

General Terms and Conditions of Sale via Monapass

These general terms and conditions apply to the sale of electronic tickets via the Monapass application.

They are subject to change without notice.

Certain events may have special terms and conditions, the existence of which is indicated in the description specific to each event.

Confirmation of the reservation by the customer and payment of the tickets imply unreserved acceptance of these general terms and conditions of sale.

Prices

Prices are quoted in euros, inclusive of all taxes and booking fees. The organizer reserves the right to change prices at any time. However, in the event of subsequent modification, the applicable prices shall be those in effect on the day the order is recorded. The resale of an e-ticket at a price higher than that indicated on the ticket is strictly forbidden and may result in legal action.

Payment

Reservations shall be paid for by credit card (CB, VISA, EUROCARD-MASTERCARD), in euros, via our secure payment system. Once payment has been confirmed, electronic tickets cannot be returned or exchanged.

Specific features of the Monapass electronic ticket

Each coded e-ticket is supplied in the form of a QR Code allowing access to the event for a single spectator. If the QR Code is duplicated, only the first person holding the electronic ticket shall be able to access the event. The buyer remains responsible for the use made of the QR Code.

Use and validity of the Monapass electronic ticket

The electronic ticket features a unique QR Code. Its validity is checked and recorded on entry using appropriate readers. It is impossible to be admitted several times with the same electronic ticket. Reproduction is forbidden and shall not provide any benefit. Only the first person to present the electronic ticket shall be admitted to the event. They are presumed to be the legitimate bearer. It is therefore forbidden to reproduce, duplicate or counterfeit the electronic ticket in any way, or to make it available for such purposes. The organizer may refuse entry to the event if access to the event has already been granted using the same QR Code. In particular, the organizer is not obliged to carry out a verification of authenticity if the imitation or copy cannot be unmistakably identified as such at the time of entry to the event. If

access is refused for this reason, there is no right to reimbursement of the price paid. This electronic ticket is only valid for the venue, session, date and time specified above. This access pass shall be kept for the duration of the event. The Grimaldi Forum declines all responsibility for anomalies that may occur during the ordering, processing or recording of the electronic ticket insofar as this has not been caused intentionally, or as a result of negligence in the event of loss, theft or illicit use of the ticket.

Admission to event rooms

Shows and concerts start on time. Doors shall be closed at the start of the show. Latecomers can only be accommodated during a break or intermission, depending on accessibility. After the scheduled start time, numbered seats are no longer guaranteed. Spectators shall comply with the dress code indicated in the event description. In the event of non-compliance, access to the room may be refused, and no refund or compensation shall be granted. Photography, filming and recording are strictly prohibited.

Cancellation - Monapass ticket refund

Monapass electronic tickets cannot be returned, refunded, exchanged or resold, except in the event of cancellation of the event by the organizer. In the event of cancellation of the event by the organizer, the sums paid by the customer shall be reimbursed upon request made by the interested party within a maximum of 3 months after the date of the event and upon presentation of the ticket, to the exclusion of any other compensation or indemnity whatsoever. If the show has to be interrupted after the 30th minute of its duration, the ticket shall not be refunded. The organizer reserves the right to modify the program and performers without notice. The organizer reserves the right to cancel any performance that cannot take place in the event of force majeure, such as (but not limited to) bad weather, strikes, fire, water damage, illness of a performer, national mourning, etc. Lost or stolen tickets shall not be refunded.

Liability - Applicable law

The ticket sales referred to herein are subject to Monegasque law. In the event of a dispute, the Monegasque courts shall have sole jurisdiction.