

FLORENCE 4 EVER

TICKETING POLICY



In devising the present ticketing policy, our goal was to ensure total transparency during each transaction, as well as to thwart secondary ticketing through the most efficient means at our disposal, in order to offer our customers the best possible protection.

In order to guarantee economic traceability, it is necessary to identify the buyer during each step of the purchase, from the registration on the portal or at the selling points, up to the printing of the buyer's name on each entry ticket; sample checks and targeted controls will be carried out during the whole purchasing, both online and at the selling points.

Should any transaction be found – during the days following the purchase, too – which does not comply with the above mentioned guidelines, it will be immediately reported. Following due analysis and assessment, such purchases may be declared void, after informing the buyer, and the tickets which have been issued, together with the relating payment, will be cancelled.

Legal actions will be taken in case of transactions which should turn out to be obviously fraudulent.

CHILDREN AND DISABLED

Access for disabled customers: a dedicated space will be provided inside the venue of the concert. You can send your request via e-mail to Victory@4Evershow.com

Children up to 3 years of age are entitled to free entry as long as they do not take a seat.

SELLING CHANNELS

The various selling points of entry tickets will be configured and managed separately in order to facilitate the different checks which may be carried out.

The channels are the following:

- website accessible to the customers
- actual selling points throughout the country

Checks will be carried out on all selling points, both online and actual ones. Each selling point will receive a specific communication regarding this, to ensure that proper information be provided to every operator involved. Furthermore, the online selling channels have been provided with the most up-to-date fraud preventing systems in the market:

- Ticketing platform protection through mitigation devices against DDoS (Distributed Denial of Service) attacks
- Data protection through a WAF (Web Application Firewall)
- Human verification through Google reCAPTCHA
- In addition to this, waiting room systems to guarantee transparency regarding the right to access the platform

TICKET LIMITS

In order to discourage unfair ticket buying practices, ticket purchasing will be subject to the following limitations:

- Each buyer and/or credit card will be allowed to purchase a maximum of 6 tickets for each transaction
- In addition to the above-mentioned limits, a maximum of 2 transactions will be allowed to each buyer

A 15% promotional discount is provided to:

- Valid InViola Card holders (a maximum of 2 tickets for each card)
- Holders of promotional code for Mariah Carey fan club members (valid until 08/03/2019)

DELIVERY OPTIONS

For online purchases the only delivery option is home delivery. Tickets will be sent via express courier and will be traceable. Deliveries will take place from 22 April 2019 onwards.

Tickets purchased 10 days before the event and later will not be sent via courier, but have to be collected at the concert venue.

Tickets purchased at actual selling points will be delivered in real time, using tickets in institutional graphics Vivaticket.

SALES TRACEABILITY

For each transaction, regardless of the selling channel, a personal information file will be created for future reference, consisting of:

- Transaction identification code

- Buyer's name
- Buyer's tax number
- Buyer's e-mail address
- Buyer's mobile phone number
- Credit card identification number
- Details of the tickets included in the order (for each ticket: price, kind of ticket and revenue seal)

These data will be used for the necessary controls and investigations, as well as to send relevant communications (link to website and information applications, etc.).

Moreover, each ticket will bear the name of the person who made the purchase (for all the selling channels).

HOW THE GET INFORMATION

For detailed, up-to-date information about the event, you can consult the website <http://florence4ever.vivaticket.it>

HOW TO CONTACT US

For information about ticket purchasing you can dial the infoline number 02 92897745