intermediary for events and products. The Service Provider's platform can be used for comprehensive event sales or solely for online sales of individual products or services. The Company (user) is responsible for the event, its possible cancellation or changes, and event communication. The Company is also responsible for VAT, as required by law. If the Company sells anything other than events through the Service Provider's platform, such as gift cards, ancillary products, or services, the Service Provider acts only as an intermediary in these cases as well. The Service Provider or the payment services used as part of its platform are not responsible for the final usability of products or services if, for example, the Company becomes insolvent and is unable to provide the sold product or service.

### **Product Prices**

Products sold through the service provider's platform can include a service fee, the amount of which varies depending on the product. You can see the amount of the service fee in the price breakdown in the shopping cart. Some payment methods include a billing or payment method fee, which is indicated alongside the payment method. The billing fee is always a fixed amount. The payment method fee may be a fixed amount and/or a percentage, calculated based on the total amount of the order. Additionally, a processing fee per order is added to the price in the shopping cart.

### **Delivery of Products / Receipts**

After purchasing products, a receipt is automatically sent to the customer's email. The email contains the receipt as well as other documents in PDF format. These receipts can be presented at the event venue and at the Service Provider's point using a smartphone screen or as a printed copy. In addition to the message from the Service Provider, Paytrail also sends a payment confirmation email. It should be noted, for clarity, that the payment confirmation is not a ticket to the event if the customer has purchased admission tickets through the Service Provider's platform.

## **Privacy Policy**

The customer agrees to the use of their personal information in accordance with the Service Provider's general privacy policy: <https://www.liveto.io/dpa>

## **Tickets**

### **Refunds and Exchanges**

When purchasing a ticket, the Customer must always verify the ticket and event details. Generally, paid tickets are not exchanged or refunded afterwards. With the company's special permission, a ticket can be exchanged or refunded. The Service Provider or Company does not replace lost tickets. If the Customer loses their own ticket, they can notify the Service Provider's customer service, and the ticket may be reprinted on a case-by-case basis, with the original ticket being invalidated. The Customer is responsible for ensuring that the event has not been canceled and for checking other event-related information (e.g., performance time, age limit, opening hours) from the event's website. If a refund is made to the Customer (e.g., due to event cancellation), the service fee paid by the Customer will not be refunded. Similarly, any applicable payment method fee, billing fee, or order processing fee will not be refunded. The Company is primarily responsible for informing about canceled or postponed events. The Company informs by email those Customers who have provided their email address at the time of ticket purchase. The ticket may be resold at the Customer's own risk. For the majority of events, the name on the ticket does not matter.

### **Special Tickets and Purchase Restrictions**

If special-priced tickets (such as senior, student, or other discount tickets) are available for an event, the ticket holder must be prepared to present the documentation entitling them to the discount at the event entrance. If there is a purchase restriction at the event, the Service Provider reserves the right to cancel the sale and invalidate tickets that exceed the purchase restriction from the order.

## **Gift Cards, Services, and Additional Products**

### **Delivery and Redemption of Gift Cards**

The Service Provider is responsible for delivering gift cards to Customers. Gift cards are delivered in PDF format to the email address provided by the Customer. Each gift card is assigned a unique identifier, allowing the Company to verify the authenticity and one-time use of the gift cards. The value of the gift card must be used in its entirety unless otherwise agreed upon directly between the Company and the Customer.

### **Taxation of Gift Cards**

Gift cards are in the form of multi-use vouchers that Customers can freely use for all products and services offered by the Company, as predetermined by the Company, regardless of tax rate.

The Company is responsible for ensuring that it delivers and reports the taxes associated with the redemption of gift cards according to the appropriate tax rate and the guidance provided by the tax authorities.

### **The responsibility related to products and services**

The Company is responsible for the content of products and services purchased with gift cards concerning the Customer as a contracting party. If a Customer who redeems a gift card mistakenly directs claims regarding errors, returns, or damages to the Service Provider, the Service Provider has the right to redirect these claims to the Company as regress claims.

### **In case of the Company's insolvency**

The gift cards shall state that the Service Provider is not liable in the event of the Company's insolvency for the fact that the gift card is not exchanged for the Company's service or goods. Therefore, the customer accepts, regardless of the payment method, the possibility that the seller of the product (the Company) may be insolvent and unable to provide the service sold.

If the Company has sold courses, training sessions, or other products or services not mentioned here through the Service Provider's platform, the same terms apply as for gift cards. The Service Provider is not responsible for the delivery of the products sold and the implementation of the services.

### **The legislation applicable to the execution of goods and services**

The Company commits to adhering to the legislation in force in Finland concerning its contractual relationship with the Customer. The Company is aware that consumers have the right to cancel the order of a gift card or goods purchased through distance selling within fourteen (14) days.

### **The delivery of gift cards**

The Service Provider delivers the purchased Company products (multi-purpose vouchers) to the Customer electronically using email. Delivery is sent immediately once the payment is confirmed in the online store. The Service Provider is not responsible for delays caused by force majeure or for any indirect damages resulting from delayed delivery.

### **Cancellation and refunds**

The Consumer has the right under the Finnish Consumer Protection Act to cancel their order by notifying the Service Provider within fourteen (14) days of receiving the order. The

return condition is that the order is canceled in accordance with the sales terms by notifying the Service Provider no later than 14 days after receiving the product, and the product is unused. If the Customer requests a refund, the Service Provider deducts the service fee portion, which has covered the costs incurred from the previous sale of the gift card or item (transaction fees and online service). Additionally, any order processing fee, payment method fee, or billing fee will not be refunded. The Service Provider processes the refund, but if the Service Provider has already transferred the funds to the Company, then the company is responsible for the Customer's refund.