

TERMS OF SALE - LINEUP

Last updated: 14 October 2026.

Table of contents

1. PURPOSE.....	2
2. DEFINITIONS.....	2
3. SCOPE.....	4
4. ROLE OF LINEUP AND NO LIABILITY FOR THE ORGANIZER.....	5
5. PRODUCTS OFFERED.....	6
6. PRICES.....	6
6.1 Prices of Products.....	6
6.2 LineUp service fees.....	7
6.3 Voluntary contribution.....	7
7. ORDER.....	8
7.1 Archiving and Evidence (French Law).....	8
8. PAYMENT AND SECURITY.....	8
8.1 Payment.....	8
8.2 Collection mandate.....	9
9. TICKETS, ACCESS AND RESALE.....	9
9.1 Validity.....	9
9.2 Prohibition of unlawful resale.....	9
10. RIGHT OF WITHDRAWAL.....	10
10.1 No right of withdrawal for Events (Ticketing).....	10
11. CANCELLATION, RESALE AND REFUNDS.....	11
11.1 Organizer's policy.....	11
11.2 Ticket resale system at the Client's initiative.....	11
11.3 Refund in the event of cancellation of the Event by the Organizer.....	12

11.4 Treatment of Service Fees and the Voluntary Contribution.....	12
11.5 Refund timeframes.....	12
11.6 Postponement of the event.....	13
12. LIABILITY.....	13
13. PERSONAL DATA.....	13
14. GOVERNING LAW AND JURISDICTION.....	14
14.1 General principle.....	14
14.2 France.....	14
14.3 Belgium.....	14
14.4 Quebec.....	14
14.5 New Caledonia.....	15

1. PURPOSE

These Terms of Sale (hereinafter the "Terms of Sale") set out the conditions under which users (hereinafter the "Clients") may purchase, through the LineUp platform (hereinafter the "Platform"), tickets for events as well as related services (hereinafter together the "Products").

LineUp acts exclusively as a technical intermediary providing a matching, payment and management solution between Clients and event organizers or service providers (hereinafter the "Organizers").

2. DEFINITIONS

The following definitions apply to the whole of the Terms of Sale and the Special Terms.

"Client": *any person purchasing a Product through the Platform. The "Consumer Client" is a natural person acting for purposes outside his or her trade, business, craft, liberal profession or agricultural activity; the "Professional Client" is any other Client. The provisions protecting consumers (right of withdrawal, mediation, mandatory consumer protection laws) benefit only the Consumer Client.*

"Organizer" : any natural or legal person using the Platform to offer, organize and market Events and/or Services.

"Service Provider" : any natural or legal person providing a physical or digital Service offered through the Platform.

"Payment Service Provider" : any third party responsible for processing payments, holding payment accounts and paying out funds. The applicable Payment Service Provider varies by territory of sale: Stripe Connect for France, Belgium and Quebec; Mobupay for New Caledonia.

"Platform" : the digital platform operated by LineUp, accessible via website and/or applications, enabling matching, the sale of tickets and services, and payment management.

"LineUp" : the company operating the Platform, acting exclusively as a technical intermediary and collection agent.

"Product" : any ticket for an Event and/or any service offered for sale through the Platform.

"Ticket" : a title of access, issued in electronic form, giving access to an Event under the conditions set by the Organizer.

"Event" : any cultural, festive, sporting, professional or similar event organized by an Organizer and offered through the Platform.

"Service" : any physical or digital service provided by an Organizer or a Service Provider, whether or not related to an Event.

"Service Fees" : remuneration received by LineUp in consideration for the use of the Platform and its technical services.

"Order" : any transaction by which the Client validates the purchase of a Product through the Platform.

"Stripe Connect" : the payment solution operated by Stripe enabling Organizers to collect payments and funds to be paid out.

"Resale" : a mechanism built into the Platform allowing a Client to place his or her Ticket pending repurchase by a new Buyer, under the conditions set out in section 11.2 of these Terms of Sale.

"Selling Client" : a Client holding a Ticket who initiates a Resale request through the Platform.

"New Buyer" : a natural or legal person who purchases a Ticket previously placed for Resale by a Selling Client through the Platform.

"Resale Fees" : fees charged by LineUp to the Selling Client upon a Resale, deducted from the amount paid out to him or her.

"Repurchase Fees" : fees charged by LineUp to the New Buyer upon the purchase of a Ticket placed for Resale, added to the purchase price of the Ticket.

"Voluntary Contribution" : an optional sum, in an amount freely chosen by the Client, paid to the Organizer on the occasion of the purchase of a Ticket, without any consideration in return, under the conditions set out in section 6.3.

"LineUp Commission" : remuneration received by LineUp from the Organizer in consideration for the Services rendered, the terms of which are specified in the Special Terms or when using the Platform.

"Mobupay" : a brand of payment solutions marketed by SPIRIT SAS, registered with the Nouméa Trade and Companies Register under number 1 630 250, acting as payment agent for eZyness, an electronic money institution authorized by the Autorité de Contrôle Prudentiel et de Résolution under number 753911 and a subsidiary of La Banque Postale.

3. SCOPE

These Terms of Sale apply to any Order placed on the Platform. They supplement the Terms of Use. In the event of conflict, the Terms of Sale prevail for matters relating to sale and payment. Validation of an Order constitutes unreserved acceptance of these Terms of Sale.

They also apply to Tickets purchased from the Organizer at the venue of the Event by means of the LineUp application (on-site sale), with the following specific features:

- *The price paid is the price announced by the Organizer, with no Service Fees added (section 6.2).*
- *The sale is concluded in the presence of the parties. The Organizer informs the Client, before the sale, of the price, the access conditions and any special terms of its own; where the Client pays on his or her own device, these Terms of Sale are made available to the Client on the payment page.*
- *Where the Client does not provide an e-mail address, no electronic Ticket or proof of purchase is sent to the Client by LineUp; any receipt is provided to the Client by the Organizer.*
- *An entry sold at an open price, the amount of which is entered by the Organizer at the time of sale, cannot be placed for resale through the Platform.*
- *The exclusion of the right of withdrawal provided for in section 10.1 also applies to these Tickets.*

4. ROLE OF LINEUP AND NO LIABILITY FOR THE ORGANIZER

Important : LineUp is neither the organizer of the events nor the provider of the services. The contract of sale is concluded directly between the Client and the Organizer/Service Provider.

Consequently, LineUp cannot be held liable for:

- *The conduct, content or quality of the Event.*
- *The cancellation or postponement of the Event.*

- *Any change decided by the Organizer.*

5. PRODUCTS OFFERED

The Products available on the Platform may include:

- *Tickets: For dated events (concerts, festivals, parties, conferences, etc.).*
- *Services: options and services offered by the Organizer in connection with an Event (for example access options, drinks, cloakroom), provided during the Event.*

The essential characteristics, schedules and access rules are defined by the Organizer under its sole and entire responsibility.

6. PRICES

6.1 Prices of Products

Prices are set by the organizer. They are stated in euros (€) or in the applicable local currency (e.g. CAD \$), all taxes included.

Prices are displayed and charged in the currency of the Event. Where the Client's means of payment is denominated in another currency, the exchange rate and any conversion fees are those applied by the Client's issuing institution, over which LineUp has no control.

New Caledonia specifics: for Events taking place in New Caledonia, prices are displayed in Pacific francs (XPF), all taxes included. The Total Price, including the Service Fees, is displayed clearly and legibly before the order is validated.

The sums paid by the Client constitute the full and final price of the service. By express stipulation, they do not constitute a deposit (arrhes) within the meaning of the last paragraph of Article 45 of amended Deliberation No. 14 of 6 October 2004 on economic regulation.

6.2 LineUp service fees

In consideration for the use of the Platform, LineUp charges service fees to the Client. These fees do not apply to Tickets purchased at the venue of the Event from the Organizer, which alone bears their cost (section 3).

Display : These fees are shown separately before final validation of the order.

Quebec/Canada specifics : In accordance with local legislation, the price displayed from the first step includes the total amount payable (ticket price + fees), excluding sales taxes where permitted by law.

Belgium specifics : In accordance with Book VI of the Belgian Code of Economic Law, the total price (including service fees) is displayed clearly and legibly before the order is validated. The validation button clearly indicates that the order entails an obligation to pay.

Indicative scale : Fees may vary. The exact amount is the one displayed in the cart.

These fees remunerate the technological services provided by LineUp at the time of purchase (in particular the provision of the infrastructure, secure payment processing, the issuing and securing of the electronic ticket). In the event of total cancellation of the Event by the Organizer, they are refunded to the Client together with the price of the Ticket, under the conditions of section 11.3. They remain due to LineUp in the event of postponement with the Ticket maintained, modification of the Event, or resale of the Ticket at the Client's initiative, subject to the mandatory provisions of the law applicable to the consumer.

6.3 Voluntary contribution

Optional: where the Organizer has enabled this option, the Client may, at the time of the Order, pay the Organizer a Voluntary Contribution in an amount freely chosen between 1 and 500 (€ or CA\$). No amount is pre-selected; the Contribution results from a positive action by the Client, separate from the validation of the Order, and may be removed from the cart before payment.

No fees: no Service Fees are added to the Voluntary Contribution. Its amount is displayed separately in the Order summary, before validation.

Payment and pay-out: the Voluntary Contribution is paid with the Order and paid out to the Organizer, less the deduction invoiced by LineUp to the Organizer. LineUp acts as collection agent, under the conditions of section 8.2.

No consideration: the Voluntary Contribution does not entitle the Client to any benefit, seating, access or service. It is not a condition of access to the Event.

Tax: the Voluntary Contribution is not a tax-deductible donation. LineUp does not issue any tax receipt. The Organizer is solely responsible for how it presents the Contribution and for any receipt it may issue.

7. ORDER

Before any Order, the Client has access, on the Event page and in the cart summary, to the following information: the identity of the Organizer and its professional or non-professional status, its contact details or, failing that, the means of contacting it through the Platform; the essential characteristics of the Event or Service (nature, date, time, venue, access conditions); the price of the Ticket, the Service Fees, taxes and the Total Price, in the currency of the Event; the method and timeframe for delivery of the Ticket; the conditions for cancellation, postponement, resale and refund; the absence of a right of withdrawal; LineUp's contact details and the procedures for complaints and mediation. This information satisfies Articles L.221-5 of the French Consumer Code, VI.45 of the Belgian Code of Economic Law and 54.4 of the Quebec Consumer Protection Act.

The Order is validated by a button bearing the words "Order with obligation to pay" or an equivalent unambiguous wording. After payment, LineUp sends the Client, on a durable medium (e-mail), confirmation of the Order including all of the above information and these Terms of Sale.

The Ticket is delivered in electronic form immediately after confirmation of payment, by e-mail and in the Client's personal area or the LineUp application. If the Client does not receive the Ticket within twenty-four (24) hours, the Client informs LineUp at contact@lineup-event.com; LineUp re-issues the Ticket or, if this is impossible, refunds the Order in full.

The order is firm upon validation and full payment. The Client must check the contents of the cart (date, venue, price) before validating.

7.1 Archiving and Evidence (French Law)

For any order exceeding 120 euros, LineUp keeps the written record of the order for a period of 10 years and guarantees the Client access to it at any time on simple request, in accordance with Article L.213-1 of the French Consumer Code and Article XII.9 of the Belgian Code of Economic Law.

8. PAYMENT AND SECURITY

8.1 Payment

Payments are processed by Stripe. By validating the order, the Client accepts Stripe's terms of use. (<https://stripe.com/fr/legal>)

New Caledonia specifics: for Events taking place in New Caledonia, payments are processed by Mobupay, payment agent for eZyness. By validating the Order, the Client accepts Mobupay's general terms, available at (<https://api.mobupay.nc/legal/cgu>). Bank card data is collected and processed exclusively by Mobupay's PCI-DSS certified acquirer, to the exclusion of LineUp.

8.2 Collection mandate

The Client acknowledges that payment is collected by the Payment Service Provider (Stripe) in the name and on behalf of the Organizer, on the connected account opened in the Organizer's name. LineUp, as collection agent, is at no time the custodian of the funds from the sale of Tickets; only the Service Fees and the LineUp Commission are paid to it.

New Caledonia specifics: for these Events, the funds are collected by the Payment Service Provider and then credited directly to the Organizer's payment account, opened in its name with eZyness. LineUp at no time holds the funds from the sale of Tickets and receives only its Commission and Service Fees.

On-site sale specifics: where a Ticket is paid for at the venue of the Event by Tap to Pay, on the Organizer's device, the funds are collected directly in the Organizer's payment account, and LineUp does not act as a collection agent.

9. TICKETS, ACCESS AND RESALE

9.1 Validity

The Ticket is unique (QR code). The first presentation of the code invalidates any subsequent use. The Organizer may require proof of identity.

Where the Organizer has made the Ticket nominative, the name on the Ticket must match that of the person presenting it at access control; the Ticket may then only be transferred through the Platform's Resale system.

9.2 Prohibition of unlawful resale

In accordance with Article 313-6-2 of the French Criminal Code, the Belgian Act of 30 July 2013 on the resale of event tickets (and equivalent legislation), it is prohibited to sell or offer for sale tickets to a cultural or sporting event on a habitual basis without the organizer's authorization. For Clients residing in Quebec, ticket resale is governed by section 236.1 of the Consumer Protection Act (CQLR, c. P-40.1): no ticket may be resold at a price higher than that announced by the authorized seller, unless the show producer has given prior consent and the consumer has been clearly informed. The Client undertakes not to use the Platform or the Tickets for speculative purposes.

10. RIGHT OF WITHDRAWAL

10.1 No right of withdrawal for Events (Ticketing)

In accordance with Article L.221-28 12° of the French Consumer Code and Article VI.53, 12° of the Belgian Code of Economic Law, the right of withdrawal does not apply to leisure services to be provided on a specific date or during a specific period. For Clients residing in Quebec, the Consumer Protection Act (CQLR, c. P-40.1) does not provide for a discretionary right of cancellation for the purchase of a Ticket; the rights that this Act grants the consumer where the merchant fails to meet its information or delivery obligations (sections 54.8 et seq.) remain applicable.

Consequently, tickets for concerts, festivals, parties and dated events are neither taken back, exchanged nor refunded by LineUp, whatever the applicable jurisdiction.

New Caledonia specifics: for Clients residing in New Caledonia, the purchase of a Ticket for a dated Event constitutes a leisure service provided on a specific date, excluded from the right of withdrawal, subject to the mandatory provisions of the applicable local law.

In accordance with Article 42-3, 1° of amended Deliberation No. 14 of 6 October 2004 on economic regulation, the right of withdrawal cannot be exercised for service contracts whose performance has begun, with the consumer's agreement, before the end of the fifteen clear days period. By requesting immediate delivery of the Ticket when validating the Order, the Client agrees that performance of the service begins immediately and expressly waives the right of withdrawal provided for in Article 42 of the same Deliberation.

This request for immediate delivery and this waiver are the subject of a checkbox separate from the acceptance of these Terms of Sale, prior to validation of the Order. Failing this, the Client has fifteen days from acceptance of the offer to exercise the right of withdrawal, in which case all sums paid are refunded under the conditions of Article 42-1 of the same Deliberation.

In accordance with Article 43-1 of the same Deliberation, LineUp sends the Client, on a durable medium and no later than the time the Ticket is delivered, confirmation of the information relating to the Order, the conditions and procedures for exercising the right of withdrawal, the address to which the Client may send complaints, and information on the applicable warranties.

10.2 Voluntary contribution

The Voluntary Contribution follows the regime of the Order to which it is attached: where the Client has a right of withdrawal in respect of the Order, it applies to all sums paid, Contribution included; where the Client has no such right, the Contribution is likewise non-refundable, except in the cases provided for in section 11.

11. CANCELLATION, RESALE AND REFUNDS

11.1 Organizer's policy

The Organizer alone decides the conditions for cancellation, postponement, modification and refund relating to its Event. The Client acknowledges that LineUp acts exclusively as a technical intermediary and collection agent, and that the contract relating to the Event is concluded directly between the Client and the Organizer.

11.2 Ticket resale system at the Client's initiative

A Client wishing to obtain a refund of a Ticket may use the resale system built into the Platform. The Ticket is then placed pending resale. The resale only becomes effective when a new Buyer purchases a Ticket for the same Event. If no buyer comes forward before the date of the Event, the resale request is cancelled and the Client keeps the Ticket.

Applicable fees:

- *The Selling Client bears resale fees, deducted from the amount paid out to him or her;*
- *The New Buyer bears repurchase fees, added to the purchase price of the Ticket;*
- *The exact amounts of the fees are communicated before the transaction is validated.*

For Clients residing in Quebec, the Repurchase Fees are LineUp service fees, separate from the price of the Ticket and displayed as such before validation; the price of the resold Ticket never exceeds that announced at the initial sale, in accordance with section 236.1 of the Consumer Protection Act.

- Amount paid out to the Selling Client = Total Price initially paid – initial Service Fees – LineUp Resale Fees.

The pay-out is made within a maximum of ten (10) business days following the effective resale, to the original means of payment.

Any Voluntary Contribution paid with the original Order is neither refunded to the Selling Client nor transferred to the New Buyer. It remains attached to the original Order and is refunded to the Selling Client if the Event is subsequently cancelled.

11.3 Refund in the event of cancellation of the Event by the Organizer

In the event of total cancellation of the Event by the Organizer, the Client is refunded all sums paid: price of the Ticket, Service Fees and, where applicable, Voluntary Contribution. The refund is initiated by the Organizer through the Platform's tools, to the means of payment used for the Order. LineUp returns to the Organizer the Service Fees and the Commission received on the refunded Orders, after deduction of the payment processing fees charged by the Payment Service Provider, which are non-refundable and remain payable by the Organizer.

Quebec specifics: the full refund provided for above satisfies the requirements of the Consumer Protection Act (CQLR, c. P-40.1), in particular its section 272. The rights that this Act grants the consumer remain applicable in all cases.

New Caledonia specifics: the full refund is initiated by the Organizer and debited from its payment account opened with the Payment Service Provider. The rights granted to the consumer by the applicable local law remain applicable in all cases.

11.4 Treatment of Service Fees and the Voluntary Contribution

Service Fees are refunded to the Client in the event of total cancellation of the Event (section 11.3). They remain due to LineUp in the event of postponement with the Ticket maintained, modification of the Event or resale of the Ticket at the Client's initiative, subject to the mandatory provisions applicable to the consumer, in particular the Consumer Protection Act for Quebec residents.

The Voluntary Contribution is refunded in full in the event of cancellation of the Event. In the event of resale of the Ticket, it remains attached to the original Order (section 11.2). Apart from these cases, it is non-refundable, unless the Organizer decides otherwise.

11.5 Refund timeframes

Where a refund is due to the Client, the Organizer initiates it through the Platform's tools within a maximum of fourteen (14) days from the announcement of the cancellation or the Client's request. Failing this, and where the corresponding funds are available on the Organizer's connected account, LineUp is authorized to initiate the refund on its behalf.

The Client is informed that the time taken for a refund to appear on his or her bank statement depends on the bank and may vary from 5 to 15 business days after the refund is initiated by LineUp or the Organizer.

11.6 Postponement of the event

In the event of postponement of the Event, the Organizer informs the Clients of the new date without delay through the Platform.

Unless a mandatory provision provides otherwise or the Organizer has a more favourable policy, Tickets remain valid for the new date. The Organizer specifies in its notification whether a refund is offered and on what terms.

In the event of a second postponement, or where the new date is more than six (6) months after the original date, the Client may request a refund of the Sale Price of the Ticket, which the Organizer is required to grant.

Service Fees remain due to LineUp in the event of postponement, subject to applicable mandatory provisions. No new Service Fees are charged for the re-issue of a Ticket for the new date.

12. LIABILITY

LineUp is bound by an obligation of means in respect of its Services. It cannot be held liable for damage resulting from the performance of the contract by the Organizer, from the Client's own acts, or from force majeure. With respect to Professional Clients, and except in the event of gross negligence, wilful misconduct or bodily injury, LineUp's total financial liability is limited to the amount of the Service Fees actually received on the Order concerned. With respect to Consumer Clients, LineUp is liable for breaches of its own obligations under the conditions provided by the applicable law, and these Terms of Sale cannot exclude or reduce their right to compensation (Articles R.212-1 of the French Consumer Code, VI.83 of the Belgian Code of Economic Law, and section 10 of the Quebec Consumer Protection Act).

13. PERSONAL DATA

Data is processed in accordance with LineUp's Privacy Policy. The Client is informed that his or her data (surname, first name, e-mail address and telephone number) is transmitted to the Organizer, as data controller, to enable access control, management of the Event and informing the Client in the event of modification, postponement or cancellation.

The Organizer may use this data for commercial prospecting purposes only with the Client's express consent, obtained at the time of the Order by means of a separate, non-pre-ticked box.

14. GOVERNING LAW AND JURISDICTION

14.1 General principle

These Terms of Sale are governed by French law, subject to the provisions below specific to each territory of sale.

14.2 France

Any dispute falls within the jurisdiction of the French courts; the Consumer Client may bring proceedings, at his or her choice, before one of the courts with territorial jurisdiction under the Code of Civil Procedure or before the court of the place where he or she resided at the time the contract was concluded or the harmful event occurred (Article R.631-3 of the French Consumer Code). Before bringing any action, the consumer may use, free of charge, the consumer mediator appointed by LineUp: CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice, 4 rue Saint-Jean, 75017 Paris – www.cm2c.net.

Mediation is free of charge for the consumer. The consumer must first have attempted to resolve the dispute directly with LineUp via contact@lineup-event.com.

14.3 Belgium

A consumer residing in Belgium retains the benefit of the mandatory provisions of Book VI of the Code of Economic Law and may, at his or her choice, bring proceedings before the courts of his or her domicile or before the French courts. The consumer may use the Consumer Mediation Service (mediationconsommateur.be).

14.4 Quebec

A consumer residing in Quebec benefits from the mandatory jurisdiction of the Quebec authorities provided for in article 3149 of the Civil Code of Québec; he or she may, at his or her choice, bring any dispute before the courts of the judicial district of his or her domicile in Quebec or before the French courts. The Consumer Protection Act (CQLR, c. P-40.1) and the Act respecting the protection of personal information in the private sector (CQLR, c. P-39.1, known as "Law 25") apply as mandatory laws; any provision herein contrary to them is deemed unwritten with respect to the consumer (s. 261 CPA). These Terms of Sale are drawn up in French in accordance with section 55 of the Charter of the French Language; any version in another language is provided for convenience only, at the express request of the Client. Before bringing any legal action, the consumer may submit the dispute to the Office de la protection du consommateur (www.opc.gouv.qc.ca) or apply to the Small Claims Division of the Court of Québec.

14.5 New Caledonia

A Client residing in New Caledonia retains the benefit of the mandatory provisions of the applicable local law and may bring proceedings before the competent courts of Nouméa. The Client may first send any complaint to LineUp via contact@lineup-event.com.