



# ROLEX MONTE-CARLO MASTERS



## SALES TERMS

### PRIVILEGE OFFERS

1 – By buying a *Privilege Offer*, you agree to accept the terms below. No external specific conditions may prevail over the terms and conditions of the Rolex Monte-Carlo Masters. Any contrary terms, including purchase terms, shall be unenforceable.

2 – Full payment of the *Privilege Offers* must be made when ordering. If no payment is received within one month (date according to receipt of order), the order will be cancelled and the seats reserved are offered for sale.

3 – Tickets provided with the *Privilege Offers* shall neither be returned, exchanged nor refunded, except in the event of rain. (See. n° 20). These tickets cannot be resold on the official resale site since they are not e-tickets.

4 – Entry to the tournament is free for children under 5 years provided they are accompanied by at least one responsible adult (on presentation of an identity document). As no seat will be assigned to them, they should sit on the knees of their parents or guardians. A child meal can be considered if asked when ordering.

5 – People with disabilities wishing to book a *Privilege Offer* must apply to the S.M.E.T.T. commercial service before the start of the tournament, to be eligible for suitable access facilities and specific conditions (subject to availabilities).

6 – *Privilege Offers* from non-official internet sites, are purchased at the sole risk of the purchaser.

7 – The ticket provided with the *Privilege Offer* is only valid on the date indicated and on the specified court. It must be kept by the holder.

8 – In the event of loss or theft, any request for a duplicate ticket shall be studied by the tournament organiser, who will decide whether or not to issue a duplicate. The duplicate ticket may be subject to a charge. (Exclusively reserved for original tickets issued by S. M.E. T. T., for the holder of the order)

9 – The match schedules are provided for information only. Any cancellation, postponement, interruption or changes which may be decided by the organiser of the tournament may not give rise to any exchange or refund of the ticket, except in case of rain. (See. n° 20).

10 – The tournament organiser shall be released from any obligation under these terms should a force majeure event occur and particularly in the event of a strike.

11 – Any visitor may be required to undergo a security check at the entrance of the site and be required to show the objects they are carrying. Access may be refused to anyone unwilling to submit to this security check. In this case, no refund claim shall be admitted.

12 – You are reminded that it is strictly prohibited to introduce or attempt to introduce rockets, smoke bombs or other fireworks into the site under penalty of prosecution (Act of 06/12/ 1993). The same applies for any object likely to constitute a weapon, be used as a projectile or present a danger to the public (ex: explosive, flammable or volatile substances, knives, cutters, scissors, razors, metal or glass containers, etc.). Please consult the official tournament website to see the list of prohibited objects before coming to the site (section Practical information/Good to know).

13 – The distribution of advertising items to participants, the Client's guests or staff members such as: T-shirts, hats, caps, umbrellas, parasols, etc. (or any other item made visible to the general public and viewers viewing the tournament by

television) bearing a logo and/or a name susceptible of creating a conflict of brand visibility at the site of the Tournament, excluding items from the Tournament's Official Shop is strictly prohibited throughout the duration of the tournament.

Political, ideological or religious signs or banners of any size are also prohibited.

14 – It is strictly forbidden to use mobile phones in the stands and private hospitality suites of the courts during the matches. Any offender shall be held liable and shall also be liable to prosecution as well as being excluded from the site.

15 – No ticket holder may collect:

- a) Collect, disseminate, transmit, publish or communicate on an ongoing basis, from the tournament facilities, any match result or related statistics during the match (from the start of a match up to its conclusion, for any betting, gaming or trading purposes).
- b) Film, photograph, broadcast, stream, publish, transmit and/or otherwise offer to the public (or assist any third party in offering to the public), on a live or on a delayed basis, in whole or in part, and whether on a free basis or subject to payment, any sound recording, photograph, video footage, motion picture, film and/or other audio-visual content captured by any means whatsoever inside the Tournament site (except as is allowed in the Tournament Accreditation Policy).

16 – The ticket holder authorises the event organiser to use the images taken on the site and on which they might appear, for reproduction purposes on any media including the documents that it might publish for promoting and/or advertising the event, as well as television broadcasts of the tournament worldwide.

17 – Animals are prohibited across the entire site.

18 – Tickets shall be checked electronically at the entrance of the site and then must be presented during any security check within the site.

19 – If you leave the precincts of the tournament, you may not return.

20 – Special reimbursement conditions only in the event of rain:

Regarding *Privilege Offers*, the catering services will be maintained and cannot be cancelled or reimbursed even in case of rain. Only the tennis ticket will be refunded.

The following two conditions must be jointly fulfilled:

- > The *Privilege Offer* must have been purchased from the box office, before the day in question.
- > There must have been less than an hour and a half of play on the court represented by the numbered ticket, between 11:00 am and 8:00 pm, on the day in question.

If the ticket fulfills the above two conditions, it should be returned to the S. M.E. T. T. within 5 days from the day the tournament ends, postmarked on or before that date.

When the hospitality service is over several days, the refund will be made on a pro rata basis.

21 – Only the official resale site for the Rolex Monte-Carlo Masters can guarantee the validity of the tickets. Anyone holding tickets purchased from unofficial sites may be refused entry to the tournament without the right to any compensation.

22 - Within the context of the commercialisation and marketing of their tickets, Privilege offers holders must under no circumstances:

22.1 Present themselves as or suggest they are official agents or partners of the Rolex Monte-Carlo Masters

22.2 Present themselves as or suggest they are an exclusive or preferential sales channel

22.3 Use the Rolex Monte-Carlo Masters Graphic Charter

22.4 Use the Rolex Monte-Carlo Masters logo

22.5 Use the title of the "Rolex Monte-Carlo Masters" tournament

22.6 Use photos from the official website of the Rolex Monte-Carlo Masters

22.7 Use specific sections of the official website of the Rolex Monte-Carlo Masters for their own purposes

Any control of the compliance to the aforementioned rules which discloses practices in violation with the latter would enable the S.M.E.T.T. to terminate immediately and without compensation the contractual relationship that binds it to the customer.