

# Terms & Conditions.

## 1. Introduction

These Terms and Conditions (the "Terms") govern your purchase of tickets or passes (the "Tickets") through our website, [booking.nacellegrooves.com](http://booking.nacellegrooves.com) (the "Website"). By using the Website and purchasing Tickets, you agree to be bound by these Terms. Please read them carefully before proceeding.

## 2. Definitions

- "We" or "Us" refers to 10-4 Production, the operator of the Website.
- "You" or "Your" refers to the individual or entity purchasing Tickets through the Website.
- "Event" refers to the event for which you are purchasing Tickets.
- "Organizer" refers to the organizer of the Event.

## 3. Ticket Purchase

- You must be at least 21 years old to purchase Tickets through the Website.
- All information provided during the purchase process must be accurate and complete.
- Tickets purchased are non-refundable, except as stated in our Refund Policy (see Section 7).
- We reserve the right to cancel your order or refuse to sell you Tickets at our sole discretion.

## 4. Ticket Delivery and Ownership

- Tickets will be delivered electronically to the email address you provided during purchase.
- You are responsible for safeguarding your Tickets and preventing unauthorized access.
- Tickets are non-transferable, except with our prior written consent.
- We reserve the right to cancel any Ticket that is suspected to be fraudulent or obtained illegally.

## 5. Event Information and Changes

- We make every effort to provide accurate and up-to-date information about Events on the Website. However, we cannot guarantee the accuracy of all information and cannot be held responsible for any changes to the Event details, including:
  - Date, time, or location of the Event
  - Lineup of performers or speakers
  - Cancellation or postponement of the Event

- We recommend that you check the Event organizer's website or social media for the latest information.

## **6. Disclaimer of Warranties and Limitation of Liability**

- WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, ABOUT THE TICKETS, THE WEBSITE, OR THE EVENTS.
- WE ARE NOT RESPONSIBLE FOR ANY LOSSES, DAMAGES, OR INJURIES ARISING OUT OF YOUR USE OF THE WEBSITE OR THE TICKETS, INCLUDING:
  - Loss of enjoyment or disappointment with the Event
  - Cancellation or postponement of the Event
  - Personal injury or property damage sustained at the Event
- OUR MAXIMUM LIABILITY TO YOU FOR ANY CLAIM ARISING OUT OF THESE TERMS SHALL BE THE PRICE PAID FOR THE TICKETS.

## **7. Refund Policy**

- All sales are final except in the following cases:
  - The Event is cancelled and not rescheduled.
  - The Event is significantly changed (date, time, location, etc.) and you cannot attend the rescheduled or altered event.
- In the cases above, you will be eligible for a full refund of the ticket price. Refunds will be processed to the original payment method used for purchase.
- We are not responsible for any fees charged by your payment processor for processing refunds.

## **8. User Conduct**

- You agree to use the Website and purchase Tickets in a lawful and respectful manner.
- You agree not to engage in any activity that disrupts the Website or infringes upon the rights of others.
- We reserve the right to terminate your access to the Website and cancel your Tickets at our sole discretion if you violate these Terms.

## **9. Intellectual Property**

The Website and its content, including logos, trademarks, and designs, are our property or the property of our licensors. You may not use any of these materials without our prior written consent.

## **10. Governing Law and Dispute Resolution**

These Terms shall be governed by and construed in accordance with the laws of the Arab Republic of Egypt.

Any dispute arising out of these Terms shall be resolved by the courts of the Arab Republic of Egypt.

## **11. Entire Agreement**

These Terms constitute the entire agreement between you and us with respect to the subject matter hereof and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written.

## **12. Amendment**

We reserve the right to amend these Terms at any time. We will post any changes on the Website. Your continued use of the Website after such changes constitutes your agreement to the revised Terms.

## **13. Contact Us**

If you have any questions about these Terms, please contact us at [info@nacellegrooves.com](mailto:info@nacellegrooves.com).

# Privacy policy.

## 1. Introduction

This Privacy Policy describes how we collect, use, and disclose your personal information when you visit our website, booking.nacellegrooves.com (the "Website"), and purchase tickets through our platform.

## 2. Information We Collect

We collect several types of information from you when you use the Website and purchase Tickets:

- Personal Information: This includes your name, email address, phone number, mailing address, and payment information.
- Usage Information: We collect information about your activity on the Website, such as the pages you visit, the events you view, and the searches you perform.
- Device Information: We collect information about the device you use to access the Website, such as its IP address, operating system, and browser type.

## 3. How We Use Your Information

We use your information for the following purposes:

- To process your ticket purchases and provide you with customer support.
- To send you updates and information about Events you may be interested in.
- To personalize your experience on the Website.
- To improve the Website and our services.
- To comply with legal requirements.

## 4. Sharing Your Information

We may share your information with the following third parties:

- Event organizers to fulfill your ticket purchase and provide updates about the Event.
- Payment processors to process your ticket payments.
- Analytics providers to help us understand how users interact with the Website.
- Law enforcement or other government officials if required by law.

## 5. Cookies and Other Tracking Technologies

We use cookies and other tracking technologies to collect information about your activity on the Website. Cookies are small files that are stored on your device by your web browser. You can disable cookies in your browser settings, but this may affect your ability to use some features of the Website.

## **6. Data Retention**

We will retain your information for as long as necessary to fulfil the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law.

## **7. Your Choices**

You have the following choices regarding your personal information:

- You can access and update your personal information by logging into your account on the Website.
- You can unsubscribe from marketing emails by clicking the unsubscribe link at the bottom of any marketing email you receive from us.
- You can request that we delete your personal information by contacting us at [info@nacellegrooves.com](mailto:info@nacellegrooves.com).

## **8. Security**

We take reasonable steps to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no website or internet transmission is completely secure, and we cannot guarantee the security of your information.

## **9. Children's Privacy**

The Website is not intended for use by children under the age of 13. We do not knowingly collect personal information from children under the age of 13.

## **10. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time. We will post any changes on the Website. Your continued use of the Website after such changes constitutes your agreement to the revised Privacy Policy.

## **11. Contact Us**

If you have any questions about this Privacy Policy, please contact us at [info@nacellegrooves.com](mailto:info@nacellegrooves.com)