

General Terms and Conditions of Business (GTC)

Any persons using the online ticket shop for Messe Luzern AG Trade Fair agree to be bound by the following terms and conditions of use:

1. Sale outlet

The online ticket shop of Messe Luzern AG is an official sale outlet for Messe Luzern AG. Payment transactions and incoming payments for Messe Luzern AG are handled via the online ticket shop.

2. Offer/Contractual Partner

Messe Luzern AG distributes products from its own events in the online ticket shop, but also acts as an agency for other event organisers. Any contractual dealings take place exclusively between the ticket purchaser and the event organiser in each case.

3. Exclusion of liability

Messe Luzern AG shall not be liable to loss or damage to property or personal injury in connection with the organisation and performance of events. Messe Luzern AG specifically excludes all liability arising from the cancellation or rescheduling of events, or arising through their poor organisation or performance. The information supplied by Messe Luzern AG (e.g. on its website and in other published media) is not guaranteed to be accurate. In particular, Messe Luzern AG does not guarantee that this information is correct or complete. Messe Luzern AG shall not be liable for any loss or damage occurring as the result of the Messe Luzern website in the form of disruption, interruptions or overloading of the user's computer system. Similarly, Messe Luzern AG shall not be liable for loss or damage caused by transmission errors or other defects.

4. Provisions of the organiser/Validity of tickets

The provisions of the organiser, which may be obtained on request from the latter, must be observed. Ticket purchasers hereby expressly acknowledge these provisions, particularly with regard to the security provisions and age and other restrictions contained therein, together with any other provisions. Misuse of the tickets is prohibited. Instructions from event personnel must be followed. Failure to comply with these instructions may result in the client being asked to leave.

Tickets are valid only if they have been obtained from an official Messe Luzern AG distribution channel. Ticket purchasers shall be responsible for ensuring that their Print@Home ticket is protected against misuse (e.g. unauthorised copying, modification or being printed out by unauthorised persons). Tickets should be protected from moisture, dirt, damage and mechanical or optical deformations. The barcode must remain machine-readable.

5. Returns and exchanges for tickets

Returns and exchanges for tickets are excluded as a general rule. If an event is rescheduled, tickets for the original date will automatically become valid for the new date. If an event is cancelled, ticket purchasers may claim a refund solely from the event organiser (contractual partner) and should therefore contact that organiser as a general rule. Messe Luzern AG is thus entitled (but not obliged) to refund any amounts that have not yet been transferred on to the organiser and/or have been repaid by that organiser to ticket purchasers on behalf of the organiser. Tickets must be returned and refunds sought from the same ticket outlet that sold the ticket in the first place. In all other circumstances, including after the period of 30 days has elapsed, returns will be possible only as stipulated in the organiser's provisions on the subject.

6. Final provisions

Any departures from these General Terms and Conditions of Business must be made in writing in order to be valid. By ordering tickets, ticket purchasers shall be deemed to have accepted the General Terms and Conditions of Business set out above. Messe Luzern AG reserves the right to modify these General Terms and Conditions of Business at any time without giving reasons. Any such modifications shall not affect any orders already placed. If any individual provisions of these General Terms and Conditions of Business are or become invalid, the validity of the remaining provisions shall not thereby be affected. The entire contractual relationship between organisers and ticket purchasers shall be governed exclusively by Swiss law. The place of jurisdiction shall be Lucerne.

7. Data protection

In ordering or registering via "Online Registration", the customer grants Messe Luzern AG permission to store his or her personal data in machine-readable form and to process it in connection with the customer's contract of sale. In addition, by ordering or registering under the "Online Registration" system, the customer grants the event organiser permission to use his or her personal data in order to provide him or her with information about new products and services in which he or she may be assumed to have a corresponding interest, based on the nature of the order placed (for example, trade fair visits, exhibition events, news and new features on the website, methods of payment, etc.) Messe Luzern AG reserves the right to send queries and updates by e-mail or post without giving prior notice to the customer. Newsletters sent out to customers on a trial basis may be cancelled at any time, once an initial edition has been sent.

8. Inquiries / Contact us

All enquiries relating to the online ticket shop and the use of products and services provided by Messe Luzern AG should be addressed to info@messeluzern.ch.

Messe Luzern AG

Lucerne, April 2013