

1. INTRODUCTION

The Malachite Group Limited is a UK-registered company with company number 15140056, operating the events "Piano People," where tickets, addons, and hospitality services (hereafter referred to as "Products and Services") may be purchased.

The following Booking Conditions set forth the terms and conditions governing the purchase of Tickets and Hospitality from us. Please read them carefully, as they establish all rights and obligations.

2. DEFINITIONS

For the purposes of these Booking Conditions, the following terms are defined as follows:

"Ticket(s)": Refers to primary event tickets that are exclusively allocated by us and made available for sale directly to purchasers.

"Products and Services": Refers collectively to all items available for purchase through us, including but not limited to event tickets, add-ons (such as merchandise and wristband credits), and hospitality tables.

"You" and "Your": Refer to the individual named on the booking as the lead booker, as well as all individuals for whom the lead booker makes a booking.

"Us," "We," and "Our": Refer to THE MALACHITE GROUP LIMITED, including our employees, agents, and any associated business partners.

These Booking Conditions govern all purchases of Tickets and Hospitality services directly from us. If you are considering or making a purchase, you agree to be bound by the terms herein. Further details on our Products and Services are available on our official website at <https://www.pianopeople.club>.

3. LEGALLY BINDING CONTRACT

Your contract with THE MALACHITE GROUP LIMITED ("we," "us," or "our") is established upon confirmation of your order and is fulfilled immediately following the conclusion of the Piano People event for which you have purchased Products and Services.

3.1 Formation of Contract:

A binding contract between you, the lead booker, and us is created upon receipt of your payment (either in full or the initial instalment under a payment plan). By making a booking with us, you, the lead booker, expressly agree that:

1. Acknowledgement and Acceptance:

You have read and understand these Booking Conditions and, by entering into this contract, you agree to be bound by them, as does every member of your booking.

2. Booking Fee:

A booking fee of 14% will be applied to all Products and Services as advertised and sold on our website. This fee is separate from the ticket or package price.

3. Payment Responsibility:

You accept full financial responsibility for the total cost of the booking, inclusive of all instalments and any applicable fees, and you agree to complete payments according to the agreed Payment Plan schedule. Failure to adhere to the Payment Plan schedule may result in the cancellation of your booking.

4. Data Consent and Privacy Compliance:

You consent to our use of your personal data, including any special categories of personal data (e.g., health conditions, disabilities, dietary requirements), in accordance with our Privacy Policy, and you confirm that you are authorised to provide this information for all individuals included in the booking.

5. Minimum Age Requirement:

By purchasing Products and Services with any age restrictions, you confirm that you are over 21 years old and that all members of your party meet the appropriate age requirement. Purchases must be made with a valid credit or debit card issued in the lead booker's name.

6. Use of Likeness:

You consent to the use of your likeness and that of your booking party in any film, photography, audio, and/or audiovisual recording taken by us, for use across any media globally without compensation, for purposes including but not limited to event promotion, security, and crime prevention. Should you wish to object to this use, you must submit a written notice to hello@pianopeople.club prior to the event.

7. Changes to Booking Conditions:

We reserve the right to amend these Booking Conditions as deemed necessary. You are advised to review them regularly to ensure awareness of any changes. Your continued purchase and acceptance of our Products and Services signifies your agreement with the terms in effect at the time of purchase. If you do not agree to any revised terms, you must refrain from making further purchases.

3.2 Applicable Terms:

All purchases are governed by the version of these Booking Conditions that is in effect at the time of purchase. If you disagree with or cannot comply with any changes to these terms, you agree not to purchase Products and Services from us.

4. PRODUCT AND SERVICES

Our offerings consist of various types of tickets, clearly identified and defined at the point of purchase via Piano People, as well as additional addons and hospitality tables that may be purchased separately for an additional cost.

4.1 Non-Refundable Sales

By completing any purchase, you acknowledge and accept that all Products and Services, including tickets, addons, and hospitality tables, are non-refundable and non-exchangeable.

4.2 Currency and Payment Processing

All prices are listed and charged in the specified currency. We disclaim any responsibility or liability for supplementary fees imposed by your payment provider or for any currency exchange rate fluctuations, which remain entirely at your risk and responsibility.

4.3 Scope of Offerings

Please be advised that we do not offer any packages, travel, or flight bookings. Accordingly, we accept no liability for issues arising from flight or travel arrangements made independently in connection with the event.

4.4 Right to Amend Prices and Correct Errors

We reserve the right to amend any advertised prices at our discretion and to correct errors in advertised and confirmed prices. Prices are not guaranteed until full payment has been received and verified.

4.5 Market-Priced (Dynamic Pricing) Tickets

Certain tickets may be subject to market pricing, whereby ticket prices may vary based on demand, similar to airline and hotel pricing. Known as "Dynamic Pricing," this pricing approach means that ticket prices may increase or decrease at any time before purchase. You will not be entitled to any refund, credit, or adjustment if:

The price of the ticket you purchased was, at any time prior to your purchase, lower than the price you paid; or

Any tickets to the same event (whether in the same price category or otherwise) are reduced after your purchase.

4.6 Order Confirmation and Purchase Verification

If you do not receive an order confirmation following submission of your payment information, or if you encounter any error message or interruption in service during this process, it is your responsibility to confirm with us whether your order has been completed. We are not liable for any costs or losses incurred if you incorrectly assume an order was or was not placed due to the absence of order confirmation.

4.7 Credit and Debit Card Verification

All purchases are subject to verification procedures, including but not limited to credit or debit card validation, security checks, and payment collection by us. We reserve the right to cancel

any order that fails to pass our verification process or where full payment has not been received. In rare instances where a payment is recalled by the issuing bank or payment provider, we may cancel and refund the order, irrespective of any order confirmation issued. We disclaim any responsibility or liability for such cancellations, as they are outside our control.

4.8 Prohibition on Automated Purchasing and Fraudulent Activities

Purchasing or attempting to purchase Products and Services through the unauthorised use of automated devices, software, or processes—such as bots, spiders, or unauthorised linking or framing—is strictly prohibited. We reserve the right to cancel any orders reasonably suspected to have been placed in violation of these Booking Conditions, without notice to you, rendering all associated Products and Services void.

4.9 Anti-Fraud Measures

In our commitment to fraud prevention and protection, we may conduct checks and/or request additional information to verify purchases. We reserve the right to cancel any orders reasonably suspected of being fraudulent, without notice to you, and any Products and Services obtained through such orders will be rendered void.

4.10 Responsibility to Verify Prices

It is your responsibility to confirm the accuracy of the price of your selected Products and Services at the time of booking, as prices may vary, and errors may occasionally occur.

5. DISPUTES AND CHARGEBACKS

5.1 General Provision on Disputes and Chargebacks

Except where exercising rights under section 75 of the Consumer Credit Act 1974 or other statutory rights that cannot be excluded, you agree not to initiate a dispute or chargeback with your card issuer or financial institution regarding any transaction with us.

5.2 Default or Modification of Payment Plan

If you default on, unilaterally amend, or agree to cancel any agreed payment plan or booking, as defined in Clause 12, you agree not to initiate any dispute or chargeback in relation to such transactions, except as permitted by statutory consumer protection laws.

5.3 Refunds and Claims

Your rights to refunds, claims, or other remedies shall be governed by these Booking Conditions in addition to any statutory rights that cannot be excluded under applicable consumer law.

5.5 Chargeback Defence

In the event of any improper or unjustified chargeback attempt, we reserve the right to present this Clause as evidence to defend against the chargeback with your financial institution.

6. VOUCHERS AND TICKETS

6.1 Dispatch of Tickets and Vouchers

Tickets and/or vouchers will be dispatched as soon as reasonably practicable, but not before full payment has been received. While we will endeavour to provide an estimated delivery timeframe, we cannot guarantee specific delivery dates.

6.2 Failure to Receive Tickets or Vouchers

If you have not received your tickets or vouchers at least 5 days before the event (or, if earlier, 5 days before your departure for the event), you must notify us immediately at hello@pianopeople.club.

6.3 Delivery Responsibility

You are solely responsible for providing a valid email address for the electronic delivery of your tickets. You must ensure that your email account is capable of receiving such delivery (including ensuring your email provider does not reject, bounce, or block emails from us, and by checking all folders, including spam and junk). We shall not be liable for any failure to deliver tickets if the failure is caused by you providing incorrect or incomplete contact information, or failing to check your email inbox.

6.4 Collection of Tickets

In certain circumstances, we reserve the right to require you to collect your tickets at the event venue's box office or an alternative designated collection point. We will notify you in advance of any changes to the delivery method. You may be required to provide your booking confirmation email, photo identification, and the credit or debit card used for the booking in order to collect your tickets.

6.5 Verification of Tickets

It is your responsibility to check your tickets immediately upon receipt. Any discrepancies or errors must be reported to us at hello@pianopeople.club without undue delay and, in any event, within 5 days of receipt, or prior to the event if that is sooner. We cannot guarantee that errors will be corrected if not notified promptly.

6.6 Ticket Ownership and Licence

Tickets purchased from us remain the property of THE MALACHITE GROUP LIMITED at all times and are issued as a personal, revocable licence. We reserve the right to withdraw this licence and refuse admission to the event at any time.

6.7 Lost, Stolen, or Damaged Tickets

You acknowledge that lost, stolen, damaged, or destroyed tickets may not be replaced. However, if replacement tickets are issued, we may charge a reasonable administration fee.

6.8 Purchase Restrictions

Ticket purchases may be subject to limits per person, per credit or debit card, or per household. We reserve the right to cancel orders where these limits have been exceeded, without prior notice.

6.9 Prohibition on Resale and Commercial Use

You are prohibited from purchasing tickets with the intention of reselling them for profit unless formal written permission has been obtained from us. If we discover or suspect that tickets have been purchased for resale in violation of this condition, we reserve the right to cancel the tickets without notice.

6.10 Use of Tickets

Tickets purchased from us may not be used for any of the following purposes without our express written consent:

Advertising, promotions, contests, sweepstakes, or other commercial purposes;

Combining tickets with hospitality, travel, accommodation, or any other product or service to create a package for resale or distribution.

Any use of our intellectual property, including trademarks, for the above purposes will require our explicit prior written approval.

6.11 Complimentary Tickets

Complimentary tickets hold no face value and are not subject to any refund or compensation in the event of cancellation or complaints regarding the event. No cash alternative will be offered for complimentary tickets.

7. EVENT TIMINGS AND ADMISSIONS

7.1 Changes to Event Times and Program

Advertised event start times are subject to change. The opening and closing times of the venue or gates do not indicate the event start or end time, nor do they reflect when artists are scheduled to perform or the duration of their performances. These details are subject to our and/or the artists' discretion and may change without notice.

7.2 Artist Lineup and Program Alterations

We reserve the right to alter the artist lineup, schedule, and/or event program at our discretion, without any obligation to offer refunds or exchanges. Any such changes will be considered minor or immaterial and will not entitle ticket holders to a refund or compensation.

7.1 Security Searches and Admission Refusal

Security searches may be carried out on patrons at any time, and admission may be refused to individuals who breach, or are suspected of breaching, these Booking Conditions.

7.1 Trading and Unauthorized Goods

Trading or promotional activities within the event site are not permitted without our prior written consent. Any goods bearing unauthorized logos or trademarks must be surrendered to event staff upon request.

7.5 Admission and Venue Terms

Admission to the event is subject to the terms and conditions of the relevant venue. Certain items (e.g., laser pens, mobile phones, pets—except guide dogs, and food and drink brought by patrons) may be prohibited on the site. Unauthorized use of photographic or recording equipment is prohibited; any such materials may be confiscated, destroyed, or deleted. The use of drones or similar devices near the event site is strictly prohibited.

7.6 Health and Safety

Patrons who believe they may have been infected with Covid-19 or are displaying symptoms of Covid-19 must not attempt to enter the event site. If you are displaying symptoms or suspect exposure, please follow public health guidance and refrain from attending.

7.7 Refusal of Admission and Removal from Venue

We or the venue reserve the right to refuse admission or remove any person from the venue if they pose a risk to public safety, engage in unacceptable behavior, or breach these Booking Conditions. In such cases, no reimbursement or refund will be provided.

7.8 Pass-Outs and Re-admissions

Unless expressly authorized in advance, pass-outs and re-admissions are not permitted during the event.

7.9 Health and Safety Risks

Patrons are advised that prolonged exposure to loud music or noise may cause hearing damage. We strongly recommend ear protection. Special effects, such as pyrotechnics, lighting, and audio-visual effects, may not be suitable for individuals with photosensitive epilepsy or similar medical conditions.

7.10 Queuing and Entry

Ticket holders should expect queues at entry gates and are advised to arrive in time for the first act they wish to see. We will not provide refunds for acts missed due to late arrival or delays at the entrance.

8. EVENTS BEYOND OUR CONTROL (FORCE MAJEURE)

8.1 Definition of Force Majeure

We will not be held liable or obligated to provide compensation for any failure to perform or delay in performing our contractual obligations where such failure or delay is caused by Force Majeure. For the purposes of these terms, "Force Majeure" refers to any event or circumstance

beyond our reasonable control, which could not have been avoided with reasonable care or foresight. Such events include, but are not limited to:

War, acts of terrorism or the threat thereof, civil unrest, or acts of government or authority;

Significant health risks or disease outbreaks, including pandemics (e.g., COVID-19 or similar events);

Natural disasters (e.g., floods, earthquakes, severe weather conditions);

Industrial disputes, strikes, lockouts, or any form of labor disruption;

Acts of God, such as fires, chemical or biological disasters, and nuclear accidents;

Unforeseeable technical problems with transport or infrastructure.

8.2 Impact of Force Majeure on Event

If the event is cancelled, postponed, or affected in any way due to a Force Majeure event, we shall not be liable for any losses, damages, or costs incurred by you as a result. This includes, without limitation, travel expenses, accommodation, or any other associated costs.

8.3 Travel Restrictions and Entry Denials

It is your responsibility to ensure that you can legally enter the country where the event is held. If you purchase a ticket and are subsequently denied entry due to governmental restrictions or regulations (e.g., visa issues, travel restrictions, border closures), this will be treated as a Force Majeure event, and no refund will be provided.

8.4 No Refunds Due to External Factors

No refund, exchange, or compensation will be provided if your ability to attend the event is affected by factors outside of our control, including but not limited to:

Travel restrictions imposed by your country of origin or the host country;

Quarantine requirements, vaccination mandates, or similar public health measures;

Any other government-imposed restrictions that prevent your attendance.

9. CANCELLATIONS

9.1 Cancellation by Us

In the unfortunate event that we are required to cancel the entirety of the event, we will provide written notification of the cancellation. However, we do not accept liability for any losses or expenses incurred by you as a result of the cancellation, including but not limited to travel, accommodation, or any other associated costs.

Please note that any fees paid in relation to amendments, bookings, or related services are non-refundable under any circumstances, including in the event of a cancellation.

9.2 Cancellation by You

If you fail to meet the payment obligations under your agreed payment plan despite our reasonable attempts (up to three attempts) to process the payment, we reserve the right to cancel your booking. In such cases, you will not be entitled to any refund.

Additionally, should you voluntarily cancel your booking, whether it be for a payment plan or a fully paid booking, you acknowledge and agree that all payments made are non-refundable. Our products and services are sold on a non-refundable basis, and we will not accept any refund requests under any circumstances. Please ensure you are fully satisfied with these terms before making your purchase.

10. TRANSFERS

10.1 No Transfer of Bookings

Bookings are strictly non-transferable. Once a booking has been made, it cannot be transferred to another individual or changed to a different date, event, or service.

11. POSTPONEMENT

11.1 Jurisdiction and Applicable Laws

Your ticket is subject to the laws and regulations of the jurisdiction in which the event is held, not the jurisdiction where the ticket was purchased. Any changes to laws or regulations enacted by the governing authority of the event location will take precedence.

11.2 Event Postponement

In the unlikely event that the event cannot proceed as originally planned, it will be automatically postponed. You will be entitled to a ticket of equivalent value for the rescheduled event.

11.3 Notification of Rescheduled Date

We will provide you with the new dates for the rescheduled event as soon as reasonably possible after they have been confirmed.

11.4 Inability to Attend Rescheduled Event

If you are unable to attend the rescheduled event, you must notify us in writing within 30 days from the announcement of the new dates. Upon receipt of your written notice, we will inform you of the available options, which may include the ability to transfer your ticket or receive a refund, depending on the circumstances.

11.5 Failure to Respond

If we do not receive your written confirmation within 30 days of the announcement of the rescheduled event, you will be deemed to have accepted the alternative ticket provided for the rescheduled event.

11.6 Special Note

We cannot be held liable for any expenses, losses, or inconveniences you may incur as a result of the postponement of the event.

12. WARRANTIES AND INDEMNITIES

12.1 Representation and Warranty

You represent and warrant that all information you provide to us in relation to your account, as well as in your use of our Products and Services, is true, accurate, and complete. You agree not to provide any false or misleading information, including but not limited to contact details.

12.2 Compliance with Laws

You represent and warrant that, in using our website and accessing or purchasing our Products and Services, you will comply with all applicable laws and regulations. You also agree to adhere to these Booking Conditions, as well as any other applicable terms and conditions that may govern your use of our services.

12.3 Indemnity

You agree to indemnify and hold harmless us and our affiliates, including their respective officers, directors, employees, and agents (the "Indemnified Parties"), from and against any losses, damages, expenses (including reasonable legal fees), liabilities, claims, and demands suffered by any of the Indemnified Parties arising out of or in connection with:

Your breach of these Booking Conditions or any other applicable terms and conditions;

Your violation of any applicable laws or regulations;

Your infringement of any third-party rights.

16. LIMITATION OF LIABILITY

16.1 General Limitation

To the fullest extent permitted by law, we, including our affiliates, parent companies, subsidiaries, and their respective officers, directors, employees, agents, legal representatives, and subcontractors, as well as our relevant suppliers, shall not be liable for any loss, injury, or damage to any person (including you) or property, however caused, in any of the following circumstances:

(a) Where there is no breach of contract or legal duty of care owed by us or our suppliers;

(b) Where such loss or damage is not a direct consequence of any breach on our part or that of our suppliers (excluding death or personal injury caused by our negligence); or

(c) To the extent that any increase in loss or damage results from your own negligence, or breach by you of any of the terms of these Booking Conditions, any other applicable terms and conditions, or any applicable laws or regulations.

16.2 Internet Connection Disclaimer

We accept no liability for any internet connectivity issues that may occur while you use our Products and Services.

16.3 Non-Excludable Liability

Nothing in these Booking Conditions is intended to exclude or limit our liability, or that of any supplier, for death or personal injury resulting from our or their negligence, nor for fraud or any other liability which cannot by law be excluded or limited.

17. QUERIES, COMPLAINTS & DISPUTE RESOLUTION

17.1 Contact Details and Communication

If we need to reach you, we will use the contact information you provided when booking. It is your responsibility to promptly notify us of any changes to these contact details, both prior to and after receiving our Product and Services. You must provide a valid email address, as this is our primary method of contact. Please note that email settings may treat our communications as junk; therefore, we advise you to regularly check your junk or spam folders.

17.2 Complaints During the Event

If you encounter any issues during the event that cannot be resolved by on-site staff, and you wish to raise a formal complaint, you must submit a written notice to us at hello@pianopeople.club within 28 days of the event's conclusion. Your notice should include your booking reference and any other pertinent information. Conciseness is appreciated as it helps us identify and address your concerns more efficiently. Failure to follow this process may hinder our ability to investigate your complaint and could impact your rights under this contract.

17.3 Organiser Information

The Piano People event is organised by The Malachite Group Limited., registered under Company number 15140056.

17.4 Requirement to Contact Us Before Filing a Dispute

By completing a purchase with us, you agree to contact us directly at hello@pianopeople.club for any queries or complaints regarding your purchase or experience at the event before initiating a dispute with your bank.

18. LAW AND JURISDICTION

18.1 Governing Law

These Booking Conditions are governed by and shall be construed in accordance with UK law.

18.2 Jurisdiction

Both parties agree to submit to the non-exclusive jurisdiction of UK courts for any disputes arising out of or connected to these Booking Conditions.

18.3 Severability of Provisions

If any provision within these Booking Conditions becomes illegal, invalid, or unenforceable under the law of any applicable jurisdiction, this shall not impact the legality, validity, or enforceability of any other provisions in that jurisdiction.

18.4 Enforceability of Remaining Provisions

If a competent court deems any provision of these Booking Conditions invalid or unenforceable, that specific provision shall be omitted, and the remaining provisions shall remain in full force and effect independently.

18.5 No Waiver of Rights

Our delay or failure to enforce any provision of these Booking Conditions does not constitute a waiver of our right to enforce that provision in the future.