

## General Terms and Conditions of Use and Ticket Sales – Sugarbubble

### 1. Identification of the Entity Responsible for the Website

This Platform (as defined below) is owned and operated by SUGARBUBBLE – TECNOLOGIA EVENTOS LDA., a commercial company with its registered office at Rua Bela Vista, no. 166, 2750-304 Cascais, registered in the commercial register under the unique legal entity number 518130819 (hereinafter referred to as “**Sugarbubble**”).

For any queries regarding these General Terms and Conditions or the operation of the ticket sales service, users may contact Sugarbubble via the following channels:

Email: [support@crossparty.com](mailto:support@crossparty.com)

Postal address: Rua Bela Vista, no. 166, 2750-304 Cascais

Telephone: (+351) 911 127 268

### 2. Purpose and Application of These Terms

These General Terms and Conditions govern the terms on which Sugarbubble provides its customers and users with a ticket sales service for public shows and events, via the CrossParty mobile app and the associated website (hereinafter collectively referred to as the “**Platform**”).

The mere use of the Platform, as well as the purchase of any ticket electronically, implies the user’s full knowledge and acceptance of these General Terms and Conditions, the Privacy Policy and the Cookies Policy. To use the Platform, it is mandatory to create a user account.

These General Terms and Conditions are governed by applicable Portuguese law, in particular Decree-Law No. 24/2014 of 14 February (distance contracts), Law No. 24/96 of 31 July (consumer protection), Decree-Law No. 7/2004 of 7 January (e-commerce) and Decree-Law No. 84/2021 of 18 October (consumer rights in the purchase and sale of digital goods, content and services), the latter being applicable when Sugarbubble acts as the organizer and direct seller of tickets.

Sugarbubble may, at any time, revise or update these General Terms and Conditions, with the amended versions being published on the Platform, indicating the date of the last update.



Substantial changes will be communicated to registered users with reasonable notice. Users are advised to consult this document periodically.

**Sugarbubble may act in two distinct capacities, depending on the event:**

**(i) As an intermediary** – Sugarbubble acts on behalf of and in representation of third-party promoters or organizers (hereinafter “**Organisers**”), limiting itself to the service of marketing and electronic distribution of tickets. In this capacity, these General Terms and Conditions do not cover the organization, content or stage of the shows themselves. Third-party Organizers are pre-vetted and accredited by Sugarbubble.

**(ii) As organizer** – for certain events, Sugarbubble acts simultaneously as the organizer of the show and as the direct seller of tickets to the consumer. In this capacity, Sugarbubble is liable to the consumer not only for the intermediary service, but also for the event’s compliance with the advertised conditions, in accordance with Decree-Law No. 84/2021 and other applicable legislation.

The capacity in which Sugarbubble acts will always be indicated on the page for each event on the Platform, enabling the consumer to identify the entity responsible for organizing the event and the counterparty in the ticket purchase contract. Certain events may be subject to specific rules or conditions defined by the Organizer or by the venue where they take place.

### **3. Account Creation and Age Requirements**

To access the Platform’s services, the user must create a personal account, providing the following details: email address, name, username, password and date of birth. Gender and a brief personal description are optional.

The Platform is not intended for users under the age of 16. Sugarbubble will promptly delete any data collected from minors of which it becomes aware. Certain events may have additional age restrictions, which will be clearly indicated on the Platform.

Where reasonably necessary to verify compliance with this Section, Sugarbubble may request proof of age and/or apply age verification/estimation measures. Any such measures shall be limited to what is strictly necessary for that purpose.



Where Sugarbubble has reasonable grounds to believe that a User is under the required age, or has provided false or misleading age information, it may, without prior notice, temporarily suspend, permanently restrict or terminate that User's account.

Certain events listed on the Platform may be subject to age restrictions, as per indicated by the event organizer (hereinafter, referred to as "Restricted Events"). Without prejudice to any other criteria established by the organizer, the following will generally be treated as restricted content/services:

- a) events whose access is legally restricted to people aged 18 (eighteen) or older;
- b) events involving the consumption, provision or availability of alcoholic beverages or other age-restricted products/services, where such restriction applies; and
- c) any other events which, following a risk assessment, the organizer considers likely to affect minors' privacy, safety or security.

Restricted Events will not be displayed to Users identified as minors, nor shall they be freely accessible to them through search, recommendation, browsing, promotion or any other discovery surface of the Platform.

Users may contact Sugarbubble through [•] to request a review where an event has been incorrectly classified or restricted.

#### **4. Accessibility**

Sugarbubble is committed to ensuring that the Platform is accessible to all Users, including Users with disabilities.

The Platform is designed and maintained with reference to recognized and applicable accessibility laws and standards, including the European Accessibility Act, Web Content Accessibility Guidelines (WCAG) 2.1, with the objective of ensuring that key user journeys, including event browsing, registration, ticket purchase, account management and notifications, are perceivable, operable, understandable and robust.

Sugarbubble implements appropriate measures to ensure that the Platform remains perceivable, operable and understandable, including by ensuring sufficient color contrast, resizable text, keyboard accessibility, clear identification and labelling of interactive elements, the provision of text alternatives for non-text content.



The Platform is designed to be compatible with commonly used assistive technologies, and to provide clear and accessible feedback in user interactions, including in the context of form validation and error handling.

Where multimedia content is made available, appropriate accessibility features, such as captions or transcripts, are provided where relevant. Measures are also implemented to limit the use of animations or flashing content that could negatively affect Users with photosensitive conditions.

Sugarbubble is committed to the ongoing monitoring and improvement of accessibility and safety measures, including periodic testing and updates to the Platform.

If you experience any accessibility barriers, need information in an alternative format, or wish to report a problem, please contact us at [support@crossparty.com](mailto:support@crossparty.com). We will review accessibility-related feedback and use reasonable efforts to address issues within a reasonable timeframe.

## **5. Content and Information Provided**

The reproduction, copying, distribution or any other form of reuse of the content published on the Sugarbubble website is prohibited without the prior written consent of this organization, except where intended for the user's personal and private use.

Sugarbubble reserves the right, at any time, to amend, correct or update the information contained on its website, in particular with regard to available events, their prices, promotions and other commercial terms.

The creation of hyperlinks to the Sugarbubble website requires prior authorization from this entity. Any misuse or unauthorized use of the Sugarbubble domain or content may result in appropriate legal action being taken. Should the user access the Sugarbubble website via links provided on third-party pages, Sugarbubble accepts no responsibility for the content or origin of such pages.

Although Sugarbubble makes every effort to ensure the accuracy of all information provided, errors or inaccuracies may occur unintentionally, and these will be corrected as soon as they are detected.



Whenever information relating to an event raises doubts for the user – particularly regarding prices, availability of seats, venue or time – the user should contact Sugarbubble directly before purchasing the relevant tickets.

Without prejudice to the provisions of clause 2, when acting as an intermediary, Sugarbubble is not liable for the content of the event descriptions published on the Platform, for which the respective Organiser bears full responsibility.

## **6. Intellectual and Industrial Property Rights**

All elements on the Sugarbubble website – including text, images, illustrations, logos, graphics and other content – are protected by the applicable laws on copyright, related rights and industrial property. Their reproduction, as a whole or in part, without the express authorization of the respective owners, constitutes an infringement liable to legal proceedings.

The trademarks, company names and any other distinctive signs appearing on the Sugarbubble website are the property of their respective owners and may not be used, reproduced or represented without prior written authorization.

## **7. Limitation of Liability**

Sugarbubble shall not be held liable for any damage or loss arising from technical faults, service interruptions, cyber-attacks, viruses or any other technological anomalies that affect, either temporarily or permanently, access to or the functioning of the website or the provision of the ticket sales service.

### **7.1. Acting as an intermediary – exclusion of liability for acts of third-party Organizers**

In events where it acts as an intermediary, Sugarbubble accepts no liability for facts, acts or omissions attributable to third-party Organizers, namely:

- a) The cancellation, postponement, change of date, time, venue, cast, programmed or any other conditions of the event;
- b) The quality, safety, artistic content or suitability of the show or event to the public's expectations;
- c) The conditions of access, safety, hygiene and comfort of the venue or space where the event takes place;



- d) Any pecuniary or non-pecuniary damages, including personal injury, suffered by participants before, during or after the event;
- e) The Organizer's failure to comply with legal or regulatory obligations applicable to the organization of public shows and events;
- f) The inaccuracy, incorrectness or outdated nature of information relating to the event provided by the Organizer and published on the Platform, including descriptions, images, age ratings and other promotional content.

## **7.2. Sugarbubble's due diligence and liability**

Sugarbubble undertakes to act with reasonable diligence in the selection and accreditation of Organizers, in the timely communication of information regarding cancellations or substantial changes to events, and in maintaining the availability and security of the Platform, without, however, guaranteeing its uninterrupted or error-free operation.

Sugarbubble is responsible for the correct performance of the intermediary service for which it is responsible: transaction processing, issuance and provision of the e-ticket, and customer support. In the event of an error in the processing of the transaction attributable to Sugarbubble, the customer shall be entitled to a full refund of the amount unduly charged. When acting as an organizer, the provisions set out in clause 14-A shall also apply.

## **8. Obligations of Users and Customers**

Users and customers undertake to comply fully with these General Terms and Conditions, and agree in particular to:

- a) Not to upload, disseminate or store, via the website, any content that is defamatory, offensive, discriminatory, unlawful or contrary to public order and morality;
- b) Keep their platform access details strictly confidential, preventing the use of their account by unauthorized third parties;
- c) Not use fictitious identities or false personal details;
- d) Provide true, complete and up-to-date personal details, to enable the correct processing of ticket transactions.

It is also prohibited to transmit messages or content that is misleading, abusive, obscene or infringes the personality rights, intellectual property rights or industrial property rights of third



parties, as well as the disclosure of information likely to cause harm to third parties or to Sugarbubble itself.

Sugarbubble reserves the right to suspend or delete the account of any user who breaches the above provisions.

The customer assumes full responsibility for the accuracy and up-to-date nature of the data provided to Sugarbubble and must correct or update it whenever changes occur. Sugarbubble shall not be liable for any delays or failures in processing ticket sales resulting from incorrect, incomplete or out-of-date data provided by the customer.

## **9. Personal Data Protection, Cookies and Payments**

Access to the Platform requires the User's prior registration, for which the User shall create an account.

The User shall complete all required registration steps and provide current, complete and accurate information, as indicated in the applicable registration form. The User shall be solely responsible for ensuring that all registration data remains current, complete and accurate. Any loss or damage arising from a failure to comply with this obligation shall be the User's sole responsibility.

During the registration process, the User must provide a valid name and email address, as well as the corresponding password. The User shall be solely responsible for maintaining the confidentiality of their password and account, and for all activities carried out through their account.

The User shall immediately notify Sugarbubble if they become aware of any unauthorized use of their account. Sugarbubble shall not be liable for any loss or damage incurred by the User as a result of any third party using the User's password or account, with or without the User's knowledge, where such use results from the User's failure to take the necessary and appropriate measures to safeguard their password. Sugarbubble shall not be liable for any delay in disabling the account after the User has reported a security breach.

The personal data identified in the form as mandatory fields are necessary for the provision of services by Sugarbubble. Any omission or inaccuracy in the data provided by the User shall be the User's sole and entire responsibility and may result in Sugarbubble refusing to provide the requested services.



The User's personal data shall be processed and stored electronically and used by Sugarbubble for the purposes of managing the commercial and/or contractual relationship with the User and, where the User has given consent, for the sending of marketing communications regarding products and/or services made available on the Platform.

Sugarbubble respects the User's privacy and the protection of their personal data. Any and all information collected through the Platform shall be kept confidential and shall not be disclosed to third parties without the User's prior express consent, except where required by law or otherwise permitted under applicable data protection legislation.

The data made available by the User shall be processed exclusively for the purpose of providing the services requested by the User and improving the User's experience on the Platform, in accordance with the Privacy Policy and Cookie Policy.

Payments are processed securely through Stripe, LLC., which may process personal data in accordance with its own privacy policy (<https://stripe.com/privacy>).

The User may exercise their rights under the applicable data protection legislation and as set out in the Privacy Policy by contacting Sugarbubble at [email address to be inserted] or at its registered office address. The data subject also has the right to lodge a complaint with Comissão Nacional de Proteção de Dados (CNPd), accessible at [www.cnpd.pt](http://www.cnpd.pt)

## 10. Availability and Ticket Purchase Process

Ticket availability is checked in real time, and the customer is informed, at the time of purchase, of the seats and categories available for the desired event.

The purchase process allows the customer to select the desired seats from those available at the time of the enquiry.

Completion of the purchase process implies that the customer has read, understood and fully accepted these General Terms and Conditions. Records of transactions carried out on Sugarbubble's systems constitute proof of the transactions performed.

Upon completion of the transaction, the customer will be sent a confirmation email containing details of the tickets purchased, the total price paid and other information required by the legislation applicable to distance contracts. The invoice will be issued in the name of



Sugarbubble. The sale is only considered definitively concluded upon dispatch of this confirmation.

## 11. Prices, Fees and Purchase Limits

Ticket prices are shown in euros and include all applicable fees and taxes. Service fees may be added to the ticket price; these are always itemized and shown to the customer before the purchase is completed, in accordance with the statutory pre-contractual information requirements.

A service fee may apply to the price of each ticket, plus VAT at the statutory rate, which is always clearly indicated before the purchase is finalized.

For certain events, different ticket categories may be available, with varied prices.

Unless otherwise specified by the event promoter, the maximum total number of tickets that each customer may purchase for a single show is [number to be completed]. Where the promoter sets a different limit, this will be duly communicated via Sugarbubble's sales channels. Customers are not permitted to split their purchases across multiple transactions in order to circumvent this limit.

All transactions must be settled in euros.

## 12. Payment Methods

The completion of a ticket purchase requires full payment of the respective price by the customer.

Payments are processed via Stripe, with the following methods available:

- ATM reference
- MB Way
- Visa credit card
- Mastercard credit card

Payments made by credit card will be processed upon final confirmation of the transaction.

Depending on the event or the proximity of the event date, certain payment methods may be temporarily unavailable.



### 13. Delivery and Use of Tickets

Tickets are made available exclusively in electronic format via the Platform.

Upon confirmation of payment, the customer will receive the relevant ticket in electronic format in their personal account on the Platform and, where applicable, by email.

No duplicate tickets will be issued, regardless of the reason given, including loss, misplacement, theft or robbery.

Without prejudice to the provisions of clause 6, in events organized by third parties, the organization and staging are the sole responsibility of the respective Organizer.

Each ticket – electronic or printed – has a unique identification code, which is verified at the venue entrance via electronic scanning. Each code allows a single entry, and the reproduction, duplication or forgery of tickets is prohibited. Only the first person to present the ticket will be admitted to the venue and will be presumed to be the legitimate holder thereof. The customer must keep their ticket in a safe and secure place.

The organizer reserves the right to refuse entry to the venue whenever there are indications that copies, reproductions or forgeries of the same ticket are in circulation and entry has already been recorded using that code. The organizer is under no obligation to verify the identity of the ticket holder or to check the authenticity of the ticket presented. A ticket holder whose entry is refused for any of the reasons mentioned above is not entitled to a refund.

Purchased e-tickets will remain accessible in the customer's account on the Platform until the date of the event. To view or download their tickets, the customer must:

- a) Log in to their personal account on the Platform;
- b) Select the section corresponding to the ticket history;
- c) Locate the desired event and view or print the relevant tickets.

The customer must take all necessary precautions to safeguard the confidentiality of their login details and prevent unauthorized use of their account.

Sugarbubble shall not be liable for any anomalies occurring during the ticket purchase or printing process, nor for situations involving loss, theft, robbery or unlawful use of tickets. No duplicates, certificates or reissues of tickets will be issued, regardless of the circumstances.



## 14. Cancellations, Changes and Refunds

Under the terms of the legislation applicable to distance contracts, tickets for shows and events with a fixed date are excluded from the right of free termination (right of withdrawal). Tickets purchased via the Platform are therefore not subject to exchange or return for the customer's mere convenience.

Nevertheless, the customer may request the cancellation and refund of tickets purchased by sending an email to [email to be completed], subject to the specific terms and conditions established for each event by the respective Organizer.

In the event of a performance being interrupted due to force majeure occurring after it has begun, no refund of the ticket price will be granted. For the purposes of these Terms and Conditions, force majeure events are defined as unforeseeable and unavoidable events beyond the promoter's control, namely natural disasters, fires, floods, storms, earthquakes or other circumstances that make it materially impossible to hold or continue the show.

Should an event not take place on the scheduled date, time or venue, or should there be a substantial change to the programmed or the replacement of the main artists, as well as the interruption of the show for reasons not falling under force majeure, the promoter shall be obliged to refund to the spectators the amount corresponding to the face value of the ticket. This refund does not cover any service fees, operating costs or other charges paid by the customer to Sugarbubble.

The refund, where due, will be made exclusively to the holder of the purchased ticket, upon presentation of the original ticket and the corresponding billing document. Under no circumstances will there be any refund of incidental expenses or payment of any additional compensation.

In the event of the cancellation or postponement of an event, any refund of service fees, operating costs and associated insurance will be assessed by Sugarbubble on a case-by-case basis, depending on the specific circumstances.

Whenever an Organizer decides to cancel, postpone or alter the terms of an event, information regarding the applicable procedures will be published on the Platform and, where possible, communicated directly to the affected customers.

## 15. Governing Law and Jurisdiction



These General Terms and Conditions are governed by Portuguese law. Any dispute arising from the interpretation, application or enforcement of these Terms and Conditions shall be submitted to the competent Portuguese courts, without prejudice to mandatory consumer protection rules which confer jurisdiction on the court of the consumer's place of residence.

The consumer may have recourse to alternative dispute resolution mechanisms for consumer disputes, submitting complaints to the competent bodies, a list of which is available at [www.consumidor.gov.pt](http://www.consumidor.gov.pt). Consumers residing in the European Union may also access the European online dispute resolution platform at <https://ec.europa.eu/consumers/odr>.

### **15-A. Guarantee of Conformity – Events Organised by Sugarbubble**

This clause applies exclusively to events in which Sugarbubble acts as organiser and direct seller of tickets, pursuant to Decree-Law No. 84/2021 of 18 October (hereinafter "DL 84/2021"). For events where it acts as an intermediary, the conformity of the service underlying the ticket is the responsibility of the respective third-party Organiser, and the provisions of clause 6 shall apply.

#### **15-A.1. Compliance and consumer rights**

As an organiser, Sugarbubble ensures that the service underlying the ticket - access to the show under the advertised conditions (date, venue, programme and category) - complies with the contract.

In the event of non-compliance, the consumer may demand, free of charge, that compliance be restored. If this is not possible or is not carried out within a reasonable time, the consumer may demand a proportionate reduction in price or terminate the contract, in accordance with Decree-Law 84/2021.

In the event of termination, Sugarbubble shall refund the consumer the full amount paid within 14 days, using the same method of payment, unless otherwise agreed.

#### **15-A.2. Burden of proof and complaints**

Any lack of conformity that becomes apparent within the legally prescribed period is presumed to have existed at the time of purchase of the ticket, and the onus of proof to the contrary lies with Sugarbubble. The consumer must report the lack of conformity as soon as possible, through the channels indicated in clause 1.



### 15-A.3. Events organised by third parties

For events organised by third parties, the ticket constitutes a pass granting access to a service provided by the Organiser, who is responsible for ensuring the event complies with the advertised conditions. Sugarbubble will assist the consumer in forwarding complaints to the Organiser and in arranging any refunds.

### 16. Pre-Contractual Information and Consumer Rights

Prior to the conclusion of any ticket purchase contract, Sugarbubble shall provide the consumer, in a clear and comprehensible manner, with the information required by law, namely: the identity and contact details of Sugarbubble; the capacity in which it acts (as an intermediary or organiser); the main characteristics of the tickets; the total price, including taxes and additional charges; the payment and delivery methods; the exclusion of the right of free withdrawal; and the available complaint mechanisms.

The consumer may, at any time, submit complaints via the Electronic Complaints Book, available at [www.livroreclamacoes.pt](http://www.livroreclamacoes.pt), or through the contact channels indicated in clause 1.

### 17. Final Provisions

The invalidity or ineffectiveness of any clause of these General Terms and Conditions shall not affect the validity or effectiveness of the remaining clauses, which shall remain in full force.

These General Terms and Conditions are available on the Platform in Portuguese and English. In the event of any discrepancy between the versions, the Portuguese version shall prevail.

Last updated: [4/05/2026]