

Japan Expo 2012

Premium Tickets

General terms of sale

2012/01/23

Article 1 – Preamble

- 1.1** SEFA EVENT, limited company with a share capital of €50 000, registered at the register of companies of Bobigny under number 493 919 146, located at 14, place Georges Pompidou, 93160 NOISY LE GRAND, FRANCE, and organizer of the festival Japan Expo, puts up for direct sale *via* its website entrance tickets called “Premium Tickets” in the framework of the 13th edition of Japan Expo which takes place from July 5 to 8, 2012.
- 1.2** Four types of Premium Tickets are proposed for sale: Platinum Tickets, Gold Tickets, Silver Tickets and Zen Tickets. The advantages linked to each type of ticket, as well as their prices, are detailed on the website of Japan Expo (<http://www.japan-expo.com>), in the Premium Ticket section.
- 1.3** The prices of Premium Tickets are given in Euros, including tax and management fees.
- 1.4** Premium Tickets are sold exclusively by SEFA EVENT and only on the website of the festival Japan Expo (<http://www.japan-expo.com>).
- 1.5** Tickets are specified with a name and strictly personal. Each person can order only one ticket for himself/herself.
- 1.6** It is strictly forbidden to sell a ticket bought for oneself.
- 1.7** Orders must be paid in Euros.
- 1.8** SEFA EVENT reserves the right to change the prices at any time. Tickets are charged for the current price at the time of the registration of the order.

Article 2 – Availability

Premium Tickets are booked in real time on the website of Japan Expo. The number of Premium Tickets is limited. The sale of these tickets is over when they have all been sold.

Article 3 – Conditions of registration

- 3.1** The registration via the Premium Ticket booking form must be complete and the information given valid. The uploaded photo must fit the required criteria as specified in the Frequently Asked Questions of the Premium Ticket section on Japan Expo’s website. Invalidated information or photo will cancel the registration and the booking. The registration demand will then have to be renewed and treated depending on the availability of more tickets.
- 3.2** The booking validation is sent by e-mail within 48 hours (working days) after registration via the form.
- 3.3** SEFA EVENT cannot be held responsible for any problem of connection to the form, and for the slowdown or failure of the form validation due to too many connections at the same time on the website of Japan Expo.

Article 4 – Payment

4.1 Payment is done in Euros and by credit card only.

4.2 If the payment is not done within 72 hours following the registration validation, *i.e.* 5 days (120 hours) after the registration, the booking will be cancelled. The customer must contact the ticket service of Japan Expo (billetterie@japan-expo.com) before the end of this period, if he/she has not received instructions concerning the payment. In case he/she had not done so, the booking will be cancelled if the payment has not been done in the given period.

4.3 The ticket becomes the buyer's property only when the information given during the registration and the payment have been validated.

Article 5 – Acceptance of the general terms of sale

5.1 The Premium Ticket buyer declares having read and accepted the present general terms of sale before ordering a ticket. The validation of the order means the acceptance of the general terms of sales.

Unless proven otherwise, the data registered by SEFA EVENT is the proof of all the transactions between SEFA EVENT and its customers.

5.2 SEFA EVENT reserves the right to change the general terms of sale at any time. In this case, the applicable conditions are the current ones on the date of the order by the buyer. Customers are invited to consult them regularly and print them.

Article 6 – Obtaining Premium Tickets

Tickets are available for downloading right after payment has been validated and then sent by e-mail. The file is in *.pdf format.

Article 7 – Use - Access to the festival

7.1 All types of Premium Tickets give access to Japan Expo during the four days of the festival (depending on the opening hours for each type).

7.2 During the first control, Premium Ticket owners must show their ticket (printed by themselves), along with a valid ID.

7.3 The following elements will be given to each Premium Ticket owner at the checkpoint at the entrance of the festival:

- A bracelet, valid pass for the four days of the festival.
 - ↳ Anyone showing an unfastened bracelet or a bracelet fastened in a non-standard way (which proves it has been unfastened) won't be allowed to enter the festival.
- A badge bearing the name and photo of the owner (only for the Platinum, Gold and Silver categories)
- A Premium Passport
- Gifts (only for the Platinum, Gold and Silver categories)

These elements are given only once and are necessary for customers to benefit from the advantages of Premium Tickets and to access the festival. No duplicate can be given.

The customer must make sure that he/she was given each one of these elements before leaving the checkpoint.

Article 8 – Advantages

8.1 To benefit from the advantages linked to Premium Tickets, the owners must show their bracelet, their badge which allows to differentiate between the types of Premium Tickets, and their Premium Passport.

8.2 Several documents (coupons, fast-passes...) may be given to Premium Ticket owners to allow them to enjoy some of their advantages. These documents are given only once and no duplicate can be given.

8.3 A Premium Guide will be sent three times to each customer by e-mail, before the festival.

This document describes the terms of use of the advantages of Premium Tickets. The customer must read it, print it and keep the document during the whole festival.

Article 9 – Cancellation, refund

9.1 According to the article L121-20-4 of the Code of Consumption, tickets are not subject to withdrawal.

9.2 A ticket issued by SEFA EVENT cannot be returned, exchanged or refunded, included in case of loss or theft. A ticket can be refunded only if the event is cancelled or following a decision by SEFA EVENT.

In case of refund, when the date, times or place is announced to have changed, the customer allows SEFA EVENT to use the data filled in for the registration to, as far as it is possible, keep him/her informed and give the procedure. The customer is invited to check on the website of the festival, a few days before the opening, that no change has been made.

Article 10 – Personal data

The information and data about the customer are necessary to manage the order. These information and data are also kept for security reasons, to abide by the legal rules and regulations and to allow SEFA EVENT to improve its services and the information given to the customer.

Information linked to payment is only used by the service provider chosen by SEFA EVENT, and is not kept.

According to the French data-processing law and freedoms from January 6, 1978, the customer has the right to access, change and oppose his/her personal data by contacting:

SEFA EVENT
Services Aux Particuliers
14 place Georges Pompidou
93160 NOISY LE GRAND
FRANCE

By giving the following information: name, first name and birthdate.

According to the rules in force, the mail has to be signed by the customer and include the photocopy of an ID bearing his/her signature and to specify the address to which the reply has to be sent. The reply will be sent within a period of two months following the receipt of the demand.

Article 11 – Customer service

For any inquiry:

- By mail

SEFA EVENT
Services Aux Particuliers
14 place Georges Pompidou
93160 NOISY LE GRAND
FRANCE

- By e-mail: contact form on the website of Japan Expo
(<http://www.japan-expo.com/en/nouscontacter/>)

Article 12 – Disputation

Unless an amicable agreement was found, any disputation between the parties related to the general terms of sales comes within the competence of the Bobigny Commercial Courts (93-Seine Saint Denis, FRANCE).