



## MotoGP™ Corporate Hospitality Policies

The following MotoGP™ Corporate Hospitality Policies (the “Policies”) includes the:

The Purchase Process (reflected in section 1) and the Terms and Conditions of Purchase (reflected in section 2) (henceforth, jointly or indistinctly, referred to as “Terms”).

These terms apply to the purchase of MotoGP VIP Village™ Passes (hereinafter, “VIP PASSES”) only when acquired through any of the channels reflected below, in section 1; Purchase Process.

If you have acquired the VIP PASSES through any process explained in section 1, then your purchase is being operated by INTERNATIONAL EVENTS SERVICES, S.L.U. with domicile in Spain, Principe de Vergara 183, Madrid 28002. and VAT number B-82.626.144 (henceforth referred to as “IES”).

You expressly agree and accept to be bound by this Terms without limits or reservations. It is hereby expressly agreed that if you violate this Terms, your use of the website [www.motogpvipvillage.com](http://www.motogpvipvillage.com) (henceforth referred to as the “Web”) may be limited or terminated and we may bar you the use of the VIP PASSES, cancel your purchase order and/or take appropriate legal actions against you.

### 1. VIP PASSES PURCHASE PROCESS

#### A. DIRECT PURCHASE (via Registration Form):

You will be able to reserve and purchase the VIP PASSES and check its availability by contacting directly with the IES Corporate Hospitality Sales Department. You can reach us by sending an email to [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com).

After contacting us and once we have confirmed full availability for your purchase needs, we will provide you with the Registration Form (henceforth, RF) which is the only official and valid document with which to carry out the direct purchase process.

**WARNING:** On direct purchase process the only accepted method of payment is through bank transfer. Bank details are supplied in the RF.

In order to complete the purchase, it is mandatory to fill in the RF and sent it together with a proof of a bank transfer by e-mail to [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com) or directly to your IES sales contact.

The reservation of the VIP PASSES will not be confirmed until IES has received all the required documents (RF and proof of bank transfer).

The delivery of the VIP PASSES is subject to Terms established in section 2. TERM & CONDITIONS OF SALE in clause 2. DELIVERY OF VIP PASSES.

#### B. ONLINE PURCHASE AND RESERVATION (via [motogpvipvillage.com](http://motogpvipvillage.com)):

##### B. 1. WEB Purchase

1. You will be able to purchase the VIP PASSES and check its availability through our website [motogpvipvillage.com](http://motogpvipvillage.com) (the “Web”). In the Web you will be able to access the Web Purchase Process. The Web is the official MotoGP VIP Village™ e-commerce platform directly managed by IES with which to carry out the website purchase process. If you purchase the VIP PASSES through any authorised reseller platform, then IES will not be a party on your purchase and other term and conditions may apply.
2. **WARNING:** Web Purchase payments made by credit card cannot exceed 4.000.-€ (including VAT) and have the limitation of 9 seats, in any case, which means 9 VIP PASSES. For purchases of passes contact directly [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com).
3. In order to complete the purchase, it is mandatory to proceed with the credit card payment following the indications given through the Web Purchase Process. For that purpose, you may be redirected to third payment platform, then you may be subject to accept its own Terms & Conditions.
4. Your passes are not officially confirmed and processed until IES has received and processed the relevant payment. The corresponding invoice may be sent by post mail and/or e-mail.
5. The delivery of the VIP PASSES is subject to Terms established in section 2. TERM & CONDITIONS OF SALE in clause 2. DELIVERY OF VIP PASSES.



## B.2. WEB Reservation

1. Through the Web you will have access to the Web Booking Process, meaning a previous reservation of the VIP PASSES you are willing to purchase which payment method is only bank transfer.
2. Once your reservation is confirmed through the Web, you will have 72h to complete the purchase transaction as stated in the process. In order to complete the purchase, you shall proceed with the payment via bank transfer. Bank details are referred in the confirmation as well as during the Web reservation process itself.
3. **WARNING:** The reservation will be held up to 72 hours. After 72h, if IES has not received the relevant bank transfer, the reservation will expire.
4. Your passes are not officially confirmed and processed until IES has received and processed the relevant payment by bank transfer. The corresponding invoice may be sent by post or e-mail.
5. The delivery of the VIP PASSES is subject to Terms established in section 2. TERM & CONDITIONS OF SALE in clause 2. DELIVERY OF VIP PASSES.

## C. RESELLERS & MICE:

If you are an authorized reseller or a professional (ticket reseller, MICE agent, sports agency and/or any other professional) interested in purchasing VIP PASSES you will be able to purchase the VIP PASSES and check its availability by contacting directly with the IES Corporate Hospitality Sales Department. You can reach us via phone at +34 934 738 494 or sending an email to [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com)

**WARNING TO END CONSUMER:** If you are an end consumer that have purchased VIP PASSES via resellers (i.e. an Agency), your purchase is subject to the terms of sale settled by such reseller. Please bear in mind that when you buy VIP PASSES via reseller, the Terms in section 2 (TERM & CONDITIONS OF SALE) may vary or not apply to your purchase as IES will not be a party on such purchase process. However, applicable TERMS & CONDITIONS OF USE shall remain applicable to end consumer of VIP PASSES acquired via reseller. End consumer shall comply at all times with the TERMS & CONDITIONS OF USE, otherwise IES may bar the use of the VIP PASSES or take appropriate legal actions.

## 2. TERMS & CONDITIONS OF PURCHASE

As referred above, the purchase of VIP PASSES on the ways explained in section 1 is subject to the following Terms and Conditions of Purchase (the "Terms"). For the sake of clarity, IES is the entity selling the VIP PASSES and you are the person buying the VIP PASSES.

All VIP PASSES are offered subject to availability and subject to these Terms. These Terms should be read carefully prior to confirming your purchase order. Any queries relating to them should be raised with us prior to purchase.

IES will only respond in front of the person that completed the purchase process, not to any final holder of the VIP PASSES.

The confirmation of your purchase order constitutes full acceptance of the following Terms:

### 2.1. PRICE AND PAYMENT.

Price list for all VIP passes for the current MotoGP™ season will be available at any of IES' own commercial platforms and will always be visible at any of the purchase processes stated in section 1.

When you purchase VIP PASSES from IES through any of the purchase processes stated in section 1, the price of the VIP PASSES shall be the price set in written form at the time your purchase is confirmed by IES.

Should any price change occur after your purchase has been confirmed by IES, said change shall in no way affect the price set for your passes at the time of purchase.

Prices are exclusive of VAT. Any additional or substitute taxes, levies, impost, duties, fees shall be paid by you at the applicable rate on the territory and time in which the Grand Prix is held.



## 2.2. DELIVERY OF VIP PASSES.

IES will deliver the VIP Passes by private courier and free of charge to the address that the client has appointed during the purchase process ("the Address"). Delivery is possible in most countries, but IES shall not guarantee delivery in certain countries.

**WARNING:** If you provide wrong or incomplete data, IES will not be responsible for the delivery. Moreover, if the VIP PASSES have not been delivered at the relevant Address, within 10 days before the date of the Grand Prix, you have to contact IES to claim for such lack of delivery. If IES does not receive your claim sent at least 10 days before the date of Grand Prix, there will be no liability whatsoever to IES for a failed delivery. On the other hand, if you claim to us on the mentioned times, IES will check where the fault of failed delivery was, if any, and when such fault is attributable to IES, an appropriate remedy will be offered to you.

Once you bought the VIP PASSES, if you need to change the delivery address for a different one within the same country you shall contact IES. IES do not guarantee changes on the delivery address once VIP PASSES have been shipped to its first destination address.

**WARNING:** IES will not be responsible for any VIP PASSES that are lost, stolen or destroyed under your possession. For the sake of clarity, you will take possession of the VIP PASSES once they are delivered to you by courier to the agreed place.

Once you will take possession of the VIP PASSES, if your VIP PASSES get lost, stolen or destroyed under your possession you must contact IES before the Grand Prix date. Then IES may provide a solution under its own criteria.

**WARNING:** Please check your VIP PASSES carefully upon reception and contact us immediately if there is a mistake.

## 2.3. DATA TO BE SUPPLIED TO BUY THE VIP PASSES

You shall supply the real and correct information and data required for the purchase and delivery of the VIP PASSES. Such data shall be real and able to be validated if checked. It is your own responsibility to verify that the information provided during the purchase process corresponds to your purchase intention.

Should IES suspect that some of the data supplied for the purchase is fake, not real or could be or become a fraud, your purchase can be cancelled.

When you do not provide all necessary data, the process will not be completed and IES has no obligation to deliver/issue the VIP PASSES. It is your responsibility to inform us of any change to the corresponding address or e-mail to the ones provided to us.

Any personal data provided by you will be used according to our Privacy Policy and for the purpose of providing you the services agreed.

## 2.4. COMPLETION OF THE PURCHASE PROCESS

No VIP PASSES will be processed on your behalf unless the purchase process is perfectly completed.

According to the purchase process followed you will receive the corresponding confirmation from IES. On website purchases, you should receive the confirmation immediately by e-mail. If you have not received the confirmation email or any other notice from IES after finalizing the purchase process, please contact IES for further information.

**WARNING:** Your purchase will be effective when payment will be received by IES, which should be no later than 30 days prior to the date of the chosen GP.

Once the 30 days prior to the event limit is due, if the payment has not been received properly IES reserves the right to release the reserved seats (VIP PASS) and put them up for sale again.

## 2.5. LIMITS ON THE PURCHASE PROCESS.

Once you have started the purchase process, you will be informed whether there are VIP PASSES available for your queries.

On Web Purchases, there is a limit of four thousand euros (4.000.-€) that can be paid by credit card.

On Web Reservations there is a limit of nine (9) VIP PASSES that can be purchased through the reservation process itself.

## 2.6 ENTRANCE TO THE MotoGP VIP Village™.

It is mandatory to wear the VIP PASSES to access to the relevant MotoGP VIP Village™.

Removing any part of, altering or defacing it may invalidate your VIP PASSES and right of use.



## 2.7 CANCELLATION FEES/EXCHANGES

### 2.7.1 STANDARD CANCELLATION/EXCHANGES CONDITIONS

The purchase of the VIP PASSES is subject to penalties for cancellation and/or changes.

The penalties stated in this clause may apply only when the VIP PASSES have been directly purchased from IES and always in accordance with this clause.

Once the purchase of your VIP PASSES has been confirmed by IES, if you decide to cancel your VIP PASSES purchase, then different penalties conditions may apply depending on the cancellation date. For the sake of clarity, as "cancellation date", shall be understood the date that IES is contacted via email for cancellation purposes.

#### CANCELLATION PENALTIES

1. More than 60 days prior to the event: 10% of the total amount
2. From 60 to 45 days prior to the event: 50% of the total amount
3. Less than 45 days prior to the event: 100% of the total amount

IES will only reimburse the amount paid for the VIP PASSES, not being responsible for any further or additional expenses incurred in relation to other services not provided by IES.

**For the sake of clarity, if you are purchasing via Direct Purchase, once the RF is received by IES, that purchase is already subject to penalties whether the relevant payment is received or not.**

**In order to cancel your purchase, if you have any right to it, please contact IES by email to [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com).**

**If applicable, IES will proceed with the corresponding refund using the same method used to purchase the VIP PASSES except otherwise agreed by parties and at IES discretion.**

**IES reserves the right of admission without reimbursement in order to comply with the Terms of Use and the protocols and security measures, including the MotoGP VIP Village™ Contingency Plan that may be applicable.**

### 2.7.2 FORCE MAJEUR CANCELLATION FEES

The Grand Prix organizer may make alterations to the relevant schedule published when reasonably necessary. This includes alterations due to force majeure (such as pandemics) that imply the cancellation of the Grand Prix and/or suspension of the MotoGP™ Corporate Hospitality Platform.

You accept and acknowledge that such alterations are beyond IES control and may affect to the VIP PASSES purchased by you on the following way:

When a Grand Prix or/and its MotoGP VIP Village™ is **cancelled** due to circumstances beyond IES control, you will be entitled to claim a refund from IES of the 100% of the total amount paid for the VIP PASSES.

When a Grand Prix or/and its MotoGP VIP Village™ is **rescheduled** due to circumstances beyond IES control, the refund/exchange policy may vary depending on the case and you shall contact IES.

IES will only reimburse the amount paid for the VIP PASSES, not being responsible for any further or additional expenses incurred in relation to other services not provided by IES.

If the Grand Prix related to your VIP PASSES is cancelled or re-scheduled, IES will use its reasonable resources to notify you using the contact details you provided during the purchase process. Remember that it is your responsibility to inform us of any change to the contact address or e-mail. IES does not guarantee that you will be informed of such cancellation before the date of the Grand Prix.

If you consider that a refund may be applicable to your VIP PASSES purchase, you must contact IES, as soon as you become aware of such cancellation or rescheduling.

If refund is applicable, IES will only make the reimbursement to the person that completed the purchase process, not to any final holder of the VIP PASSES.



## 2.8. LIABILITY.

Personal arrangement including travel, accommodation or hospitality relating to the Grand Prix which have been arranged by you, are at your own risk.

Liability for the cancellation or rescheduling of a Grand Prix, or for material changes to a Grand Prix, will be limited to the refund as set forth above.

## 2.9. VOID VIP PASSES.

Any VIP PASSES obtained in breach of any of these Terms shall be void and all rights conferred in them shall be void.

Any person seeking to use void VIP PASSES in order to gain or provide entry to a Grand Prix may be liable to legal action and, if already gained entry, considered to be a trespasser and may be liable to be ejected.

Void VIP PASSES are non-refundable.

## 3. VIP PASSES PURCHASE CONDITIONS FOR UNDERAGE

### 3.1. UNDERAGE VIP PASSES SPECIAL CONDITIONS:

VIP PASSES for children under 16 years old will benefit of a reduction on the regular price. The reduction will be established in the corresponding price list.

### 3.2. UNDERAGE PURCHASING

The purchase of VIP PASSES shall only be processed if you are 18 or more. If you are under 18, you must follow the purchase process under the supervision of a parent or legal guardian.

Any VIP PASS holder who is under the legal age in specific Country where the Grand Prix is taken ("Minor"), must be accompanied and supervised at all times by an adult VIP PASS holder, who shall take full responsibility for such Minor.

However, minors over the age of sixteen (16) may be admitted without supervision provided that the parent/guardian of such minor signs a letter of undertaking (in the form provided by IES) releasing IES in respect of any liability arising from their decision to let the minor into the MotoGP VIP Village.

**WARNING:** The relevant undertaking letter for minors over the age of sixteen (16) not supervised shall be obtained in advance of the date of Grand Prix by emailing [motogpvipvillage@dorna.com](mailto:motogpvipvillage@dorna.com).