



Terms & Conditions

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Welcome to Mission Impossible. The following are the Terms & Conditions ('Terms') that govern the use of the Mission Impossible website and the sale of Tickets. By using or visiting the site, you agree to be bound by these Terms. Mission Impossible reserves the right to change these Terms at any time, effective immediately upon posting on the website. Please check this page periodically for any changes.

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1. INTRODUCTION

- a. This "Terms" sets out the terms and conditions applicable to any purchases you make from Mission Impossible, including our Terms of Use.
- b. Mission Impossible Hospitality Ltd is a company registered in London and Singapore.
- c. We sell event tickets and associated products, services and tickets on behalf of event organisers, promoters, venues, producers, artists/performers, agents, teams, record labels, clubs and other persons involved in the organization of events partners.
- d. Tickets to be sold are allocated to us by Event Partners/Event Providers and we sell them in accordance with their instructions. The number and type of Tickets allocated for sale by us vary on an event by event basis.
- e. All seat maps and charts displayed during the purchase process are a guide that reflects the general layout for the venue for events. Layout and specific seat locations may vary without notice.
- f. Under these Terms, we refer to any products and services offered for sale by us as "Ticket(s)".
- g. Please note, Tickets cannot be exchanged or refunded after purchase, save as set out in this Terms.
- h. Event Partner – is a Primary venue who supply tickets from their allocation, directly to Mission Impossible.
- i. Event Provider – is a third-party provider (agent) who provides tickets originating from the Event Partner.

2. Client obligations

- a. You must be 18 years old or more to make a purchase. If you are purchasing online, you must have a Mission Impossible account and a valid credit or debit card issued in your name.
- b. Any purchase from us is subject to: (i) these Terms; (ii) any special terms and conditions stated to be applicable to an Event; (iii) the terms and conditions of the Event Partner(s) and/or event; and (iv) any venue terms and conditions (including conditions of entry).
- c. All purchases are subject to credit or debit card verification (if applicable), other security checks, and collection of payment. Your order may be cancelled if it has not passed our verification process or if payment is not received in full.
- d. You are not allowed to obtain any Tickets through unauthorised use of any robot, spider or other automated device or software, or any other illegal or unauthorised activity. We reserve the right to cancel, without giving you any notice, of any order(s) we reasonably suspect to have been made fraudulently or otherwise in breach of these Terms.
- e. We reserve the right to carry out checks and/or request that additional information be provided to verify purchases to prevent fraud. We may cancel orders that we reasonably suspect to have been made fraudulently.
- f. All bookings should be made using your name as stated in your passport to avoid any confusion. It is your responsibility to process a valid passport and/ or necessary for activities requiring travel.
- g. You are required to furnish us with updated contact details including phone numbers and/or email addresses that you have ready access to. If accurate personal information is not provided at the point of booking (email, phone number, billing address), we reserve the right to cancel and refund the transaction.
- h. It is your sole responsibility to present yourself at the stated point of departure for travel within the guidelines set by the carrier.
- i. If you are travelling with us, you must ensure that you have a valid and sufficient travel policy in place for the trip.

3. Prices and fees

- a. All prices for Items offered for sale from us are inclusive of VAT/ GST where applicable and are broken down as follows:
 - Sale price of the Item; plus
 - any per-Item service charges; plus
 - any per-order handling and/or delivery fees.
- b. All prices are stated in GBP and are calculated based on current exchange rates.
- c. Errors may occur in advertised pricing. If we discover an error in the price of any Item you have ordered, we will inform you as soon as possible and give you the option of:
 - Confirming your order at the correct price (in which case we will credit or debit you as applicable)
 - Cancelling your order (in which case you will receive a full refund)

If we are unable to contact you to confirm your order at the correct price, you agree that we may treat the order as cancelled and issue you with a full refund.

- d. Full payment is required at the time of booking
- e. A deposit is required for reservation requests and will cost GBP per Ticket. All deposits will be refunded in full if the booking cannot be confirmed

- f. Reservation deposits cannot be returned once the booking has been confirmed
- g. If a reservation was placed over the phone, the reservation is only confirmed after you have received a confirmation email from us and made a non-refundable deposit. You are advised at the time of booking about accepting our Terms and conditions (viewed on our website) based on your confirmation.

4. Accommodation

- a. If you have purchased a Ticket as part of a package with accommodation, please note that the standards of accommodation provided ranges from 2*-5*. The following breakdown serves as a guideline only.
 - o 2* Hotel/Guest House/ Self-Catering - Basic Tourist/Budget standard
 - o 3* Hotel/Guest House/ Self-Catering - Moderate/Medium standard
 - o 4* Hotel/Guest House/ Self-Catering - High standard
 - o 5* Hotel/Guest House/ Self-Catering - Deluxe/Luxury standard
- b. The guidelines above refer to accommodation standards in the Irish Republic, Northern Ireland and U.K. mainland. Standards elsewhere in some European or Rest of the World destinations may differ.
- c. Some accommodations will require you to pay a breakage/ damage/ incident or behaviour deposit. This may be a cash deposit or credit card imprint which shall be refunded upon departure providing there has been no damage/breakage/ unacceptable behaviour or and any other incidents. Mission Impossible has no say in this matter and it is between the accommodation and you directly.
- d. In the event where you, our "Client(s)" are No-Show at their chosen accommodation without prior notification, the room will be released for general sale. Late arrivals must be pre-arranged directly between you and the accommodation to avoid this. We are not to be held responsible for arranging alternative accommodation where you fail to contact the accommodation in advance on changes to your travelling schedule.
- e. Child reductions will be passed directly to you where applicable. Children are categorised as such, with slight differences based on type of accommodation chosen:
 - o Infants 0-2
 - o Children 2-11

5. Tickets Delivery/ Collection

- a. A signature may be required at the point of deliver for some countries. If you have paid by credit or debit card, we can only post Tickets to the billing address of the credit or debit card used to make the purchase. If the addresses do not match, we may cancel your order. Mission Impossible will not accept responsibility for Tickets lost or misplaced by the courier or postal company.
- b. We aim to dispatch Tickets as soon as possible. We are not able to specify the exact dates of dispatch as it depends on several factors. For some events, we receive ticket stock from our Event Partners close to the event date.
- c. Please book early to ensure Tickets are delivered on time. Please contact us if your Tickets have not arrived and your event is 5 days away, or earlier if you are travelling for the event.
- d. We reserve the right to make Tickets available for collection by you at the venue box office or at another designated ticket collection point. You will be notified by telephone or email if this becomes necessary. You may be required to provide your booking confirmation email and your photo ID to collect Tickets, as well as the credit or debit card used to make the order.
- e. All guests are required to enter the Event at the same time as you if you have chosen an E-Ticket delivery (Mobile Ticket or print-at-home Tickets)

- f. Mission Impossible shall be entitled to suspend or cancel, without refund or compensation, only online transaction suspected of fraudulent or unauthorised credit card and/ or to prevent delivery of Tickets subject of a suspected illegal transaction. Mission Impossible shall not be liable for any loss or damage whatsoever arising therefrom.

6. Tickets

- a. We may not be able to issue replacement Tickets for lost, damaged or stolen Tickets, especially for general admission events, based on policies set by our Event Partner. If replacement tickets can be issued, you will be charged with an administration fee.
- b. We will not be responsible for any Tickets that are damaged, lost or stolen. Note that direct sunlight or heat can sometimes damage physical Tickets. We also recommend that you do not post pictures of your Tickets online, as exposing your barcode and any other reference numbers on your ticket allows third parties to make counterfeit copies of your Tickets.
- c. It is your responsibility to check your Tickets once they have been delivered; we cannot guarantee that mistakes can be rectified.
- d. Ticker holder has a right only to a seat of a corresponding value to that stated on the Ticket and Mission Impossible has a right to provide an alternative seat of the same Ticket value.

7. Ticket restrictions

- a. For certain events, you can purchase only a limited number of Tickets. This policy serves to discourage and prevent unfair ticket buying practices. Tickets may be restricted to a maximum number per person, per credit or debit card or per transaction. We reserve the right to cancel any order(s) for Tickets purchased more than the relevant limits without notice.
- b. All event Tickets are non-transferable and cannot be resold in any manner or offered for resale at a premium.
- c. Tickets cannot be used for or in connection with any commercial or trade purposes. For example – advertising, promotion, contest or sweepstake, including charitable purposes. We reserve the right to cancel Tickets used in such circumstances without refund or compensation and entry will be denied.
- d. Tickets are not allowed to be combined with other hospitality, travel or accommodation services and or other merchandise, product or service as part of a package. You may write in to Mission Impossible and the Event Partner for consent in these cases, subject to approval.
- e. Tickets may be sold subject to certain restrictions, such as restricted, obstructed or side view or a minimum age for entry – including Student and Senior Citizen passes (and others where applicable). Any such restrictions will be displayed or otherwise communicated to you before or at the time you book the Tickets. It is your responsibility to ensure that you read all notifications and other important information displayed or relayed and to have the necessary documents to prove your eligibility at the time of admission.
- f. All promotional offers and/or discounts are subject to availability and may be withdrawn or amended at any time without prior notice. Competition winners agree to having their details published on our website and other social media platforms and all decisions are final.

8. Events – Timings and admissions

- a. Advertised start times of events are subject to change. Both door opening and closing times stated, including when an artist is scheduled to play and the length of the artist's performance, remain at the relevant Event Partner's and/or artist's discretion and may be subject to change.
- b. Tickets are sold subject to the Event Partner's right to alter the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets, unless such change is a material alteration as described in clause 9, in which case the provisions of that clause shall apply.
- c. Late-comers will be admitted at a suitable break during the performances.
- d. Event Partner or Mission Impossible reserves the right, always, to refuse entry or remove any person from the venue. This includes, and is not limited, to the following circumstances:
 - Ticket is damaged, defaced, forged, copied or associated with any unauthorised use.
 - Refusal to be subjected to security checks, including checks of personal belongings.
 - Possession of certain items – eg laser pens, mobile phones, dogs and patrons' own food and drink, depending on Venue's admission rules. Unauthorised use of photographic and recording equipment at events is also prohibited and any unauthorised photos, videos and/or recordings may be destroyed or deleted.
 - Person is deemed to be disorderly, intoxicated or under the influence of drugs.
 - For reasons of public safety (including crowd surfing or moshing), any unacceptable behaviour likely to cause damage, nuisance or injury, or for any breach of the Event Partners' terms and conditions.
 - Persons wearing or displaying commercial, political or offensive signs, messages or logos. AWAY colours flags, signs or banners are not permitted in the HOME section under any circumstances.
 - Adverse weather or dangerous situations.

No refund or compensation will be made under any of these circumstances.

- e. Unless expressly communicated, re-admissions are not allowed.
- f. By attending an event, you and other patrons consent to being filmed and/or recorded and may be featured as members of the audience and published on our website and other platforms.
- g. Some Events may feature special effects, which may include sound, audio-visual, pyrotechnic effects or lighting effects which may not be suitable for those with photosensitive epilepsy, or similar conditions.

9. Event cancellations, postponement and alterations

- a. If an event is cancelled, rescheduled or significantly altered, we attempt to notify you within reasonable effort once we have received the relevant information and authorisation from our Event Partner. However, we cannot guarantee that you will be contacted before the date of the event. It is your responsibility to remain aware of any changes, including the date and time, of any rescheduled event.
- b. No refunds or exchanges are allowed upon confirmation of your order except as laid out under clauses 9c – 9f.
- c. Refunds in general

All claims are to be directed to the Event Provider/Event Partner by Mission Impossible. Mission Impossible may only process refunds if authorised by the Event Provider/Event Partner. The amount of refund processed by Mission Impossible is dependent on the amount of sums received by Event Provider/Event Partner and after deducting relevant processing fees. In certain circumstances (eg. League events) refunds may be provided to Mission Impossible on a “Pro-rated” basis, and will hence be refunded to you in a similar scheme after the deduction of relevant processing fees. We are not liable to process any refunds beyond the Pro-rated amount.

Mission Impossible is not liable to process any refund if either the Event Provider or Event Partner:

- Do not authorise the refund
- Did not authorise Mission Impossible to manage the Ticket refunds

All purchases made via credit cards will be refunded to the same card. If such credit cards accounts are no longer valid, no credit card refunds will be made. Tickets purchased using other payment methods will be refunded in cash. Cash refunds will be subjected to any bank charges/third party processing fees. Customers need to produce the full original ticket to claim the refund. We will advise you on how to return and refund your tickets.

Either of the following addresses will apply when you are instructed to return your ticket:

Singapore - Mission Impossible PTE

HPL House
50 Cuscaden Road
#06-01
Singapore 249724

London - Mission Impossible Hospitality Ltd

Bentinck House
3-8 Bolsover Street
London
W1W 6AB

d. Refunds – Cancellations

If an event for which you have purchased Tickets is cancelled and not rescheduled, we will endeavour to offer a refund of your order less any processing fees. However, if tickets have already been dispatched or delivered to you, you will not be entitled to a refund of your Processing Fees. If you have purchased Tickets for an event that takes place over several days and one or more days (but not all days) are cancelled, you may only be offered a proportionate partial refund.

Applications for refunds should be received within one month of the event being cancelled event.

- e. **Rescheduling:** If an event for which you have purchased Tickets is rescheduled, unless otherwise indicated, you will be offered Tickets of a value corresponding with your original Tickets for the rescheduled event, subject to availability.

If you are unable to attend the rescheduled event, we will try to resell your tickets. We will endeavour to gain a full refund of the sale price for you. However, there is no guarantee of this.

You will be offered a refund of the resale price of your tickets. However, if the tickets have already been dispatched or delivered to you, you will not be entitled to a refund of your Order

All tickets sold or rescheduled for new dates are subject to availability.

You are required to inform within the deadline specified by us that you are unable to attend the rescheduled event. Otherwise, it will be deemed a reconfirmation of your order for Tickets for the rescheduled event, and you will not be entitled to claim a refund thereafter.

- f. **Other material alteration:** If an event for which you have purchased Tickets to is "materially altered" (as defined below), other than a rescheduling, you will be offered the option either to reconfirm your order for the altered event or to cancel your order. If you cancel your order, you will be offered a refund of the Sale Price of your Tickets plus the relevant Service Charges. However, if Tickets have already been dispatched or delivered to you, you will not be entitled to a refund of your Order Processing Fees. You are required to inform us within the deadline specified by us that you wish to cancel your order. Otherwise it will be deemed to be a reconfirmation of your order for Tickets for the altered event, and you will not be entitled to claim a refund thereafter. For the purposes of this Terms, a "material alteration" is a change which, in our and the relevant Event Partner's reasonable opinion, makes the Event materially different. Please note that the following are also not deemed to be "material alterations": the use of understudies in theatre performances; adverse weather conditions; changes to supporting acts; changes to individual members of a band; changes to the line-up of any multi-performer event (such as a festival); change of venue; curtailment of the event where the majority of an event is performed in full; and delays to the starting of a performance.
- g. To claim a refund under clauses 9c-9f, you must use our online feedback form or email to our customer service email. Where applicable, you must return to us your unused Tickets and comply with any other reasonable instructions from us upon approval of your refund. Unused Tickets must be received by us within 28 days from the date of the cancelled event. Please take note that you will have to bear the costs of returning the Ticket unless otherwise stated by us or the Event Partner.
- h. Furthermore, certain types of Tickets purchased cannot be cancelled, exchanged or refunded. They include:
- Any products that are made to your specifications or are clearly personalised;
 - Any sealed audio or sealed video recordings or sealed computer software, if such goods become
 - Any goods which are prone to deteriorate or expire rapidly; and/or
 - Any alcoholic beverages where:
 - The price has been agreed at the time of the conclusion of the contract;
 - Delivery of them can only take place after 30 days
 - Their market value fluctuates and cannot be controlled by the relevant Event Partner.

10. Limitation of liability

- a. Neither we nor our relevant Event Partners will be liable for any loss, injury or damage to any person (including you) or property howsoever caused (including by us and/or by the Event Partner):
 - In any circumstances where there is no breach of contract or a legal duty of care owed by us or the Event Partner(s);
 - In circumstances where such loss or damage is not directly as a result of any such breach (save for death or personal injury resulting from our negligence); or
 - To the extent that any increase in any loss or damage results from your negligence or breach by you of any of this Terms and/or any terms and conditions of the Event Partner(s).
- b. To the maximum extent permitted by law, neither we, nor our relevant Event Partners, shall be liable for any indirect, consequential losses or business losses, or any exemplary, special or punitive damages arising from your purchase. Please note that, in accordance with this:
 - Personal arrangements including travel, accommodation, hospitality
 - and other costs and expenses incurred by you relating to the Event which have been arranged by you are at your own risk, and neither we nor the relevant Event Partners shall be responsible or liable to you for any wasted expenditure, including where an event has been cancelled, rescheduled or otherwise materially altered; and
 - Neither we nor the relevant Event Partners shall be responsible or liable to you for any loss of enjoyment or amenity, including where an event has been cancelled, rescheduled or materially altered.
- c. Unless otherwise stated in this clause 13, our and any Event Partners' liability to you in connection with the event (including, but not limited to, for any cancellation, rescheduling or material alteration to the programme of the event) and the Ticket you have purchased shall be limited to the price paid by you for the Ticket, including any Service Charge but excluding any Order Processing Fees.
- d. Nothing in this Terms seeks to exclude or limit our or any Event Partners' liability for death or personal injury caused by our or any Event Partners' negligence, fraud or other type of liability which cannot by law be excluded or limited.

11. Queries and complaints

- a. All queries or complaints should be communicated to us via our online feedback from info@mitickets.com quoting your order reference number.
- b. Please note that it may take up to 30 days for complaints to be resolved as we sell Tickets on behalf of Event Partners and may need to contact one or more Event Partner(s) for more information and approval before responding to your query or complaint.
- c. We shall use reasonable effort to consult or negotiate in good faith on your behalf to reach a just and equitable settlement satisfactory to you, us and all relevant Event Partner(s).

12. Governing law

- a. All of the terms and conditions stated under this Terms are governed the laws of the Republic of Singapore and all Ticket holders agree to submit to the exclusive jurisdiction of the courts of Singapore.

- b. If any provision of the terms and conditions under this Terms is found invalid or unenforceable by the courts, these provisions in particular will be severed or amended in such a way such that the rest of the provisions and remainder of the Terms are valid and enforceable. Mission Impossible may hold liable for prosecution any person who breaches any of the above Terms.
- c. Terms and conditions may vary between Events and will be reflected on the specific Event page.
- d. We reserve the right to update, modify or change these terms and conditions from time to time. Any change will be posted here and it is your responsibility to check for the latest copy.
- e. If there is any conflict between the terms and conditions printed on the Tickets and Terms featured here under this Purchase Policy, the Terms stated here will prevail.
- f. Mission Impossible shall not be held responsible for any damages, delays, cancellations or unavailability of public or private transportation caused by an act of God, by acts of war, riot, civil commotion, by an act of State, by strikes, fire, flood, restricted availability or by the occurrence of any other event beyond the control of Mission Impossible (Please refer to the purchase policy stated on the website)

Last updated: 27th March 2020 and subject to change.