

# PURCHASE PROCESS

1. Check availability with our Sales Department.
2. Book your passes through any of the following options:
  - 2.1 **Web On-Line Purchase** in [motogpvipvillage.com](http://motogpvipvillage.com). Credit card purchases cannot exceed 4.300€.
  - 2.2 **Web On-Line Booking (WB)** Bank Transfer Payment. Up from 9 passes contact directly with: [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com)
  - 2.3 **Direct Purchase - Registration Form (RF)** in digital or clear handwriting. The only accepted method of payment is via a bank transfer (bank details are at the end of this document).
3. Send the RF or WB with a proof of payment from your bank by e-mail at your contact sales agent or [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com)
4. Once we have received everything correctly, we will send your passes by courier 2 to 3 weeks prior to the Grand Prix along with VIP Activity timetable and access maps. Under no circumstances the passes will be sent without having received the relevant payment of such passes. The corresponding invoice will be sent by post. The Registration Form (RF) or Web Booking (WB) is the only official order form to make the reservation and the purchase of the passes. The passes are not officially confirmed and processed until the correct receipt of the RF together with the proof of payment.

## POLICIES

In using the Hospitality Areas, the client shall follow IES's Instructions at all times, likewise the client shall follow the corresponding COVID-19 protocols and security measures, that may be applicable. IES duly notified to the clients all the measures applied in each moment, which can be available both as in the circuit and in the official MotoGP VIP Village™ website, [www.motogpvipvillage.com](http://www.motogpvipvillage.com). IES can prohibit the entrance and/or exclude the clients of the MotoGP VIP Village™ that do not follow the instructions included in the MotoGP VIP Village™ Policies.

MotoGP VIP Village™ Passes are strictly personal and non-transferable. They must be worn at all times and in a visible manner. If the holder of a MotoGP VIP Village™ Pass is found in a non-designated area, the pass will be confiscated immediately.

The MotoGP VIP Village™ Pass holder acknowledges that his presence in the different areas of the MotoGP VIP Village™ can be registered and can be worldwide reproduced/or broadcasted, for any and all purposes, including commercial and promotional uses. As well the MotoGP VIP Village™ Pass holder acknowledge that motorsport can be dangerous, releasing IES and any of its affiliated companies from any liability arising out from his presence in the MotoGP VIP Village™.

- No pets allowed.
- Lost or unused passes will not be refunded.
- Wheelchair accessibility limited.

The MotoGP VIP Village™ Passes under no circumstances can be used for promotional and commercial purposes, nor be included in raffles or lotteries. The person or company that uses the passes for any unauthorized use, shall be liable for such acts and may face any legal action taken by International Events Services SLU.

## STAFF

### STAFF PASS

Coordinators of Corporate Areas and company representatives will hold a Staff pass (2 passes are allocated to each Corporate Area at each GP). The STAFF PASS grants access to the entertainment program (Pit Lane walk, Paddock Tour, Service Road Tour) according to the scheduled services. NO Seat is granted under any circumstances.

### SERVICE BRACELET

All personnel assisting with the assembly and disassembly of Corporate Areas, hostesses, drivers and interpreters and any other assistant to the company event will hold a working accreditation: Service Bracelet.

- **WEEK** bracelets will be in use from Wednesday to Friday
- **WEEKEND** bracelets will be in use from Saturday to Sunday.

The Service Bracelet will NOT give access to any scheduled service included in the VIP Package. The MotoGP VIP Village™ management reserves the right to issue additional Services Bracelets and if so, to charge an additional fee and /or impose special conditions as it deems necessary.

## DRESS CODE

All customers must abide to MotoGP VIP Village™ etiquette. Smart casual attire is mandatory. No jogging suits, beach wear, streetwear, no tank tops, no vests or flip-flops will be allowed. IES reserves the right to enforce the rules at any time during the event.

## FOOD ALLERGENS

Any food intolerance or special food requirement must be communicated via email at [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com) at least 2 weeks before the date of the Grand Prix. Management will not guarantee the absence of cross contamination of any allergens served in the MotoGP VIP Village™ area.

## VIDEO/ CAMERAS

Filming/recording is not permitted in the MotoGP VIP Village™ Area, Pit Lane, Paddock, Service Road Tour and to any other areas with the VIP Pass permitted access. Supposing that clients can have access to any MotoGP™ filming/recording, their use is expressly prohibited.

## PARKING

The **VIP Package includes access to a reserved parking**. Parking Passes are supplied for each day according to the standard ratio. Parking spaces are limited. MotoGP VIP Village™ management reserves the right to alter this ratio or issue additional Parking Passes and if so, to charge an additional fee and / or impose special conditions as it necessary.

- **One Car Parking Pass** (vehicles up to 9 seats) per day is provided each four guests.
- **Parking Bus Pass** (Vehicles for more than 9 seats) is available under request and is valid for both days.

# TERMS & CONDITIONS

## DEADLINE FOR BOOKINGS

All request must be booked and confirmed by RF and bank transfer receipt 60 days before the Grand Prix, at the latest. Admission subject to availability.

## SPECIAL FARE CONDITIONS: CHILDREN

- Under 3 years old: Free
- 3-15 years old: 50% reduction
- From 15 years old: Full price

## PAYMENT TERMS

All payments must be made in Euros and only by bank transfer (\*).

PLEASE, SEND THE PROOF OF PAYMENT ONCE THE TRANSFER IS COMPLETED. Invoices will be sent accordingly. Applicable VAT subject to local legislation, at the applicable rate on the territory in which the Grand Prix is held and at the time that the Grand Prix is held.

(\* ) Except all those requests doing through our official website (Web On-Line Purchase) where the payment can be by credit card.

## CANCELLATION FEES

- More than 60 days prior to the Grand Prix: 10% of the total amount
- From 60 to 45 days prior to the Grand Prix: 50% of the total amount
- Less than 45 days prior to the Grand Prix: 100% of the total amount

## OTHERS

The MotoGP VIP Village™ Passes under no circumstances can be used for promotional and commercial purposes, nor be included in raffles or lotteries. The person or company that uses the passes for any unauthorized use, shall be liable for such acts and may face any legal action taken by International Events Services SLU.

## BANK DETAILS FOR BANK TRANSFER PAYMENT

Beneficiary: International Events Services S.L.U.

Bank: SOCIETE GENERALE

Plaza Pablo Ruiz Picasso 1 (Torre Picasso). 28020, Madrid -

Spain Account N°: 0108-0030-26-0030061129

IBAN CODE: ES1101080030260030061129

SWIFT CODE: SOGEESMM

International Events Services (IES) hereby informs the Recipient that for the purpose of this document any personal details given will be stored and treated in a personal data file pertaining to IES in compliance with the Spanish L.O. 15/1999, 13th December, Data Protection Law, in accordance with the Directive 95/46/EC, of the European Parliament and Council, dated as of October 24th, 1995. The Recipient holds the right to access its information, to correct it and/or to request the cancellation of the aforementioned file, which may be exercised by contacting IES through letter addressed to: Narcís Monturiol 2, 08960 Sant Just Desvern (Barcelona) SPAIN or by email to [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com). Full IES data protection policy is available on the terms of use of [www.motogpvipvillage.com](http://www.motogpvipvillage.com)

I DON'T want to receive any news and all kind of information from MotoGP VIP Village™

Should any Grand Prix not be finally held or be fully cancelled, IES will only reimburse the amount paid for the booked MotoGP VIP Village™ Passes, not being responsible for any further or additional expenses incurred in relation to other services not provided by IES. IES will only respond in front the person that made the reservation, not to any final holder of the pass that has not signed the Reservation Form itself.

IES shall never be liable for the services not rendered within the limits of the hospitality area MotoGP VIP Village™ for each Grand Prix. Parking is always outside the limits of the hospitality area MotoGP VIP Village™. Should you have any query, do not hesitate to contact VIP Village™ personnel for further information.

I have duly read the contents of your booking conditions and hereby acknowledge. I have read and accept the terms and conditions of the services offered, subject to availability, by International Events Services, S.L.U. at the Grand Prix for which I am purchasing tickets/passes. This is a firm booking. Cancellations will be subject to cancellation fees.