

TERMS AND CONDITIONS OF PURCHASE

DEFINITIONS

“**Agreement**” means this agreement between **PGAET** and the **Client** for the booking and fulfilment of selected **Package(s)** as set out in the **Booking Form** and in accordance with the terms and conditions set out below and otherwise in this Agreement;

“**Attendee(s)**” means the **Client** or any of its guests who attend the **Event**;

“**Booking Form**” means the offline Booking Form setting out the **Client’s** details and the details of the **Package** which the **Client** wishes to purchase;

“**Client**” means the person or company who is the intended end user of the **Purchased Package** and who completes the **Booking Form** and to whom **PGAET’s** invoice in relation to the relevant Package(s) is addressed;

“**Event**” means the event or events which are the subject of the **Booking Form**;

“**Ground Regulations**” means the security protocols and other conditions of admission to the Event published by **PGAET** and made available at the Website, as the same may be amended, supplemented or replaced from time to time by **PGAET**.

“**Package**” means the hospitality package for the **Event** as detailed in the hospitality brochure produced by **PGAET**;

“**Pandemic Event Conditions**” means clauses 10 to 16 (inclusive) of this Agreement;

“**Pandemic Event**” means the COVID-19 pandemic (including all variants thereof) or any other epidemic, pandemic, endemic or widespread global or regional illness from time to time (including any events arising out of and/or attributable to such diseases, by way of example, but without limitation, lockdown, travel restrictions or quarantines);

“**PGAET**” means PGA European Tour, a company limited by guarantee (registered in England & Wales under company number 1867610) and with its registered office at Wentworth Drive, Virginia Water, Surrey GU25 4LX, United Kingdom (through its Dubai branch at the following address: Offices G03, G02 and G06 to G08 Jumeirah Golf Estate, PO Box 393550, Dubai), being the company responsible for the overall organisation of the **Event**

“**Purchased Package**” means the **Package** which the **Client** has identified as wishing to purchase from **PGAET** on the **Booking Form** and for which **PGAET** has invoiced the **Client** in accordance with clause 2 below;

“**Website**” means www.europeantour.com.

ONLINE TERMS OF PURCHASE

1. **Packages** are nominative and may only be issued by **PGAET** through the **Website**. All **Packages** purchased from persons other than **PGAET** and/or through platforms/means different from the **Website** as well as obtained in violation of these **Terms and Conditions of Purchase** will be considered invalid/ineffective/void and the relevant holders will not be admitted to the **Event**.
2. In order to purchase a **Package**, the **Client** shall either (i) fill in the on-line user personal details form, giving the authorization to **PGAET** to process the personal data so provided in accordance with **PGAET's** Privacy Policy and accept these **Terms and Conditions of Purchase** and any applicable **Ground Regulations**, or (ii) instruct a sales person of **PGAET** to complete the same on their behalf.
3. The purchase of all **Packages** is subject to availability. **PGAET** shall not be liable in any manner for any technical malfunction of the internet, or of the **Website**, or any failure of computer hardware or software that may prevent the completion of a **Client's** order.
4. The purchase of a **Package** is deemed to be completed and effective once the payment of the relevant price is processed successfully and received in full.
5. In the event that a **Client** purchases one or more **Packages** for **Attendees** other than him/her/itself, he/she/it shall declare to act, under his/her/its responsibility, in the name and/or on behalf of the **Attendee(s)** and accept these **Terms and Conditions of Purchase** and any applicable **Ground Regulations** in the name and/or on behalf of each **Attendee(s)** for whom such **Packages** have been purchased as if these documents were accepted directly by such **Attendee(s)**. The **Client** is also responsible to cause all **Attendee(s)** for whom the **Packages** are purchased to comply with these **Terms and Conditions of Purchase**, and any applicable **Ground Regulations** and shall be jointly and severally liable with such **Attendee(s)** for any breach of the same.
6. **PGAET** reserves the right, without any resulting liability towards the relevant **Client**, to reject any application to purchase **Packages** for any reason whatsoever, including where it believes that the **Packages** requested may be offered for resale or otherwise used in violation of these **Terms and Conditions of Purchase**.

OFFLINE TERMS OF PURCHASE

7. In order to complete an offline purchase of a **Package**, the **Client** must return a **Booking Form** to **PGAET** in accordance with the instructions on the **Booking Form** specifying the **Package** it wishes to purchase. By submitting a **Booking Form** to **PGAET**, the **Client** is making an offer to purchase the relevant **Package** from **PGAET** and agrees that **PGAET** may accept such offer in accordance with clause 2 below.
8. In the event that the **Client** is a business entity, the personal details to be entered in the on-line user form shall include: (i) full company name; (ii) registered company number; (iii) registered office address; (iv) VAT number (where applicable); (v) authorised representative(s)'s full name and surname, employment position, contact telephone number and contact email address.
9. Subject to availability of the **Package** specified in the **Booking Form**. Receipt of **PGAET's** written confirmation shall constitute acceptance of the **Client's** offer to purchase a **Package** and shall create a legally binding contract between the **Client** and **PGAET** on the terms of this **Agreement**.
10. All **Package** prices quoted are exclusive of any Value Added Tax which if applicable the **Client** shall be additionally liable to pay **PGAET** at the local rate as stated on the **Booking Form** and invoice.

11. All payments to **PGAET** shall be made in the currency as stated on and shall be made without any deduction for bank charges, set-offs or withholdings for whatever reason.
12. Bookings of **Purchased Packages** will not be confirmed by **PGAET** until full payment in cleared funds have been received by **PGAET** from the **Client** and **PGAET** reserves the right not to dispatch any documents or admission tickets relating to the Purchased Package unless payment of all accounts has been received from the **Client**.

CANCELLATION OF A BOOKING

13. Purchases of Packages are final and, save for in accordance with clauses 20 and 21 of these **Terms and Conditions of Purchase**, under no circumstances shall Clients be entitled to cancel **Purchased Packages** or be eligible for a refund.

PANDEMIC EVENTS

14. Where there are any differences or inconsistencies between these **Pandemic Event Conditions** and the rest of this **Agreement**, the **Pandemic Event Conditions** shall prevail.
15. The **Client** agrees and acknowledges that **Attendees** must not attend the **Event** if:
 - a. the **Attendee** has or develops any COVID-19 symptoms (or any symptoms relating to another **Pandemic Event**);
 - b. the **Attendee** is subject to other restrictions which mean you cannot travel to or from or attend the **Event**.
16. **PGAET** must have the contact details of each **Attendee** unless otherwise notified to you in writing by **PGAET**. The **Client** shall be responsible for providing the contact details of all **Attendees**. Each **Attendee** must be able to confirm such details with acceptable photo ID on request, otherwise that **Attendee** will not be permitted entry into the **Event**.
17. If government regulations instated in response to a **Pandemic Event** mean that **PGAET** is unable to honour the **Purchased Package**, **PGAET** reserves the right to cancel all or some of the **Purchased Packages** and to determine which **Purchased Packages** to cancel in its absolute discretion. **PGAET** will notify the **Client** via email to the email address used by the **Client** when buying the **Purchased Package** and automatically refund the amount paid for the **Purchased Package** within 60 days of cancellation of the **Purchased Package**.

CANCELLATION OR POSTPONEMENT OF THE EVENT

18. **PGAET** shall not be liable to the **Client** in the event that **PGAET** is delayed or prevented from the performance of its obligations under this **Agreement** by reason of force majeure (which for the purposes of this **Agreement** shall mean any circumstance beyond the reasonable control of **PGAET** including, without limitation, any **Pandemic Event**, act of God, war, riot, sabotage, civil commotion, terrorism, threat of terrorism, explosion, lightning, earthquake, hurricane, storm, fire, flood and other extreme weather or environmental conditions, loss of utilities, strike, lock out or industrial dispute and governmental or regulatory authority action).
19. In the **event** of cancellation or postponement of the **Event** due to force majeure, **PGAET** shall use its reasonable endeavours to refund to the **Client** any sums paid in respect of **Purchased Packages**, less any costs and expenses (or the relevant proportion thereof) which have already been paid or incurred by **PGAET** in relation to such **Purchased Packages**.

LIABILITY

20. **PGAET** shall use all reasonable endeavours to provide the **Purchased Package** as described, however, **PGAET** specifically reserves the right to alter any aspect of the **Package** and the **Purchased Package** if, in **PGAET's** sole discretion, it considers such change to be necessary and reasonable.
21. If **PGAET** is obliged to make any material changes to the **Package** or the **Purchased Package** or cancel the **Purchased Package** for any reason other than the cancellation or postponement of the **Event** due to force majeure, then **PGAET** shall offer the **Client** the option of an alternative **Package** of comparable standard and offering comparable facilities or (on the condition that full payment has been received) a full refund of any payment(s) made by the **Client** in circumstances where there is no alternative **Package** available or where such alternative **Package** is unacceptable to the **Client** (for valid reasons (as determined by **PGAET**)).
22. **PGAET** does not guarantee or represent that any particular player will play in the **Event**. The **Client** shall not be eligible for a refund (either in whole or in part) if players previously announced as competing at the **Event** do not subsequently take part.
23. **PGAET** shall not be liable for any personal property brought into any venue of any **Event** by the **Attendees** and the **Client** shall be solely responsible for the security of such property.
24. No warranty is given by **PGAET** in relation to the **Package** and the **Purchased Package** and **PGAET** shall not have any liability to the **Attendees** (other than liability for death or personal injury caused by the negligence of **PGAET**) for any injury, loss, damage or expense of any nature arising under this **Agreement**, whether such liability arises in contract, tort (including, without limitation, negligence), statute or otherwise.
25. Subject to clause 17 above, **PGAET's** maximum liability for all claims under this **Agreement** shall be limited to the price of the **Purchased Package** paid by the **Client** and actually received by **PGAET**.

TICKET CONDITIONS

26. Tickets included in the **Purchased Package** are issued subject to **PGAET's** ticket terms and conditions for the **Event**. Tickets and **Purchased Packages** are non-transferable. The **Client** is expressly prohibited from reselling or transferring, advertising or offering for resale or allowing for the resale or transfer by any of its own staff, clients or guests, any badges, admission tickets, car parking passes or any other element of the **Purchased Package** without **PGAET's** prior written consent (save where more than one ticket is issued to a **Client**, such tickets may be used (but not resold) only by the **Client** and any person(s) accompanying the **Client** to the **Event**). Any transfer of tickets or the **Purchased Package** not in accordance with this clause 25 will render such tickets and the **Purchased Package** null and void (and all rights conferred or evidenced by any elements of the **Purchased Package** and tickets shall be extinguished).
27. The **Client** agrees to abide by all rules and regulations imposed by **PGAET** in relation to the **Purchased Package** and the **Event** including, without limitation, any and all conditions of sale applicable to tickets for the **Event** as well as other rules relating to attendance at the **Event** including the ground regulations, a copy of which is available at <https://www.europeantour.com/dpworld-tour/news/articles/detail/2023-ticket-terms-and-conditions/>.
28. Where there are any differences or inconsistencies between this **Agreement** and **PGAET's** ticket terms and conditions, this **Agreement** shall prevail.
29. The **Client** agrees:
 - a. not to use any trade marks (or other intellectual property) of **PGAET** or the **Event** or claim any association with **PGAET** or the **Event** or the purchased hospitality services without **PGAET's** prior written consent;

- b. not to use Purchased Package(s) (or any element thereof) as prizes in competitions, sweepstakes or for other similar promotional reasons, or as part of any hospitality or travel or commercial package without PGAET's prior written consent;
- c. that this Agreement not confer on it or on an Attendee any advertising or other commercial or sponsorship rights in relation to PGAET or the Event and that no identification banners, balloons, or other advertising or promotional gifts/items whatsoever may be displayed by or on behalf of the Client anywhere at the Event or in the hospitality area(s) during the Event without PGAET's prior written approval. Clients will not be permitted to supply any items for their guests to wear or carry whether inside or outside the hospitality area(s) or during the Event without PGAET's prior written consent. Items which are very small in size and are intended for identification purposes only, will be permitted, subject to samples of such items being submitted for written approval from PGAET in advance. All prior consents from PGAET which the Client may wish to seek in accordance with this clause should be sought through PGAET by submitting proposals in writing with samples. Clients are advised to allow not less than 21 days for approval/disapproval to be confirmed by PGAET. If PGAET has not indicated approval within such time, then such samples shall be deemed not to have been approved by PGAET;
- d. that Attendees will be subject to the ground regulations of the Event as a condition of admission and that Attendees shall comply in full with such ground regulations. For example, Attendees will be prohibited from taking in or using at the venue any type of camera, video camera or similar recording device, mobile phone, pushchairs, prams, step ladders or animals;
- e. that, as a minimum, smart casual attire is required in the hospitality facilities (as per the Package(s) outline). PGAET reserves the right to refuse admission to any person wearing inappropriate items of clothing and /or footwear or to require any such person to leave the hospitality venue. PGAET shall not compensate any person in any way in respect of such refusal or requirement to leave the hospitality venue;
- f. that it shall be responsible for ensuring the good and orderly behaviour of all of its guests and invitees during the Event. If, in PGAET's opinion, any person within the Client's party behaves in a loud, disorderly, unruly or abusive manner, then the Client, immediately after being asked to do so by a representative of PGAET, shall procure that its guest(s) shall leave the Event. PGAET's decision to require the removal of any such person shall be final and PGAET shall not compensate any person in any way in respect of such removal. Notwithstanding the foregoing, the Client shall be liable with regard to any loss, damage, cost, expense or injury incurred or suffered by PGAET which relates to or arises out of the acts or omissions of the Client or the Client's guests whilst at the Event and the Client shall indemnify and keep indemnified PGAET accordingly; and
- g. that tickets are valid for entry to the Event on the date shown. Ticket holders will not be permitted to exit the golf course and re-enter on the same day. All documents and admission tickets relating to the Purchased Package and the Event remain the property of PGAET at all times.

MISCELLANEOUS

- 30. The use of data provided by a **Client** in relation to **Booking Forms** and **Purchased Packages** (including a **Client's** personal information) is governed by **PGAET's [Privacy Policy](#)**, details of which are on www.europeantour.com and are available [here](#).
- 31. No alterations to this **Agreement** by the **Client** may be made except with the express written consent of **PGAET**. **PGAET** reserves the right to change the terms and conditions of this **Agreement** from time to time. Where such change materially affects the rights of the **Client**, the **Client** will have the right to a full refund.
- 32. **PGAET** shall be entitled to assign or sub-contract any of its rights, benefits and interests in or under the **Agreement** to any third parties. The **Client** shall not assign, transfer or charge the benefits of the **Purchased Package(s)** without the express written consent of **PGAET**.

33. If any provision of this **Agreement** is declared by any judicial or other competent authority to be void, voidable, illegal or otherwise unenforceable the provision shall be amended in a reasonable manner or it may be severed from the terms and in either **event** the remaining provisions shall remain in full force and effect.
34. Failure by **PGAET** to exercise or a delay by **PGAET** in exercising a right or remedy provided under this **Agreement** or by law does not constitute a waiver of that right or remedy or a waiver of any other remedy. A waiver of a breach of any of the terms of this **Agreement** does not constitute a waiver of any other breach and shall not affect the other terms and conditions of this **Agreement**.
35. This **Agreement** (along with the **Booking Form**, the ticket terms and conditions and the ground regulations for the **Event**) 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 this **Agreement** which is not already set out in this **Agreement**.
36. This **Agreement** and the terms and conditions stated herein shall not affect a person's statutory rights as a consumer.
37. Any person not a party to this **Agreement** shall have no rights under the Contracts (Rights of Third Parties) Act 1999.
38. This **Agreement** shall be governed by and construed in accordance with the laws of England and Wales and **PGAET** and the **Client** irrevocably agree that any disputes arising under it (and whether contractual or non-contractual) shall be subject to the exclusive jurisdiction of the English Courts. Notwithstanding the foregoing, **PGAET** reserves the right to pursue legal proceedings in a competent court of the **Client's** domicile, where such proceedings shall be governed and interpreted in accordance with English law.
39. This Agreement, the rights of the **PGAET** and the **Client** and any dispute or claim arising out of or in connection with it, its subject matter, formation, performance, interpretation, nullification, termination or validation (including non-contractual disputes or claims) (a "**Dispute**") shall be governed by and construed in accordance with the laws of England and Wales. Any **Dispute** shall be referred to and finally settled by arbitration in accordance with the provisions set forth under the DIFC-LCIA Arbitration Rules ("**Rules**") by one (1) arbitrator appointed in compliance with the **Rules**. Further, **PGAET** and the **Client** each agree:
 - a. the seat of the arbitration shall be the Dubai International Financial Centre, UAE ("**DIFC**") and arbitration hearings shall take place in the **DIFC**;
 - b. the governing law to be applied to the arbitration shall be the laws of England and Wales;
 - c. the arbitration proceedings and award shall be conducted and documented in the English language;
 - d. the arbitral award shall address the costs and expenses of arbitration and all matters related thereto, including, the allocation of such costs and expenses between **PGAET** and the **Client**;
 - e. the award of the tribunal shall be final and binding upon **PGAET** and the **Client**; and
 - f. they submit to the non-exclusive jurisdiction of the courts of the UAE (including without limitation the courts of the **DIFC**) for the purposes of ratifying any award made pursuant to arbitration proceedings conducted in accordance with this clause and/or may enforce the award through the New York Convention in any jurisdiction which is a signatory to that convention, or through such other convention or treaty allowing enforcement of awards and/or judgments in foreign jurisdictions.