



GENERAL TERMS AND CONDITIONS OF SALE – VIP PASS / PRO PASS

Last updated: February 11, 2025

These General Terms and Conditions of Sale for the VIP PASS and the PRO PASS of the Monte-Carlo Television Festival define the rights and obligations of the parties. The Client acknowledges having read and accepted these rights and obligations.

The Monte-Carlo Television Festival is organized by:

MONACO MEDIAX S.A.M., whose registered office is located at:
5, Rue du Gabian, Le Triton (Entrance C), 98000 Monaco.

1. PURPOSE

As part of the organization of the Monte-Carlo Television Festival, a booking form has been made available, allowing any person wishing to attend the event to purchase a VIP PASS and/or a PRO PASS via the official website: www.tvfestival.com.

2. PRICES

The prices are available on the website www.tvfestival.com. Prices are inclusive of all applicable taxes (TTC), including VAT as applicable on the date of purchase. The Monte-Carlo Television Festival reserves the right to modify its prices at any time, it being understood that the price displayed on the date of purchase shall be the only one applicable to the Buyer.

3. SUBSCRIPTION TERMS

Multiple bookings per person (name, surname, and address) are permitted.

When submitting an online booking request via the website, the Client undertakes to provide true, accurate, up-to-date, and complete information regarding their identity and contact details. The use of pseudonyms is strictly prohibited.

In the event of any change in the provided data, the Client agrees to update such information immediately using the appropriate request form.

To complete the booking, Clients must provide certain personal data, including but not limited to: title, full name, email address, billing address, etc. In accordance with Article 14 of Law No. 1.165 of December 23, 1993, MONACO MEDIAX informs Clients that their personal data is processed for the purposes of managing and administering the commercial relationship and marketing activities conducted by MONACO MEDIAX, which is the data controller.

4. LIABILITY OF THE ORGANIZER

The Monte-Carlo Television Festival disclaims all liability in the event of fault or failure by external service providers (hotels, airlines, transport providers, etc.), as well as in case of theft or loss of personal belongings during the event.

The Monte-Carlo Television Festival reserves the right to deny access or exclude any participant whose behavior is deemed inappropriate, jeopardizing security or the proper conduct of the event.

5. INTELLECTUAL PROPERTY

By participating in the Festival, the Client agrees that their image may be captured and used for promotional purposes by the Festival and its partners, unless an explicit objection is submitted in writing before the event.

6. DATA PROTECTION

The Monte-Carlo Television Festival commits to not disclosing Clients' provided information to third parties. This information will only be used internally to process orders or send informational emails.



Pursuant to the applicable regulations on personal data protection (Law No. 1.165 of December 23, 1993 – Art.16), the Client has the right to request access, rectification, or deletion of personal data, as well as the right to restrict processing, object to processing, and the right to data portability.

To exercise these rights, the Client may send an email to c.desaintdenis@monacomediax.com or write to the registered office of **MONACO MEDIAX S.A.M.**

7. ORDERING PROCESS

Reservations will only be confirmed once full payment has been received and the information form has been duly completed. Any incorrectly or incompletely filled form will lead to the automatic cancellation of the order.

Orders placed via the website www.tvfestival.com and finalized through email exchanges between the Client and the Customer Service imply full acceptance of these General Terms and Conditions of Sale. By completing the information form, the Client acknowledges and accepts that entering such information constitutes proof of their identity and commitment. The data recorded by the Monte-Carlo Television Festival shall constitute valid proof of the transactions made by the Client.

8. PAYMENT

Purchases must be paid by credit card or bank transfer using the banking details provided on the invoice sent via email by customer service. The order will be considered effective only after receipt of payment.

Upon validation of the order and receipt of payment, the Client will receive an order confirmation and an invoice via email. This email will summarize the order details and provide information on any applicable withdrawal rights.

It is recommended that Clients print and/or retain this confirmation email.

9. CANCELLATION POLICY / WITHDRAWAL RIGHTS

9.1. Cancellations made less than thirty (30) calendar days before the first day of the Monte-Carlo Television Festival will not be refunded.

9.2. For open-air events, an alternative indoor venue may be arranged in case of adverse weather conditions. No refund, exchange, or compensation will be provided in such cases.

9.3. The Monte-Carlo Television Festival reserves the right to cancel the entire Festival or certain scheduled events in cases of force majeure (including but not limited to: adverse weather conditions, strikes, fire, flooding, illness of a performer, national mourning, pandemics, etc.). In such cases, amounts paid by the Client will either be fully refunded or carried over to the next edition of the Festival, at the Client's choice.

9.4. If the Festival cancels the event, amounts paid by the Client will be refunded or carried over upon request.

9.5. In cases of duly justified force majeure affecting the Client (e.g., severe illness, government-imposed travel bans), a full or partial refund may be granted after review of the request by the Monte-Carlo Television Festival. All refund requests must be submitted in writing with supporting documentation. The Festival reserves the right to assess the validity of the request.

10. APPLICABLE LAW

It is expressly agreed that the applicable law is **Monaco law**.

11. CUSTOMER SERVICE AND ORDER SUPPORT

For any inquiries or assistance, our customer service team remains available. Please contact us via email at marketing@tvfestival.com.