

Formula E Terms and Conditions of Ticket Purchase

FORMULA E OPERATIONS LIMITED ("FORMULA E") has established the following Terms and Conditions for the sale of all Tickets to all the FORMULA E races.

Welcome to the FORMULA E website (the "Site"). Please read these Terms and Conditions carefully. By completing the Ticket Purchase you expressly agree that you have read, understood and accepted these Terms and Conditions and agree to bring them to the attention of others, as set out below. By accepting, holding or using a Ticket, you are certifying that you have read, understood and accepted these Terms and Conditions. FORMULA E reserves the right to change these Terms and Conditions at any time, effective immediately upon posting on the Site. If you violate these Terms and Conditions, FORMULA E may terminate your use of the Site, ban you from future use of the Site, cancel your Ticket order and/or take appropriate legal action against you.

Any other terms and conditions relevant to these Terms and Conditions, including, but not limited to the FIA Formula E Championship Conditions of Venue Entry, are available at www.fiaformulae.com/tickets.

1 Definitions and interpretations

In these Terms and Conditions, except where the context otherwise requires, the following terms shall have the following meanings:

- 1.1 'TICKET AGENT' means an authorised ticket reseller (a company appointed by FORMULA E to sell and distribute Tickets to the general public within the territory in which the TICKET AGENT has been granted the right to sell Tickets). All TICKET AGENTs will be listed on the Site.
- 1.2 'Force Majeure' means any cause beyond FORMULA E's control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, public health emergency, acts or regulations of national or local governments.
- 1.3 'Race' means a race of the FORMULA E calendar.
- 1.4 'FORMULA E' means Formula E Operations Limited, 3 Shortlands, London W6 8DA and any other FORMULA E group affiliate.
- 1.5 'Person' means an individual, partnership, firm, corporation, association, trust, unincorporated association or any other legal person.
- 1.6 'Photographic Identification' means either an original passport, an original driver's licence (with photocard and counterpart) or an original identity card.
- 1.7 'Purchaser' means the Person who has ordered and paid FORMULA E or a TICKET AGENT for one or more Tickets and who is registered in FORMULA E's and/or a TICKET AGENT's records as the original purchaser of Tickets.
- 1.8 'Session' means the period of time for which a single Ticket to all preliminaries, qualifying and final competitions, all other applicable ceremonies, any other event, and galas comprising the Race has been sold.

- 1.9 'Terms and Conditions' means the terms and conditions set out below, together with FORMULA E's Ticketing Privacy Policy (<http://fiaformulae.com/en/about/tcs/>), the rules and regulations of the Venue owner (full details of which are available at the Venue Ticket office and/or on the Venue website) and any other rules brought to the attention of a Ticket Holder prior to purchasing the Tickets or entry to the Venue, including on the Site.
- 1.10 'Ticket' means evidence of a personal revocable licence from FORMULA E for an individual to attend and to occupy space or a seat at a Session.
- 1.11 'Ticket Purchase' means the purchase process for Tickets issued by, or on behalf of, FORMULA E or a TICKET AGENT, either in person or online.
- 1.12 'Ticket Holder' means a Person who is in actual and legitimate possession of a Ticket and, for the avoidance of doubt, includes a Purchaser and any other Person who purchases, holds or uses a Ticket.
- 1.13 'Venue' means those locations (event space within an open park, city streets, enclosed structures) where a Race is to be held, access to which requires a Ticket, and any adjacent areas that are under the control of FORMULA E.

2 Terms and Conditions - general

- 2.1 All Tickets are sold and issued subject to these Terms and Conditions.
- 2.2 By purchasing, holding or using a Ticket, a Ticket Holder agrees that he or she shall comply with these Terms and Conditions.
- 2.3 Ticket Holders have responsibility for complying with these Terms and Conditions. FORMULA E reserves the unrestricted right to terminate the licence granted by a Ticket. If a Ticket Holder is not aged 16 years of age or over, their parents and/or guardians are responsible for their actions and conduct and compliance with these Terms and Conditions.
- 2.4 FORMULA E reserves the absolute right to change these Terms and Conditions from time to time in order to ensure the staging of Sessions. FORMULA E shall notify you of such changes if they materially affect your rights as a consumer.
- 2.5 The Site and/or the TICKET AGENTS' websites should not be used for speculative, false and fraudulent purchases.
- 2.6 The Site is for your personal and non-commercial use. The content and information (including, without limitation, prices, text, photos), as well as the framework used to offer such content and information, belongs to FORMULA E. Consequently, the content and information of this Site should not be used for any commercial or non-personal purpose. Similarly, this Site or platform and all its content and information should not be transformed, copied, distributed, transmitted, displayed, performed, reproduced, published, licensed, used to create derivative works, transferred, or sold or re-sold (including with respect to any information, software, products, or services obtained from it).
- 2.7 This Site should not be used for any purpose that is unlawful or prohibited by these Terms and Conditions.

2.8 Our assortment of seats and items on sale is not binding and is subject to change without prior notice. An order placed on the Site and/or a TICKET AGENT platform constitutes a sales agreement as per these Terms and Conditions.

2.9 The images displayed on the Site are indicative and views may vary according to seating.

3 Ticket Purchase

3.1 FORMULA E and TICKET AGENT reserve the absolute right to limit the number of Ticket Purchases from a single Person. FORMULA E and TICKET AGENTS reserve the absolute right to refuse to sell and/or cancel Tickets purchased in excess of such a number.

3.2 FORMULA E and TICKET AGENTS shall not be liable for the incorrect entry of information during the Ticket Purchase process, lost, incomplete or illegible Ticket Purchase submissions, technical malfunctions of the internet, or failure of computer hardware or software that prevent completion of the Ticket Purchase.

3.3 All Tickets are sold subject to availability.

3.4 FORMULA E and TICKET AGENTS may, in their sole discretion, refuse Ticket sales and cancel Ticket orders from anyone whom they believe plans to offer a Ticket for resale otherwise than in accordance with these Terms and Conditions.

4 Price and payment

4.1 The price of the Ticket shall be the price set by FORMULA E or a TICKET AGENT. All prices are in the local currency and are inclusive of any applicable taxes.

4.2 It will be clearly displayed if any additional local taxes, booking fees and collection or secure delivery fees are applicable.

4.3 FORMULA E may set special Ticket prices, including Tickets for children under the age of 16 (as at the time of the Session) and/or persons over the age of 60 (as at the time of the Session), family Tickets and/or student Tickets. Ticket Holders taking advantage of such special Ticket prices may be required, upon request by any official, steward or employee of FORMULA E or the Venue, to provide proof of his or her age or status with appropriate Photographic Identification. Failure to produce proof of age may result in a Person being refused entry, being asked to leave the Venue or being asked to pay the full adult price of the Ticket.

4.4 The payment card used to purchase Tickets must be registered in the name and address of the Purchaser. FORMULA E and TICKET AGENTS reserve the absolute right to refuse any Ticket orders which fail to comply with this condition.

4.5 The Purchaser assumes financial responsibility for all transactions made under its name or account and must be over 18 years old in order to make the purchase and have the legal capacity to make the transaction.

4.6 Any and all bank or other charges incurred as a result of monetary transfer or currency conversion will be the sole responsibility of the Purchaser.

4.7 Tickets sales are final. No changes, cancellation or exchange of any Ticket will be

permitted, except as specifically set out in these Terms and Conditions or as authorised and facilitated by FORMULA E or a TICKET AGENT from time to time.

- 4.8 Once the Ticket Purchase has been completed, Tickets have been allocated and payment in full for such Tickets has been confirmed, the Purchaser will be provided with a confirmation of the sale of Tickets and a booking reference number.

5 Delivery

- 5.1 Tickets will be delivered via secure carrier to the shipping address indicated by the Purchaser. Tickets will not be delivered to any other address. A signature may be required upon receipt. Post Office boxes (or similar) are not acceptable addresses for the delivery of Tickets. Delivery may happen during working hours, thus it is the responsibility of the Purchaser to provide a delivery address where it will be possible to sign for the Tickets during the day.
- 5.2 The Purchaser is responsible for providing the correct address at which the Tickets can be delivered. FORMULA E and/or the TICKET AGENTS cannot be held responsible for any errors made with respect to the provision of such address.
- 5.3 The Purchaser is responsible for changing the shipping addresses in due time before the scheduled date of delivery.
- 5.4 If the destination country changes, this might incur a higher shipping amount; and the Purchaser will be bound to pay the difference.
- 5.5 If Tickets are available for collection at an official FORMULA E and/or TICKET AGENT Ticket office, only the Purchaser may collect the Tickets and only upon presentation of a booking reference number or e-voucher, one piece of Photographic Identification and the payment card used to make the purchase (if applicable). If the payment card used to make the purchase will expire before the date of collection, the Purchaser must notify FORMULA E or a TICKET AGENT (depending on who the Tickets were purchased from) of the change of card details prior to collection. The purpose of this security measure is to avoid credit card fraud.
- 5.6 For various reasons such as reducing costs for Purchasers and delivery-time, Tickets for some Venues can be available for collection at a Session, instead of being shipped to the Purchaser's address. An e-voucher will be emailed to the Purchaser in due time before the Session in order to collect the Tickets at the box office, or any other indicated area.
- 5.7 If an e-ticket is available for a Session, the Purchaser will receive the "order confirmation" email and the "e-ticket" email. The e-ticket is available for printing in the Purchaser account. The printed e-ticket, with secured bar code, is used to enter the Session. This document is strictly confidential and must not be reproduced, communicated or sold to anyone. If not explicitly indicated in the e-ticket, the e-ticket is only valid if printed. FORMULA E reserves the right not to grant access to the Venue if the e-ticket is presented on any other support (mobile phone, tablet etc.)
- 5.8 Once received by the Purchaser, the Purchaser is solely responsible for safeguarding all Tickets. FORMULA E and the TICKET AGENT are not responsible for any loss or damage once the order is delivered at the address indicated by the Purchaser.
- 5.9 If Tickets have not been received 7 days before the commencement of the Session to which the Tickets relate, it is the sole responsibility of the Purchaser to contact the relevant

customer service centre or the website of the TICKET AGENT from whom the Ticket Purchase was made.

- 5.10 If delivery cannot be accepted for any reason (for example, because the addressee is unknown), FORMULA E or a TICKET AGENT (depending on who the Tickets were purchased from) shall notify the Purchaser that his or her Tickets may be collected from a specified official FORMULA E Ticket office.

6 Tickets

- 6.1 Tickets grant Ticket Holders a personal right of entry to the Venue to attend and to occupy a space or seat at a Session.
- 6.2 Tickets shall remain the property of FORMULA E.
- 6.3 A valid Ticket must be produced to gain admission to a Session.
- 6.4 Ticket Holders have responsibility for all Tickets in their possession. Removing any part of, altering or defacing a Ticket may result in being refused entry to the Venue. FORMULA E and TICKET AGENTs shall not be liable or compensate for lost, stolen, forgotten or damaged Tickets. It may not be possible to issue duplicate Tickets.
- 6.5 Ticket Holders shall be responsible for checking their Tickets as mistakes cannot necessarily be rectified after purchase. If there has been any mistake Ticket Holders must contact FORMULA E or the relevant TICKET AGENT (depending on who the Ticket was purchased from) without delay.
- 6.6 If a Ticket Holder leaves the Venue for any reason, Ticket Holders must use designated exit points. At such exit point, the Ticket Holder will be notified as to whether readmission will be granted with their Ticket or if an alternative access device is required in conjunction with the Ticket (stamp, wristband etc.).
- 6.7 Ticket Holders must retain their Tickets at all times while attending the Session and Tickets must be produced for inspection upon request by any official, steward or employee of FORMULA E or the Venue or any police officer. Failure to do so may result in a Ticket Holder being asked to leave the Venue.
- 6.8 Upon request, a Ticket Holder must show their Tickets and/or proof of his or her identity with appropriate Photographic Identification. Failure to do so may result in the individual being asked to leave the Venue.
- 6.9 Tickets may be issued subject to FORMULA E obtaining any necessary licenses and consents. FORMULA E reserves the right to move a ticketed seat or space to a comparable location (as determined by FORMULA E in its sole discretion) for any Venue or Session. If a ticketed seat or space cannot be provided, the Purchaser may apply for a refund in accordance with clause 9 below. If a Ticket cannot be provided at all, the Purchaser may (subject to clause 9.5 below) apply for a refund in accordance with clause 9 below.

7 Session alterations and interruptions

- 7.1 Ticket Holders acknowledge that Sessions may be delayed, interrupted, rescheduled or postponed. FORMULA E will use reasonable efforts to communicate such delays,

interruptions, rescheduling or postponements to Purchasers. As soon as possible after FORMULA E becomes aware of a Session being delayed, interrupted, rescheduled or postponed, all available information will be posted on www.fiaformulae.com. It is the responsibility of a Ticket Holder to ascertain whether a Session has been delayed, interrupted, rescheduled or postponed and any new dates and times. FORMULA E does not guarantee that Ticket Holders will be informed of such delay, interruption, rescheduling or postponement before the date of the Session concerned.

- 7.2 If a Session's scheduled start time is delayed but the Session is completed on the same calendar day, Ticket Holders holding Tickets for the delayed Session shall not be eligible for a refund. There will be no exchanges of Tickets for other Sessions.
- 7.3 If a Session commences as scheduled and is interrupted after it begins, and FORMULA E determines that it was substantially completed, Ticket Holders holding Tickets for the interrupted Session shall not be eligible for a refund. There will be no exchanges of Tickets for another Session.
- 7.4 If a Session commences as scheduled, is interrupted, and FORMULA E determines that the Session was not substantially completed, and the Session is rescheduled to take place a different day, the Ticket Holder may retain his or her original Ticket for admission to the rescheduled Session. Ticket Holders holding Tickets for the rescheduled Session shall not be eligible for a refund. There will be no exchanges of Tickets for another Session.

8 Session cancellation

- 8.1 If a Session is cancelled (i.e. not held at all), FORMULA E will use reasonable efforts to communicate such cancellation to Purchasers. As soon as possible after FORMULA E becomes aware of a Session being cancelled all available information will be posted on www.fiaformulae.com. It is the responsibility of a Ticket Holder to ascertain whether a Session has been cancelled. FORMULA E does not guarantee that Ticket Holders will be informed of such cancellation before the date of the Session concerned. There will be no exchanges of Tickets for another Session.
- 8.2 If a Session is cancelled, the Purchaser may apply for a refund.

9 Refund procedure

- 9.1 There will be no on-site (including official FORMULA E Ticket offices) refunds.
- 9.2 Any refund will be processed by FORMULA E or the TICKET AGENT, depending on where the original Tickets were purchased.
- 9.3 If entitled to a refund, the Purchaser must provide FORMULA E with all unused original Tickets for the Session accompanied by a signed application form for a refund received by FORMULA E no later than a calendar month after the day of the Session. Refund application forms will be available online at www.fiaformulae.com and at official TICKET AGENT websites.
- 9.4 If entitled to a refund, Purchasers are solely responsible for recovering Tickets to a Session from Ticket Holders and mailing the signed refund application and original Tickets to FORMULA E or the relevant TICKET AGENT (depending on where the original Tickets were purchased).

9.5 Any refund properly due under these Terms and Conditions will be provided via the payment method used to make the Ticket Purchase or as authorised and facilitated by FORMULA E or an TICKET AGENT from time to time. FORMULA E shall endeavour to process all refunds promptly.

9.6 Refunds will only be made to the Purchaser, not the Ticket Holder. Refunds will be given up to the face value of the Tickets purchased. This is the sole and exclusive remedy. There will be no exchanges of Tickets to another Session or refund of any applicable delivery charges, booking fees or other charges.

10 Liability

10.1 Ticket Holders acknowledge and accept the risks and dangers inherent in attending a Session.

10.2 A Ticket Holder is responsible for his or her own safety and for the safety of any accompanying children. The Ticket Holder must comply with the Session safety regulations and announcements when attending the Session.

10.3 Personal arrangements including travel, accommodation or hospitality relating to attendance at the Session which have been arranged by a Ticket Holder are at a Ticket Holder's own risk.

10.4 None of FORMULA E, any TICKET AGENT, any Venue owner, the Venue operator or any other Person involved in the organisation of the Session accept any responsibility for any loss, theft or damage of a Ticket Holder's personal property. A Ticket Holder will release FORMULA E, TICKET AGENTS, Venue owners and the Venue operator from any liability for any loss or damage to personal property they may suffer in relation to his or her attendance at the Venue.

10.5 None of FORMULA E, any TICKET AGENT, any Venue owner, any Venue operator or any other Person involved in the organisation of the Session shall be liable for any failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.

10.6 Except as required by law, none of FORMULA E, any TICKET AGENT, any Venue operator or any other Person involved in the organisation of the Session shall have any further liability to a Ticket Holder beyond the face value of the Ticket purchased (plus the relevant Ticket delivery fee if the Tickets have not yet been dispatched). None of FORMULA E, any TICKET AGENT, any Venue owner or any Venue operator shall be responsible to the Purchaser or Ticket Holder for any indirect losses or damages including, but not limited to, loss of enjoyment, goodwill or profit and/or travel or accommodation expenses.

11 Personal data

The personal data that Ticket Holders provide to FORMULA E and TICKET AGENTS will, subject to applicable law, be used, processed, stored, and transferred by FORMULA E in accordance with the terms of FORMULA E's Ticketing Privacy Policy <http://fiaformulae.com/en/about/tcs/> (full details of which are available at www.fiaformulae.com).

12 Transfer, resale and use of Tickets

12.1 Tickets shall not be purchased or obtained from or through any Person other than directly from FORMULA E or a TICKET AGENT. Tickets purchased or obtained from or through Persons other than directly from FORMULA E or a TICKET AGENT and otherwise in accordance with these Terms and Conditions shall be VOID and may be SEIZED or CANCELLED WITHOUT REFUND OR ENTRY TO A SESSION.

12.2 Save as set out at clauses 12.3 and 12.4 below, Tickets are STRICTLY NON-TRANSFERABLE and MUST NOT BE SOLD nor advertised for sale whether on the internet, in newspapers or elsewhere.

12.3 If more than one Ticket is issued to a Purchaser, those Tickets may only be used by the Purchaser and a family member, friend or colleague who is known to the Purchaser personally and who is intended to accompany the Purchaser to a Session. The transfer of a Ticket in this manner shall not contravene clauses 12.1 and 12.2 PROVIDED THAT:

12.3.1 Such a transfer takes place without payment or benefit in excess of the face value of the Ticket;

12.3.2 Such a transfer is subject to these Terms and Conditions; and

12.3.3 A Purchaser will provide the name and address (and any other identification details, as required by FORMULA E) of those who are intended to accompany them if asked at any time by any official, steward or employee of FORMULA E or the Venue owner or any police officer.

12.4 Tickets may not be transferred to any Person who pays or agrees to pay for some other goods and services, such as a hospitality package or accommodation, unless authorised by FORMULA E. A Ticket may not be offered as part of a package of goods or services, which, for the avoidance of doubt, may include a hospitality package, unless authorised by FORMULA E. Tickets sold or advertised for sale (whether on their own, together or as part of a package of goods and services, including hospitality packages) contrary to this clause 12.4 shall be void and may be SEIZED or CANCELLED WITHOUT REFUND OR ENTRY TO A SESSION.

12.5 Tickets may not be used for advertising, promotion, auctions, fundraising or marketing purposes (including in competitions, contests and sweepstakes). Tickets used for advertising, promotion, auctions, fundraising or marketing purposes without the authorisation of FORMULA E (including in competitions, contests and sweepstakes) shall be void and may be SEIZED or CANCELLED WITHOUT REFUND OR ENTRY TO A SESSION.

13 Void Tickets

13.1 Any Ticket obtained in breach of these Terms and Conditions shall be void and all rights conferred or evidenced by such Ticket shall be nullified.

13.2 Any Person seeking to use a Ticket obtained in breach of these Terms and Conditions in order to gain entry to or remain at a Session may be considered to be a trespasser and may be liable to be ejected and liable to legal action.

14 Spectator Policy

14.1 Personal property

14.1.1 There will be no storage available at the Venues.

14.1.2 FORMULA E has the exclusive right to determine what objects may be brought into the Venue by a Ticket Holder. FORMULA E will not store confiscated and/or unauthorised material at the Venue and a Ticket Holder will have no right for the item to be returned.

14.2 Prohibited and restricted items

14.2.1 Ticket Holders are prohibited from transporting into the Venue any firearm, ammunition, dangerous weapon or object, explosive, chemicals or incendiary device. Any Ticket Holder who is found to be in possession of any of the above items will have the items seized, shall be removed from the Venue and may be subject to arrest and/or prosecution by the relevant authorities.

14.2.2 No objects that may cause damage to Persons and/or property, or cause disturbance to the regular and orderly execution of a Session (as determined by FORMULA E in its sole discretion), may be brought into the Venue.

14.2.3 The following is a non-exhaustive list of restricted items which may not be taken into the Venue (FORMULA E reserves the right to amend this list, generally, or in respect of any Venue or Session): alcoholic and non-alcoholic beverages (save for baby milk and other valid medical reasons), liquids in containers of greater than 100ml in size, needles (save as required for valid medical reasons), animals (save for assistance or guide dogs), weapons (including knives), illegal drugs, other illegal substances, fireworks, firecrackers, poles, flagpoles, sticks, large photography equipment (e.g. tripods), bats, umbrellas and other blunt instruments, motorcycles, bicycles, roller-skates, skateboards, or other types of skates, electronic transmitting equipment, flags of countries not participating in the Race, large flags or banners, lasers or any other devices that in the opinion of FORMULA E may disturb a Session (including mobile telephones), objects bearing trademarks or other kinds of promotional signs or messages (such as hats, T-shirts, bags, etc.) which FORMULA E believes are for promotional purposes, counterfeit products, balls, rackets, frisbees, drones or similar objects, large quantities of coins, lighters, advertising or promotional material of any kind, printed matter bearing religious, political or offensive content or content contrary to public order and/or morality, bottles or containers made of glass or other material, flasks, thermoses, refrigerators, large objects such as suitcases or bags, and in general any material that FORMULA E may deem dangerous or that may cause damage or disruption to a Session.

14.3 Forbidden behaviour

14.3.1 Any behaviour by a Ticket Holder that, in FORMULA E's view, creates a dangerous situation, puts at risk an individual's personal security, is against public order, interferes in any way with the orderly execution of a Session or disrupts the enjoyment of a Session is forbidden and may result in a refusal of admission to or removal from the Venue without refund.

14.3.2 The following is an illustrative list of prohibited and restricted behaviour within any FORMULA E Venue: fighting, public drunkenness, smoking, gambling, unauthorised money collection, any activity related to marketing or advertising (including, for the

avoidance of doubt, individual or group ambush marketing), activity or protest related to unions, political or religious subjects, sale of goods by unauthorised individuals or in unauthorised places (booths, mobile fast food restaurants, refreshment areas, etc.), unauthorised Ticket sales, unauthorised transmissions and/or recording through mobile telephones or other instruments (video cameras, tape recorders, etc.), entry of unauthorised journalists/reporters with taping or recording equipment and/or video cameras, flash photography, attempting to access restricted areas, requesting money or other goods without authorisation (for example, musicians or singers at the entrance to or in the Venue, charity collectors, beggars), standing on Ticketed seats, interfering with the operation of a Session, disturbing other Ticket Holders' enjoyment of a Session, disrupting the comfort or safety of other Ticket Holders and any other activity that FORMULA E deems dangerous or inappropriate.

14.4 Security inspections

14.4.1 FORMULA E may conduct security searches to ensure safety at a Session.

14.4.2 A Ticket Holder who rejects a security search or refuses to comply with rules and security notices published by FORMULA E will be required immediately to leave the Venue without refund to the Ticket Holder or Purchaser.

14.5 Prompt attendance

Ticket Holders should allow sufficient time before the commencement of a Session to access the Venue.

14.6 Filming, photography and taping

14.6.1 Ticket Holders consent to being photographed, filmed or taped, by FORMULA E, by the Venue operator, or by third parties appointed and/or authorised by them.

14.6.2 FORMULA E, the Venue operator or third parties appointed and/or authorised by them shall, without requirement of the payment of money or other form of consideration, have the right to broadcast, publish, license and use any such photographs, films, recordings or images of a Ticket Holder in perpetuity.

14.6.3 Images, video and sound recordings of the Race taken by a Ticket Holder cannot be used for any purpose other than for private and domestic purposes and a Ticket Holder may not license, broadcast or publish video and/or sound recordings, including on social networking websites and the internet more generally, and may not exploit images, video and/or sound recordings for commercial purposes under any circumstances, whether on the internet or otherwise, or make them available to third parties for commercial purposes.

15 General

15.1 These Terms and Conditions shall not affect a Person's statutory rights as a consumer.

15.2 Any information requests relating to Tickets should be addressed to the relevant customer service centre detailed on the website of the TICKET AGENT from whom the Ticket Purchase was made.

15.3 If FORMULA E or a TICKET AGENT delays or fails to enforce any of these Terms and

Conditions it shall not mean that FORMULA E has waived its right to do so at any subsequent time.

- 15.4 If any of these Terms and Conditions cannot be enforced for any reason this shall not prevent the remaining provisions from continuing to apply.
- 15.5 Any Person (other than a Venue operator, the Venue owner or TICKET AGENT) who is not a party to these Terms and Conditions shall have no rights under the Contracts (Rights of Third Parties) Act 1999.
- 15.6 These Terms and Conditions constitute the entire agreement between the parties and no party shall have any claim or remedy in respect of any statement, representation, warranty or undertaking, made by or on behalf of any other party in relation to these Terms and Conditions which is not already set out in these Terms and Conditions.
- 15.7 These Terms and Conditions have been drafted in English. Translations of these Terms and Conditions may be made available by TICKET AGENTS. In the event of any discrepancy between the English and translated version of these Terms and Conditions, the English translation shall prevail.
- 15.8 The Terms and Conditions are governed by English Law and any disputes arising out of any transaction with FORMULA E are subject to the exclusive jurisdiction of the English Courts.