

BARENTS

FOOD SOCIETY LTD INTERNET SHOP

TERMS AND CONDITIONS OF USE

Visitors and users of the Food Society Ltd online shop www.barents.lv (hereinafter I-Shop) agree and undertake to comply with the following Terms of Use.

I-Shop is administered by Food Society Ltd. (hereinafter referred to as Barents), reg. No. 40203077301, registered office at Balasta dambis 68b , Riga, LV-1048, e-mail: welcome@barents.lv; phone +371 2002 1022.

1. Subject-matter of the contract

1.1 Barents shall sell event tickets at the request of the organisers and for the benefit of the organisers and shall be entitled to set and change ticket prices and terms of sale, including seating arrangements, venue capacity and other parameters, and to issue or refund lost, destroyed or damaged tickets.

1.2 The Terms of Use apply to all ticket purchases in the I-Shop, together with the purchase of a single event programme or description, if any, and/or with the ticket.

1.3 The rights and obligations in respect of tickets shall be determined and announced by the event organiser and Barents shall be responsible for the content, quality, information and advertising of the event.

1.4 Unless otherwise stated on the ticket, one ticket is valid for the participation of one person in the event organised by the organizer.

2. Prices and payment

2.1 Ticket prices and the number of tickets available at a given price in the I-Shop are subject to change until the customer has placed the tickets in his/her shopping basket. Subsequent discounts will not apply to tickets purchased in the I-Store before the discount was announced.

2.2 The event organiser reserves the right to independently develop their own ticket sales strategy by not displaying additional information in BARENTS I-Shop, by not warning potential event visitors and ticket owners.

2.4 In accordance with the event organiser's strategy, special ticket offers may be on sale or special prices, the conditions and terms of which are specified separately in the description of each event.

2.5 The I-Shop allows up to 15 minutes for payment of selected tickets, during which the customer makes a transaction payment according to the payment methods offered in the I-Shop, e.g. by connecting to Internet Banking or with payment cards supported by the I-Shop (e.g. VISA, VISA Electron, MAESTRO, American Express).

2.6 Ticket payments by credit card may be suspended 1 day prior to the date of the event.

2.7 If the customer has not made payment within 15 minutes, the transaction shall be deemed not to have taken place. Tickets are automatically released for free sale and the customer must go through the purchase process again. Ticket reservation is not available in the I-Shop, payment for selected tickets must be made within 15 minutes of adding them to the purchase basket.

2.8 Tickets purchased through the online store www.barents.lv may be subject to additional charges, which will be shown separately.

2.9 Barents shall be entitled to cancel any purchase if it receives information of the illegal use of payment means belonging to a third party, suspicion of a possible fraudulent nature of the transaction, another person's internet banking, payment card and/or payment card details, the purchase of goods and services in this way is illegal. For such a criminal transaction the perpetrator may be held liable under the Criminal Law of the Republic of Latvia.

3. Delivery

1.1.1 - The ticket (in PDF format) is sent free of charge (€ 0.00) to the customer's e-mail address provided at the time of purchase upon receipt of confirmation of payment from the bank in accordance with Section 2 of the Terms of Use.

3.2 In the event that you have not received the tickets ordered within one working day of the date of payment for the ticket, please contact us by e-mail at welcome@barents.lv or by phone at +371 2002 1022 on weekdays from 12.00-22.00 Tue-Sat.

4. Trader's liability

4.1 A customer may purchase a maximum of 8 tickets per event at any one time, provided that the event organiser has not specified otherwise. In case you want to buy more than the maximum number of tickets please contact us by email welcome@barents.lv or call the information line +371 2002 1022 on weekdays from 12.00 - 22.00 Tuesday – Saturday

4.2 Barents does not verify the identity of the user, except for the contact details provided by the user. Without limiting the above mentioned, any and all visitors and users of the Barents I-Shop confirm to BARENTS as their personal data processor and agree that the data may be collected, recorded, stored, sorted, modified, used, transmitted and distributed, blocked or erased in accordance with EU Regulation 2016/679 and the LR Personal Data Law on the Processing of Personal Data. The data controller and processor is "Food Society" Ltd, legal address: Balasta dambis 68b, Riga, LV-1048.

4.3 Personal data processed by Barents in accordance with these Terms of Use is limited to data processed online provided by a visitor or user of the Barents I-Shop, providing data for the purchase of tickets as well as for the execution of payment information received at the time of payment. The purposes of the processing of personal data under these Terms of Use are: (1) to operate the Barents I-Shop (at www.barents.lv) by selling tickets and providing membership (2) to ensure the accounting of transactions in accordance with the requirements of regulatory enactments on accounting organization; and (3) to use Barents' marketing activities, such as sending newsletters to e-mail and/or SMS messages, provided that consent has been obtained to receive commercial content. To realise the purposes set out above, Barents has the right to transfer personal data to companies affiliated with "Food Society" Ltd, as well as to Barents service providers who carry out purposes related to the processing of personal data on behalf of Barents, such as a short message service operator, or to a company that acquires Barents I-Shop, in the event of a transfer of the business to a third party. The user has the right at any time to opt-out of receiving messages with commercial content by following the steps set out in the sent e-mail at the bottom of the message, or by contacting us at welcome@barents.lv

4.4 The event may be shown on the Internet and may receive extensive press and other media coverage. By attending the event, you agree that:

4.4.1. you may be photographed and filmed as a participant in the event;

4.4.2. the image of the participant may be used in webcasts, photographs, audiovisual media and Barents' social media accounts.

4.5 Barents' contact details are set out at the beginning of these Terms of Use and are available on www.barents.lv.

4.6 Barents shall not verify the identity of the purchaser or holder of the ticket, nor assume any liability for any loss that may result from the loss of the ticket. The ticket purchaser is responsible for the ticket purchaser shall keep the ticket (data) until the event in question has been attended; lost tickets shall not be replaced.

4.7. If a discount is applied to a specific group of participants, e.g. pre-school children, pupils or students, Barents shall not check the user's eligibility to purchase tickets at the time of sale the discounted price for the relevant participant. Purchase of such a ticket does not guarantee participation in the event for a person who does not meet the defined criteria for a discount. Eligibility to participate in the event each participant in such cases shall be verified at the venue.

4.8 Violation of the I-Shop Terms of Use entitles Barents to block access and/or cancel any user's ticket purchase.

4.9 Any use of this website (for ticketing, advertising, business offers and other commercial activities), including references to Barents, is prohibited without the written permission of Barents.

5. Liability of the purchaser

5.1 The user of the I-Shop undertakes not to interfere with the operation of the I-Shop and its technological solutions. Any I-Shop monitoring, copying, reproduction, application, use and publication of data in any purposes is prohibited. Any activity that results in the downloading of an unreasonable amount of information from the I-Shop or ticket reservation system is prohibited.

5.2. When using the I-Shop, the user agrees to:

5.2.1. that Barents is entitled to set an age limit for the purchase of tickets and participation in individual events;

5.2.2. to comply with all the terms of use of the I-Shop;

5.2.3 not to use a 3rd party payment card or tools to pay for tickets;

5.2.4. to observe the terms of use of the tickets indicated on each ticket;

5.2.5. not to perform duplication or copying of tickets, protect their preservation from access to third parties, participation in the event shall be ensured to the person who first presented the relevant ticket at the venue of the event;

5.2.6. choose a ticket according to the criteria of the participant (e.g. age specified by the organizer restriction on participation in the event);

5.2.7 make the ticket received from the I-Shop available to the participant for presentation at the venue of the event in printed or electronic form.

5.3. Violation of the Terms of Use entitles Barents to block access and/or revoke any user ticket purchase.

6. Return of goods and refund

6.1 In accordance with Clause 22.12 of the Cabinet of Ministers Regulation No.255 "Regulations on Distance Contract" the consumer may not exercise the right of withdrawal in the case where "the contract is concluded for accommodation services (except for contracts for the rental of residential premises), the carriage of goods, the rental of vehicles, catering or entertainment, where the service provider undertakes to provide the service on a fixed date or for a specified period; tickets purchased by the user are not redeemable unless the organiser has committed otherwise separately and in writing.

6.2 In the event of cancellation, postponement or change of venue, Barents shall be responsible for the cost of tickets exchange or refund.

6.3 In the event of cancellation/rescheduling of the event, the client will only be refunded the face value of the ticket.

6.4 In the event of cancellation/rescheduling of the event, ticket exchanges or refunds shall be arranged by the event organiser or Barents, after an agreement has been made with the event organiser.

6.5 Barents accepts responsibility for cancelled events, their organisation and advertising or information related to the event, as well as for any damages or compensation that may be incurred in the event of cancellation/rescheduling of the event.

6.6 All complaints about the content, quality and publicity of an event shall be addressed to the event organiser. If the event organiser is Barents, a complaint may be submitted by sending it with a valid electronic signature to e- welcome@barents.lv, or in paper form signed by post to the address of the Food Society Ltd: Balasta dambis 68b , Riga, LV-1048; Barents only considers complaints received from a fully identifiable complainant, including the contact details of the complainant, the complaint must be accompanied by a ticket and proof of payment, the complaint must contain the substance of the complaint, it is the grounds for the complaint and the complainant's claim. The complaint is answered within 15 (fifteen) working days. A document sent by electronic means shall be deemed to have been received by the other party on the working day following the third working day after it is delivered to the post office, or courier.

6.7 Any disagreements that may arise while shopping in the I-Shop shall be settled in accordance with the legislation in force in the territory of the Republic of Latvia.

6.8 These Terms and Conditions are available on the Barents website at www.barents.lv, in the section "Use of the online shop terms and conditions", where they can be downloaded and saved.