

## General Terms and Conditions

Please read the following Terms and Conditions as they are binding for all ticket purchases.

- No exchange of tickets will be made under any circumstances and tickets are not transferable.
- No refund on tickets will be made under any circumstances, except pursuant to conditions under [Event Cancellation or Postponement](#).
- Lost or damaged ticket(s) will not be entertained.
- The tickets may be collected at the box office of the venue the date of the event up to 2 hours before the beginning of the event. Purchaser MUST present ID card/Passport, Debit/Credit Card (if it is solicited for payment confirmation) and Booking Reference upon ticket collection and Student card for student's free tickets (limited upon availability). The identity of the person receiving the refunds may be recorded by our Customer Service Officers.
- No third party collection allowed apart from the party authorized by our company. Entry will be refused if tickets have not been purchased from FlashCOM PTE Ltd. or Eventbite.
- The resale of tickets is prohibited. FlashCOM PTE Ltd. reserves the right to cancel any tickets that have been resold.
- Student's credentials must be shown to obtain free/discount tickets (where applicable) and upon admission.
- Latecomers cannot be admitted until a suitable break during the speeches.
- The Promoter reserves the right without refund or compensation to refuse admission to any persons whose conduct is disorderly or unbecoming.
- No photography, audio or video recording is allowed during the event unless otherwise stated by the Promoter.
- The Promoter may add, withdraw or substitute speakers and/or vary advertised programme, event times, seating arrangements and audience capacity without prior notice.
- The Promoter may use the ticket holder's image or likeness in any live or recorded video display, photograph or picture.
- The Promoter may postpone, cancel, interrupt or stop the event due to adverse weather, dangerous situations, or any other causes beyond his reasonable control.
- The Ticket Holder agrees to submit to any search for any prohibited items including but not limited to weapons, controlled, dangerous and illegal substances and recording devices.

- The Ticket Holder voluntarily assumes all risk and danger incidental to the event whether occurring prior to, during or subsequent to the actual event, including any death, personal injury, loss, damage or liability.
- Information is collected from those registering with FlashCOM PTE Ltd. in order to facilitate ticket purchase or other services available. This information is collected and used in accordance with our **Privacy Policy**, which forms part of these conditions.
- Purchasers of tickets who are under 18 years of age should seek parental consent before purchasing tickets from our website. By transacting on our website, purchaser certifies that he/she is at least 18 years of age and understands, and accepts these conditions of use.
- Any complaints regarding the event will be directed to and dealt with by the Promoter.

## **PRIVACY POLICY**

***This Privacy Policy applies to information collected through our website and authorised outlets, and forms part of our General Terms and Conditions.***

### **What information do we collect?**

- We collect information from you when you register on our site or fill out a form.
- When ordering or registering on our site, as appropriate, you may be asked to enter your name or e-mail address. You may, however, visit our site anonymously.

### **What do we use your information for?**

- Any of the information we collect from you may be used in one of the following ways:
- To personalize your experience (your information helps us to better respond to your individual needs)
- To improve our website (we continuously strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions
- Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased service requested by the customer.

- To send periodic updated information e-mails
- The e-mail address you provide for order processing, maybe used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related service information, etc.
- Note: If at any time you would like to unsubscribe for receiving future e-mails, we include detailed unsubscribe instructions at the bottom of each e-mail.
- To administer a contest, promotion, survey or other site feature

#### **How do we protect your information?**

- We implement a variety of security measures to maintain the safety of your personal information when you access your personal information.

#### **Do we use cookies?**

- We do not use cookies.

#### **Do we disclose any information to outside parties?**

- We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conduction our business, or servicing you, so long as those parties agree to keep this information confidential.
- We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

#### **Third Party links**

- Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies, we therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

#### **Your consent**

- By using our site, you consent to our Privacy Policy.

### **Changes to our Privacy Policy**

- If we decide to change our **Privacy Policy**, we will post those changes on this page.
- This policy was last modified on June 26<sup>th</sup>, 2018.

### **Contacting Us**

- For any questions regarding this Privacy Policy, please contact us using our contact e-mail.