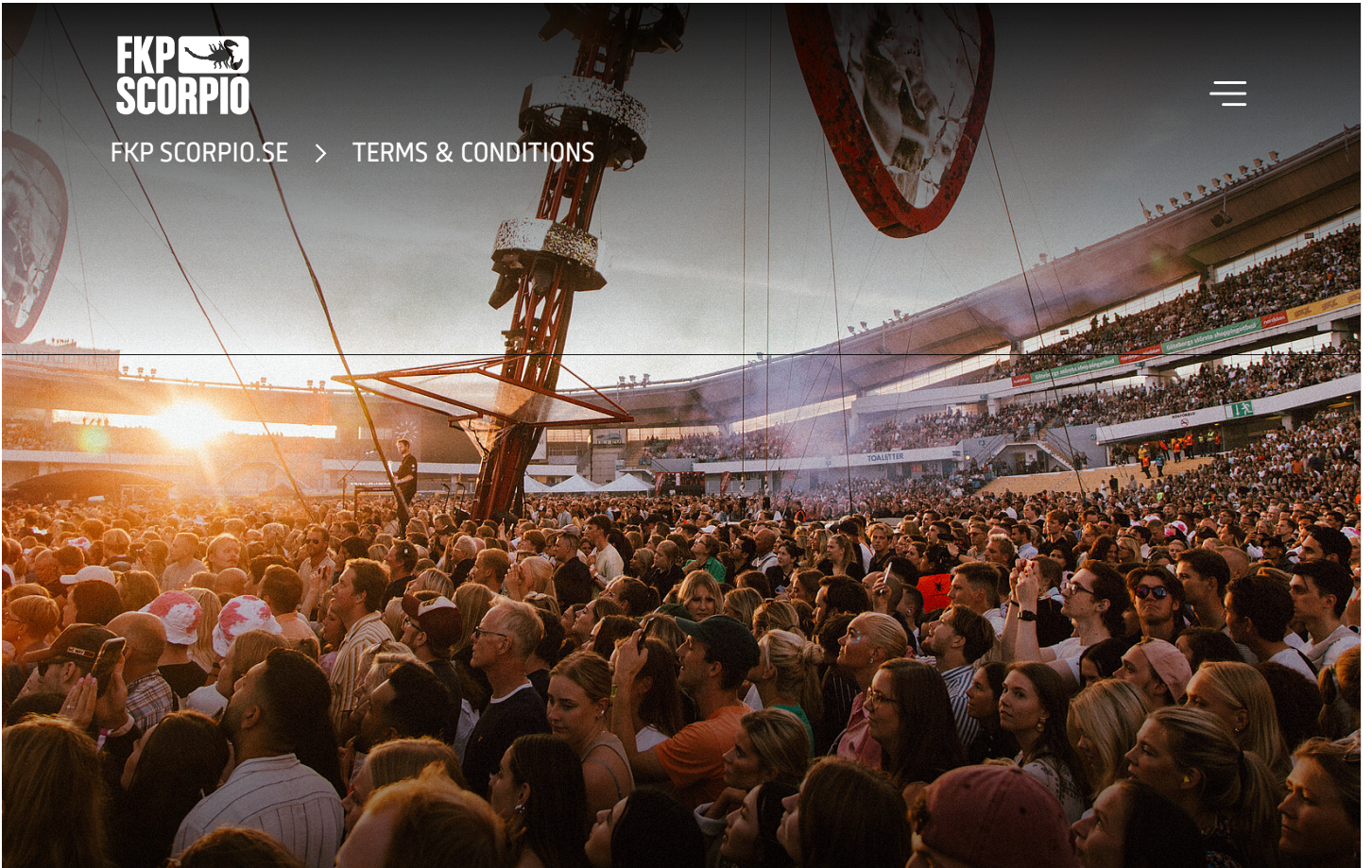




FKP SCORPIO.SE &gt; TERMS &amp; CONDITIONS



## Terms & Conditions

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### **ABOUT TICKET PURCHASE:**

By purchasing a ticket to any of our concerts, you have also accepted our ticket terms and conditions as the organizer. Please note that these conditions complement the ticket provider's terms, which you agreed to at the time of purchase.

[Contact](#)

For each concert, we always use an official ticket provider. The provider used depends on where the concert is held, and for some concerts, multiple official ticket providers may be used.

The links published in our official channels (website, newsletters, etc.) always lead to an official ticket provider. We always recommend that everyone purchase tickets through the official ticket providers.

If you have questions about your ticket, order, or booking confirmation, you should primarily contact the ticket provider through which the ticket was purchased.

### **REGARDING POSSIBLE RESTRICTIONS:**

In order to carry out our events in the safest way possible, we as organisers will always adhere to any restrictions issued by the authorities. By purchasing a ticket to our events, you agree to comply with any health and safety measures in place at the time of the event. These may include, but are not limited to, wearing a face mask, providing proof of vaccination status, or a ban on bags.

Failure to comply with the applicable restrictions does not constitute grounds for a ticket refund.

### **EVENT CANCELLATION:**

In the event of cancellation, purchased tickets will automatically be refunded to the account used at the time of purchase. The service fee charged at the time of purchase is not refundable.

The refund will be processed by the relevant ticket provider. If you have questions about your refund, you should contact the ticket provider.

Information about the event cancellation will be emailed to the address the ticket purchaser used at the time of purchase. It is the ticket purchaser's responsibility to obtain information about the event cancellation.

### **EVENT POSTPONEMENT:**

If an event is postponed to a later date, the already purchased ticket will also be valid for the new date, and the ticket purchaser does not need to take any action. If the new date is not suitable, the organizer offers a refund for a limited period of 30 days after the new date has been announced. If the ticket purchaser has not



requested a refund within the specified timeframe, the ticket purchaser is considered to have accepted keeping the tickets for the new date.

Any refund will be processed by the relevant ticket provider. If you have questions about your refund, you should contact the ticket provider.

Information about the event postponement will be emailed to the address the ticket purchaser used at the time of purchase. It is the ticket purchaser's responsibility to obtain information about the event postponement.

### **EVENT RELOCATION:**

The organizer has the right to move the event to another equivalent venue within the same city or area without offering a refund to the ticket purchaser as long as the main content or the ticket purchaser's seats do not significantly change due to the move.

Information about the event relocation will be emailed to the address the ticket purchaser used at the time of purchase. It is the ticket purchaser's



responsibility to obtain information about the event relocation.

## **CUSTOMER'S RESPONSIBILITY:**

As a customer, you are responsible for checking that everything is correct before finalizing your ticket purchase. It is also your responsibility to find out when the concert takes place. The time stated on the ticket generally indicates when the doors to the concert venue open. Note that this can change from the time the tickets are released until the concert takes place. Current times can be found on [fkpscorpio.se](https://fkpscorpio.se) days before the concert takes place.

The concert start times we communicate are approximate. We reserve the right for the concert to start later/earlier. Therefore, be on time when attending a concert.

**Note:** If you have purchased a VIP ticket with early entrance, meet & greet, etc., it is your responsibility to find out when the entrance opens for you. Late arrival means you miss out on early entrance, meet & greet, etc.

Information about postponed/moved/cancelled events is emailed to the address the ticket purchaser used at the time of purchase. In addition, current information is always available on [fkpscorpio.se](https://fkpscorpio.se). It is the ticket purchaser's responsibility to obtain information about postponed/moved/cancelled events. We, as the organizer, cannot take responsibility for information sent via email not reaching the customer.

### **IF YOU ARE DISSATISFIED WITH YOUR EXPERIENCE:**

Sometimes, certain seats sold may have obstructed views due to technical or stage equipment being added after tickets are released. If this affects you, please contact the audience host or the information desk at the venue. We always try to offer an alternative seat where possible in such instances. However, this does not apply to seats sold as "obstructed view," "side view," or any other category apart from regular tickets. We always ensure the highest quality sound and technical equipment, along with professional staff, to guarantee the best experience for you. Sound can be perceived differently in various locations and is a subjective experience.



Any complaints must always be promptly addressed on-site to a representative of the organizer, not the venue. Once the concert has started, your seat is considered accepted by you as the attendee.

## **IF WE MUST CANCEL, CHANGE THE VENUE, OR POSTPONE THE EVENT:**

If we, as the organizer, must cancel (fully or partially), interrupt, or need to move the event to another time or day due to circumstances beyond our control, our obligations as the organizer are limited to what is stated in these terms. The same applies if you, as the visitor, are rightfully denied entry or removed from the event (legitimate reasons include if you pose a risk to yourself and others; if you are under the influence of alcohol or drugs, or if you have refused to undergo a security check).

We, as the organizer, are never obliged to compensate you, the visitor, for direct, indirect, or consequential damages such as accommodation costs, food costs, travel expenses, or lost wages, in the event that we have to cancel (fully or partially), change the venue, or move the event



to another time or day due to an event outside our control.

### **FORCE MAJEURE:**

If events occur that we, as the organizer, cannot control and which prevent us from carrying out the event, we are relieved from our obligations to conduct the event. Examples of such events include war, extensive labor conflict, blockade, fire, environmental disaster, serious spread of disease, or any other circumstance that prevents the execution and which we, as the organizer, cannot reasonably influence.

### **BUYING/SELLING TICKETS SECONDHAND:**

It is not prohibited to buy or sell tickets secondhand. However, we, as the organizer, take no responsibility for the authenticity of tickets bought/sold through channels other than our official ticket providers, or for tickets sold at an inflated price.

If you have purchased a ticket secondhand, we cannot assist you with matters such as name changes. We also cannot verify in advance if your ticket is authentic. If the ticket turns out to be fake, you will not be allowed entry to the concert.

 **Contact**



## **AGE RESTRICTIONS:**

Note that the event may have age restrictions. The applicable age limit is stated in the event information on [fkpscorpio.se](https://fkpscorpio.se).

The age limits are strict: You must have reached the specified age limit by the day of the concert, and this must be verified with a valid ID. This also applies to children accompanied by a guardian and infants with hearing protection.

Tickets will not be refunded if you are denied entry because you do not meet the age requirement.

## **FOR PERSONALIZED TICKETS:**

At concerts with personalized tickets, you, as the concert-goer, must be able to show valid ID at the entrance that matches the name on the ticket. If you have multiple tickets under the same name, the entire group must arrive at the venue simultaneously.

Concerts with personalized tickets often have special ticket terms, which are presented and approved by you, the ticket purchaser, during the purchasing process.

 **Contact**

## DOCUMENTATION:

At our events, documentation through photos and videos may occur. This means that you, as an event attendee, might appear in images. If you find yourself in an image that is then used publicly and you object to this use, please contact us at [info@fkpscorpio.se](mailto:info@fkpscorpio.se).

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