

GENERAL TERMS for CANCELLATION PROTECTION

1 INTRODUCTION AND SUMMARY

- 1.1** Cancellation Protection is an additional option offered at the time of purchase of a ticket to one of our events. Cancellation Protection is provided by Stockholm Live upon payment of the Cancellation Protection Fee and, under certain conditions, entitles the purchaser to a refund of the price (excluding the Cancellation Protection fee and the service fee paid) of the purchased event ticket plus any purchased premium package.
- 1.2** When you choose to purchase Cancellation Protection from Stockholm Live through our ticketing agent AXS Sweden's mobile application, website www.axs.com, or through our own mobile application, you are entering into a contract with Stockholm Live under the terms of this document. These terms do not affect your statutory consumer rights.
- 1.3** Please read the terms carefully before purchasing Cancellation Protection. By your purchase of Cancellation Protection, it is considered that you have understood and agreed to the terms in this document.

2 DEFINITIONS AND INTERPRETATION

The following definitions are used in these terms:

"AXS Sweden" means AXS Sweden AB, reg.no. 556680-5528, a company formed in Sweden, with registered office in Stockholm, Sweden, and postal address Box 100 94, 121 27 Stockholm-Globen, Sweden.

"Documentation" means the documentation you must provide in support of your cancellation notice, confirming how you have been prevented from attending the event, to receive the reimbursement (see further section 6.6).

"You" and **"your"** refer to you as the purchaser of the Cancellation Protection.

"Cancellation Protection" means the Cancellation Protection described in these terms and includes the right to a refund of the price of the purchased event ticket and the price of purchased premium package (except for the Cancellation Protection Fee as such or the service charge), if such personal circumstance that is described in section 6.4 of these terms occurs and prevents you from attending the event.

"Compensation" means the compensation that we, Stockholm Live, undertake to pay to you after the event has been finished if you fulfil the conditions set out in these terms.

"Event" refers to an event for which you have purchased Cancellation Protection.

"Event ticket" means a ticket (electronic ticket or printable digital ticket) sold or promoted through Stockholm Live's ticketing agent AXS Sweden's mobile application, website www.axs.com, or Stockholm Live's mobile application, which gives the ticket holder access to an event at our stadiums. Hard tickets purchased at our ticket sales office at Globentorget are not covered by this definition as Cancellation Protection is not an available option upon such purchase.

"Close relative" means a spouse, cohabitant partner, registered partner, child, stepchild, sibling, parent, grandparent, parent-in-law, grandchild, brother-in-law or sister-in-law, or a person registered at the same address as you. Cohabitant partners, registered partners and siblings are treated as parents-in-law, brother-in-law, and sister-in-law for the purposes of this agreement.

"Stockholm Live", **"we"**, **"us"** and **"our"** refer to Stockholm Live AB, with registered office in Stockholm, Sweden, and postal address Box 100 55, 121 27 Stockholm-Globen, Sweden.

"Premium packages" means, for example, food and drink packages, packages containing official merchandise or similar.

3 PURCHASE OF CANCELLATION PROTECTION

3.1 Cancellation protection is offered as an additional service in connection with the purchase of event tickets and any premium package through our ticketing agent AXS Sweden's mobile application, website www.axs.com, or through our own mobile application. Cancellation protection can only be purchased together with an electronic or digital event ticket, or a package offer that includes an electronic or digital event ticket and applies per ticket/package purchased. The Cancellation Protection fee must be paid at the time of purchase of the event ticket for the Cancellation Protection to be valid.

3.2 Please note that the right of cancellation stated in the Act on Distance Contracts and Off-Premises Contracts (2005:59) does not apply to the purchase of event tickets. Cancellation protection is an additional service offered in connection with such purchases and is as such not covered by the cancellation right in this law.

4 CANCELLATION NOTICE

4.1 A notice of your cancellation must be sent by email to info@stockholmlive.com as soon as you become aware of the reason for your inability to attend, and prior to the event's start time as indicated on your ticket. The notice must include the name, address, and telephone number of the person to whom the notice/cancellation relates, the booking number, and a description of the reason for the notice/cancellation.

4.2 It is important that you submit documentation to support your right to cancel as soon as possible after the notification/cancellation (see point 6.6). We must receive the documentation no later than ten (10) days after receiving the notice/cancellation to process your claim and, provided that the conditions for compensation are met, to pay you the compensation.

4.3 The documentation should preferably be sent by e-mail to info@stockholmlive.com or by regular mail to: Stockholm Live AB, Att. Avbokningsskydd, Box 100 55, 121 27 Stockholm-Globen.

5 REIMBURSEMENT

5.1 We undertake to reimburse you who have purchased Cancellation Protection if you have sent us a notice of cancellation and documentation in support thereof in accordance with the provisions above, and if the other conditions set out in this document are met. Our aim is to make a refund to your appointed bank account within ten (10) working days after we have received a complete notice of cancellation and the requested documentation.

5.2 Please note that no refunds can be made before the event has been finished.

6 CONDITIONS FOR CANCELLATION

The following conditions apply to the Cancellation Protection that we offer. Please read them carefully as we will only pay compensation if all the conditions are met.

6.1 Who is covered

Persons who for private purposes have purchased and paid for Cancellation Protection through AXS Sweden's mobile application, website www.axs.com or Stockholm Live's mobile application are covered by our Cancellation Protection.

6.2 Costs that are covered

Our Cancellation Protection covers the price of the event ticket and any additional package purchased together with the event ticket, minus the service fee and the Cancellation Protection fee, up to a maximum of SEK 2 500 per event ticket (including any additional package). The amount set out in this paragraph constitutes the full possible compensation amount.

6.3 Validity of the Cancellation Protection

The Cancellation Protection gains validity when you receive a confirmation of the ticket or package purchase by e-mail. The protection expires when the event starts or at the earlier time we receive a cancellation notice from you, but no later than by the start time indicated on your ticket on the day of the event.

6.4 What entitles to compensation

You are entitled to claim a right to compensation based on your Cancellation Protection if you can prove that you were prevented, during the validity period of the Cancellation Protection, from attending the event in its entirety for one of the following reasons:

- a) You or a close relative suffered acute illness, accident, or death.
- b) You had to stay at home, or were prevented from attending, due to a police investigation, an emergency service matter or other unforeseeable private domestic emergency caused by explosion, fire, or extensive and acute water damage, which is not considered a force majeure event described in section 6.5 h) below.

Please note that requests to make use of your Cancellation Protection must also be notified and the reason for your prevention supported by documentation within the timeframes set out in section 4 of these terms for your claim to be considered valid.

6.5 What is not covered

You are not covered by your Cancellation Protection if you are prevented from participating, in whole or in part, in the event by any of the following circumstances:

- a) You missed the event because you did not make reasonable efforts to get to the event by an alternative means of transport, or via an alternative route.
- b) You do not want to participate in the event.
- c) Your financial situation has deteriorated.
- d) If circumstances related to your work or studies cause you to miss the event.
- e) You are refused entry to the event because you do not fulfil the conditions for the event, because you are under the influence of drugs or alcohol.
- f) Illness, accident, or death of a pet.
- g) You miss the event or arrive late due to lack of parking space.
- h) You are prevented from attending the event due to circumstances beyond our control, including, but not limited to, natural disasters, war, insurrection, riots, civil commotion, terrorism, national mourning, theft of critical equipment, deliberate damage, strikes, lockouts, weather conditions, and national or local government action ("force majeure").

You are not entitled to make use of your Cancellation Protection if you are entitled to a refund or reimbursement of the price you paid for the event ticket including any additional package, in accordance with other terms in the event ticket purchase contract, insurance or other agreements, such as the repurchase of the event ticket in accordance with the event ticket purchase contract.

6.6 Documentation required for the use of the Cancellation Protection

If you are prevented from attending an event for valid reasons and wish to claim a refund under your Cancellation Protection, you must send us the booking number you received at the time of purchase. The cause of the cancellation must also be confirmed by:

- a) A medical certificate from the attending physician in case of acute illness, accident, or death, and in appropriate cases, a death certificate.
- b) A certificate from the relevant authority in the event of a case involving the police or emergency services, and a detailed account of what has happened together with the notification to the insurance company in the event of any other unforeseeable private emergency at home.

The documentation must be submitted by the deadline set out in section 4 of these terms. If you miss this deadline, you will lose your right to compensation under your Cancellation Protection.

7 OTHER

7.1 Processing of personal data

AXS Sweden and/or Stockholm Live may collect personal data in connection with the purchase of Cancellation Protection. Please carefully observe the terms and conditions set out in AXS Sweden's Terms of Purchase and AXS Sweden's Privacy Policy, both available on AXS Sweden's website, as well as Stockholm Live's Terms of Use available in Stockholm Live's mobile application, and the Privacy Policy available on Stockholm Live's website, for information on the processing of personal data and AXS Sweden's and Stockholm Live's compliance with the General Data Protection Regulation, GDPR.

7.2 Choice of law and competent court

These terms are subject to Swedish law. In the event that they would be in contradiction to mandatory law, the provisions of such law shall prevail. In the event that these terms would be considered invalid only in part (partial invalidity), the other terms herein shall still be considered valid.

Any disputes arising from these terms shall be settled in Swedish court, in Swedish.

7.3 If you have a complaint

If you are dissatisfied with the Cancellation Protection, you can turn to the Swedish National Board of Consumer Disputes (Sw. *Allmänna reklamationsnämnden*), at www.arn.se. The Board's proceedings are free of charge and their decision are made in the form of a recommendation.

Your case can also be tried in general court. Contact your nearest district court if you want to know more. The addresses and telephone numbers to the district courts can be found on the Swedish National Courts Administration's (Sw. *Domstolsverket*) website, www.domstol.se.