

*The Roller Sports Foundation would like to advise you that the World Roller Games schedule may be affected by changes that, if they occur, shall be duly announced through the website www.wrg2019.com as the competition dates approach.

Please read the following General Terms and Conditions carefully before buying your tickets, as the information below shall be very useful to you.

Remember that once you have bought your tickets, **NO EXCHANGES OR REFUNDS SHALL BE ACCEPTED** unless you have also contracted the **Ticket Secure** option.

1. VENUES

The World Roller Games include venues with free entry, venues requiring tickets and mixed venues according to each stage of the competition.

Venues with free entry:

- CEM RAMBLA CELLER (Sant Cugat)
- POLIESPORTIU MUNICIPAL DE LA MAURINA (Terrassa)
- PARC MONTJUÏC – PASSEIG DEL MIGDIA (Barcelona | Parc Montjuïc – Passeig del Migdia)
- PARC MONTJUÏC – CASTELL DE MONTJUÏC (Barcelona)
- AV. MARÍA CRISTINA (Barcelona)
- AV. DIAGONAL – PASSEIG DE GRÀCIA (Barcelona)

Venues requiring tickets:

- **PALAU SANT JORDI** (Barcelona): Tickets required to enter venue. Reserved seating.
- **SANT JORDI CLUB** (Barcelona): Tickets required to enter venue, except for the Artistic competitions between 2 and 7 July 2019, when admission shall be free until full capacity has been reached. General admission.
- **PALAU BLAUGRANA** (Barcelona): Tickets required to enter venue. Reserved seating.
- **CEM ISAAC GALVEZ** (Vilanova i la Geltrú): Venue with free admission between 29 June and 3 July 2019. Tickets required to enter venue between 4 and 13 July 2019.
- **CEM RIERA SECA** (Mollet del Vallés): Tickets required to enter venue. General admission.
- **CEM HORTA** (Barcelona): Tickets required to enter venue, except between 29 June and 2 July 2019, when admission shall be free until full capacity has been reached. General admission.

- **CEM MAR BELLA:** Tickets required to enter venue, except between 29 June and 2 July 2019, when admission shall be free until full capacity has been reached. General admission.
- **FRONT MARÍTIM** (Barcelona): Tickets required to enter venue. General admission.

2. SESSIONS

A ticket allows you to enjoy all the matches that take place within the session and venue for which it was bought. You must purchase ticket(s) for both sessions if you wish to attend all the matches that take place in the same venue on dual-session days.

The various disciplines of the World Roller Games have combined men's and women's competitions; therefore, men's and women's matches shall be played at the same time during the same session.

The different competitions consist of qualifying rounds, so that the playing order for any given day can only be announced the night before. Consequently, you cannot buy a ticket in advance to attend the match of a specific team or selection.

Spectators shall be able to enter the venue at the beginning of the session for which they have bought their tickets.

At the end of the final match or exhibition in the session, the general public shall be cleared from the venue so that people with tickets for the next session can enter.

Please consult our website www.wrg2019.com as the dates of the event approach to confirm all starting times.

3. Types of Tickets

There are 3 types of tickets:

Normal ticket: This ticket provides access to the venue and session for which it was bought.

Reduced mobility ticket: This ticket refers exclusively to wheelchair users (given that they do not occupy a grandstand seat, so the ticket has a reduced price). Each person can attend with only one companion. Please contact the ticket sales department at the following email address to buy this type of ticket: ticketing@wrg2019.org.

Premium ticket: These tickets are exclusive for the sessions at Palau Sant Jordi (Skateboarding, Scooter, Roller Freestyle, Artistic) and Palau Blaugrana (Rink Hockey). They include priority seats, hospitality service, exclusive access to lounge area at RollerLand, official programme and meet-and-greet activities.

Ticket Conditions

Children aged four and under not occupying a seat shall be admitted free of charge.

Entry to the facilities shall only be allowed when presenting one valid ticket per person. Under no circumstances shall duplicates of tickets be issued or access allowed without a ticket. The Roller Sports Foundation is not liable for any lost, stolen or damaged tickets, or for tickets bought through unauthorised channels.

It is strictly forbidden to resell World Roller Games tickets. Each ticket has various security measures to check its authenticity and prevent counterfeiting. However, the Roller Sports Foundation cannot guarantee the authenticity of tickets that are not bought through official sales channels.

All tickets must be validated before entering the venues. Conversely, if your ticket is not validated, you shall not be allowed to enter the venue.

Even if several copies of the ticket are printed, only the first ticket that is presented and validated at entrance control points shall be considered valid, and under no circumstances shall entry be permitted for those people attempting to enter later bearing the same ticket. The Roller Sports Foundation is not liable for the possible fraudulent use of the ticket(s). Remember that you may be asked to show the bank card you used to buy your ticket when entering the venue (only in the case of justified suspicions of fraudulent use of the ticket(s)), so you must carry this with you during your time in the venue.

Ticket buyers assume all responsibility in the event that the ticket is presented as a duplicate, photocopy or falsification, thereby losing all rights granted by it to enter the premises.

Any tickets that are torn, modified, altered or display markings, or that show signs of falsification, shall authorise the Roller Sports Foundation to prevent the holder from entering the premises.

4. Sales Channels

INTERNET

On the website www.wrg2019.com, 24 hours a day until the same day of each session or until tickets have been sold out. Payment method: credit or debit card.

TICKET OFFICES

Payment method: cash and credit or debit card.

Ticket offices shall be open every day (times to be confirmed) at the following venues during the event:

- **Palau Blaugrana:** Open from 6 to 14 July 2019
- **Palau Sant Jordi:** Open from 3 to 14 June 2019
- **CEM Mar Bella:** Open from 2 to 13 July 2019
- **CEM Isaac Gálvez (Vilanova):** Open from 3 to 11 July 2019

Under the provisions of Article 7 of Law 7/2012, of 29 October, amending tax and budgetary regulations and adapting financial regulations to strengthen actions in preventing and combatting fraud, payments in cash or by cheques payable to bearer for amounts greater than 2,500 euros shall not be accepted.

Documentation required to collect your tickets at the ticket office:

- Buyer ID

If the ticket has been bought under the name of another person:

- Photocopy of buyer ID
- Authorisation signed by buyer

Tickets must only be bought at official points of sale that have been authorised by the Roller Sports Foundation, which is not liable for any tickets bought outside these authorised sales channels.

The sales channels shall apply a processing cost to the ticket prices that varies depending on the ticket prices according to the following table.

- Processing costs for online sales:
 - Tickets under €10: cost of €1.50
 - Tickets between €10 and €30 inclusive: cost of €2
 - Tickets above €30: cost of €3
- Processing costs for ticket office sales:
 - Tickets under €10: cost of €2
 - Tickets between €10 and €30 inclusive: cost of €2.50
 - Tickets above €30: cost of €3.50

5. Exchanges and Refunds

Buying a ticket for the World Roller Games is final and shall be finalised once payment has been made. TICKET EXCHANGES AND REFUNDS SHALL NOT BE ACCEPTED if the **Ticket Secure** option has not been contracted.

Tickets shall not be exchanged or refunded once bought unless the World Roller Games have been completely cancelled. If the World Roller Games event is completely cancelled, the Roller Sports Foundation guarantees to refund ticket prices. Please note that the processing costs applied by the sales channels to the ticket prices shall not be refunded by the Roller Sports Foundation, as the latter does not receive these amounts.

6. Scheduling Changes

In the event that the schedule and times of the World Roller Games event are changed by force majeure, reasons of security, causes of public order or decisions of any competent authority, the Roller Sports Foundation guarantees to announce such changes as far in advance as possible and, in any case, as soon as the competition department makes the information public.

The Roller Sports Foundation would like to advise you that adverse weather conditions, such as rain, extreme heat or high-speed winds, could cause delays in the scheduling of matches and it guarantees to announce such changes as far in advance as possible if these occur.

Weather conditions that may cause changes in schedules and times shall be considered force majeure.

7. Movements

All people attending the World Roller Games event acknowledge and accept that their movements within or in the vicinity of the facilities are their sole responsibility and agrees that the Roller Sports Foundation and any other relevant entity are not liable for any risks, dangers or losses, including damage to persons or property, loss of property and any other incident arising from attending this competition event, notwithstanding the provisions of Articles 1101 and **XX** of the Civil Code.

8. Right of Admission

The organisers shall exercise their right of admission in accordance with the provisions of Article 24.2 of Law 17/1997, of 4 July, on public shows and leisure activities, and they accordingly establish the following requirements:

Entry may be denied to people behaving violently, potentially inconveniencing the general public or users, or people potentially disrupting the normal development of the show or activity.

Entry is prohibited for minors under 18 years of age, unless express written consent is received in advance with a minimum notice of 24 hours, containing the identification data of both the grantor and the minor, as well as the person responsible for the minor.

The Roller Sports Foundation reserves the right of admission and may deny ticket holders entry or eject them from the premises if they do not comply with the instructions of the organisational staff, or similarly if it can be rationally presumed that they are going to create a situation of risk or danger for others attending the event, specifically the following people:

- Those displaying violent attitudes, especially behaving aggressively or provoking alterations in the order of the competition or the diligent use of the facilities, or as a result of their relationship with other people.
- Those potentially causing danger or discomfort to other spectators, especially those people using drugs or narcotic substances or displaying symptoms of having used these or those showing obvious signs of drunkenness.
- Those impeding the normal development of the event.
- Those entering restricted access areas, which can only be used by the event organisers.
- Minors must enter the premises accompanied by their parents, legal guardians or those responsible for them.
- Disrupting public order, carrying narcotics or being in a state of apparent or potential intoxication shall be grounds for denying entry or proceeding to eject these people from the premises of the World Roller Games.
- The public may be searched upon entering the venue in accordance with current legislation and it is strictly forbidden to enter with objects that may be considered dangerous by the organisers (including

pyrotechnics, weapons, bottles, glass objects, laser pointers, etc.) or objects prohibited by law, including professional cameras, video cameras or recorders.

- Entry with skates, scooters, skateboards or any other motorised or non-motorised transport is forbidden, except for persons with reduced mobility. Points shall be set up at each venue to store all these items.

You shall not have the right to a refund of the price paid for the ticket if you are ejected from the World Roller Games for any of the reasons contained in these admission conditions.

People responsible for any actions or omissions carried out that cause injury to third parties or material damage shall be personally liable for these injuries or damages.

9. Prohibitions and Restrictions

The following is prohibited:

- Entering with and displaying banners, symbols, emblems or phrases whose content or circumstances in which they are displayed or used can imply an incitement to violent, xenophobic, racist or terrorist behaviour, or demonstrations of blatant disrespect towards those participating in the show.
- Entering with and possessing, activating or throwing all manner of weapons or objects that could lead to the same effects in the facilities or premises in which the competitions are staged or held, including flares, firecrackers, explosives or, in general, inflammable or corrosive products.
- The continued use of personal computers or handheld electronic devices within the boundaries (spectator zone) of the tournament's fields of play, except duly accredited members of the media and tournament suppliers and staff when these devices are used to perform their tasks.
- No ticket holders or spectators may continuously collect, distribute, transmit, publish or disseminate from the premises of the tournament any results or statistical data relating to any match during play (from the start of a match to the end, for commercial and/or gambling purposes).
- Using laser devices that can be used as pointers or any other devices that may disrupt the normal staging of the competition.
- Entering the premises in a state of drunkenness.
- Entering with and selling alcoholic beverages, narcotic substances, psychotropic substances, stimulants or any other similar products, including their consumption or possession on the fields of play and in the

stands. It is also prohibited to enter the sports premises under the influence of alcoholic beverages, toxic drugs, narcotics or psychotropic substances.

- Invading the field of play or the area around it at any time.
- Smoking is not allowed inside the premises in accordance with current legislation.
- Entering the premises with animals.
- Entry into the facilities of ticket holders who have been sanctioned with a prohibition of access to any sports venue, until their respective sanction has expired.
- Initiating any disruption to public order or the security of people or goods, or the venue in question.
- Continuously standing in the areas of the premises from which the competitions are to be viewed.
- Entering the premises with food or drinks, except in cases where it is necessary for health reasons. In such cases, an email must be sent in advance to the following email address so that the organisers can issue a certificate: ticketing@wrg2019.com.
- Spectators shall only be able to go to their seats when instructed to do so by the access control personnel once the match or competition performance has started.

Tickets for the World Roller Games may only be used for promotional purposes by the sponsors and collaborators of the event and with the express authorisation of the organisers. Tickets may not be used for commercial or promotional purposes that are aimed at third parties.

Ticket holders acquire their tickets exclusively for personal use and any resale activity of these tickets is strictly prohibited.

No person attending the event can carry out advertising or commercial activities, including the transmission of match results, statistics or other data to unauthorised third parties, without the authorisation of the Roller Sports Foundation.

The use, possession or bearing of unauthorised promotional or commercial items within the premises, including the selling or possession with a view to selling goods such as drinks, food, souvenirs, tickets, clothing or unauthorised promotional or commercial items, are strictly prohibited. These goods shall be temporarily confiscated and removed by the police, ushers or, as the case may be, any other duly authorised person.

Spectators must occupy the seats corresponding to the class and location indicated on their tickets. They must also retain their tickets until they leave the sports premises and must present them at the request of any employee authorised by the organising company: the Roller Sports Foundation.

10. Audiovisual Recordings

All people attending the event acknowledge that it is a public act and accept the use, without any compensation whatsoever, of their voices, images and faces in live or deferred TV or radio coverage, in videos, photographs or any other present or future medium or format.

No ticket holder or spectator may film, photograph, broadcast, disseminate, publish, transmit and/or offer live or deferred to the general public (or assist a third party to offer to the public), in whole or in part, whether free of charge or subject to payment, any sound recording, photograph, video footage, moving images, film or other audiovisual content captured by any means within the tournament site (except as permitted under the Tournament Accreditation Policy). The continued use of personal computers or handheld electronic devices within the boundaries (spectator zone) of the tournament's fields of play, except duly accredited members of the media and tournament suppliers and staff when these devices are used to perform their tasks

11. General Conditions

Ticket holders failing to comply with these GENERAL TERMS AND CONDITIONS because of their conduct or manner with which they have acquired their tickets shall be denied access to the facilities or ejected from them without the right to any refunds.

Information and protection of personal data

Please refer to Section 9, Privacy Policy, for further information on the terms and conditions of use of the ticketing programme on the following website: www.wrg2019.com.

Duration and changes to these general conditions

If any clause of these General Terms and Conditions is declared null and void in whole or in part, that clause, or part of it, shall be deemed to be excluded from these General Terms and Conditions. The implementation of the remaining clauses shall not be affected.

Applicable law and jurisdiction

These General Terms and Conditions have been originally drafted in Spanish and translated into Catalan and English. The General Terms and Conditions written in Spanish shall prevail in all cases and these shall be governed and interpreted in accordance with Spanish legislation.

12. Privacy Policy and Cookies

In accordance with Organic Law 3/2018, of 5 December, on the Protection of Personal Data, users accessing this portal agree that their data shall form part of an automated file under the responsibility of the Roller Games Foundation, domiciled at C/ Almogàvers, 64-66, 3r, 08018 Barcelona.

Users shall voluntarily determine whether or not they give their consent for the personal data they freely provide to be included in a file under the responsibility of the Roller Games Foundation in order to keep them informed and offer them products and/or services.

In they have authorised this use, but wish to revoke this authorisation or modify any of the data contained therein, users shall only have to send an email to ticketing@wrg2019.org, or to the address of the party responsible for the aforementioned file. Users may exercise their rights to access, cancel, rectify and oppose the processing of their data, as well as the right to be told how many times this data has been supplied to other, if at all.

The Roller Games Foundation has the knowledge and technical means necessary for computer database processing and providing specific services. It is also equipped and has the necessary security mechanisms in place for proper data protection and security according to the regulation established in Law 3/2018, of 5 December, on the protection of personal data and guarantee of digital rights.