

## **Service level agreement between TICKETINO AG and organizers**

### **1. Contact options and availability**

TICKETINO is here for you! The following contact options are available to you as an event organiser:

- Email: [info@ticketino.com](mailto:info@ticketino.com)
- Phone for event organisers: +41 43 500 40 80

Our customer service office is manned on working days from 8.00 a.m. to 6.00 p.m. Outside these business hours, as well as on weekends and holidays, you can leave us a message and we will call you back as soon as possible. A technically trained TICKETINO specialist will be available to deal with emergencies that occur at weekends between 10.00 a.m. and 10.00 p.m., assuming that the support case requires immediate attention.

Please note that a small percentage of ticket orders may be challenging. In most cases, it is operating errors, such as incorrectly entered e-mail addresses or interruptions in the Internet connection, which make it impossible to deliver the tickets. We therefore recommend that you also refer to TICKETINO support on your channels. The following contact options are available to your ticket buyers:

- Email: [info@ticketino.com](mailto:info@ticketino.com)
- Phone for ticket buyers: 0900 441 441 (CHF 1.00/min.)

### **2. Processing times for organizer requests**

Our priority is to process your requests promptly. We aim to answer organizer requests within one working day and ticket buyers' requests within two working days.

Upon receipt of the complete document package, as a rule our team processes and digitises simple seatmaps within 5 working days. A draft must be created for complex seatmaps and released by the organizer. The processing time is extended accordingly, which is why we ask you to include an adequate amount of lead time in your plans.

### 3. Admission control, box office, and on-site set up

Unless otherwise agreed, on-site admission control is the organizer's responsibility. Accordingly, organizers are responsible for ensuring that a functional infrastructure, stable Internet connection, electricity or charged admission devices, and trained personnel are available on site. A ticket list printed out in advance and spare mobile telephones with an installed ScanApp will provide additional security. Please become familiar with the topic early on at <https://organizer.ticketino.com/en/landing-page-event-ready> and if you have questions or comments, contact our customer service office.

TICKETINO provides you with the following options for on-site setup:

- **Self-scanning with the TICKETINO ScanApp:** On your own Android or iOS devices. For instructions and download links, see: <https://organizer.ticketino.com/en/landing-page-event-ready>. Install the ScanApp a few days before the event and test its functions as specified in the instructions.
- **Visual control via Excel list:** With the help of a comprehensive Excel list, the tickets that have entered can be easily marked.
- **Ticket control with the TICKETINO browser client:** Simply log in in the cockpit, select the event, and check off the tickets with or without a bar code. The client can be used by both Windows and MAC users, and is compatible with all conventional browsers. Its use requires a stable Internet connection.

Upon request, professional equipment can be moved to the site as an aid to admission control and ticket sales. Please note that only a limited number of admission devices are available. Basically, there is no absolute right to use them. Admission devices must be reserved **at least 14 days before the event** by email to: [info@ticketino.com](mailto:info@ticketino.com). If necessary, you can book a training session with a TICKETINO specialist. Organizers will be billed for any costs involved in transport and all defective, missing, or excessively dirty material. Please also note that after the event, the admission equipment must be returned within 3 working days. Otherwise customers must expect demurrage charges and delays in event payment.

- **TICKETINO Box Office:** The setup consists of the following basic equipment: a notebook and the relevant software. Depending on the requirements, this can be supplemented by hand scanners, ticket printers, or badge printers. For detailed information and instructions, see: <https://organizer.ticketino.com/en/landing-page-event-ready>
- **Professional hand scanner:** It may be appropriate to use professional hand scanners for large events. Hand scanners feature longer rechargeable batteries in comparison to smartphones.

#### 4. Support from TICKETINO staff

The TICKETINO team will be available to you free of charge for general support requests during the working hours listed under no. 1. Further, two additional service levels can be booked. Verify the availability of the relevant specialists **at least 14 days before the event** via email to:

[info@ticketino.com](mailto:info@ticketino.com).

- **Individual remote specialist:** A qualified TICKETINO staff member who has been individually briefed on your event will be available via telephone or remote access to you on your PC infrastructure.
  - Cost: CHF 90.- per hour
- **Individual on-site specialist:** A qualified TICKETINO staff member who has been individually briefed on your event will be available to you on site.
  - Cost: CHF 150.– per hour
  - Costs of travel to venue, food, and accommodation billed according to actual expenses