

CUSTOMER TERMS

Customer Agreement

Last updated 17 October 2026

VERSION	EFFECTIVE DATE	OPERATOR	PLATFORM
2026.1	17 October 2026	Get In Inc.	getin.xyz

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01 Parties and contract documents

- 1.1 GETIN and the Organizer.** “GETIN”, “we” and “us” mean the legal entity identified in the applicable Market Schedule. The “Organizer” is the event seller identified before purchase; another identified supplier may provide a particular extra. “Customer” means the purchaser and “Holder” means a person entitled to use a valid ticket. “Event” means the performance, admission or activity described in the listing.
- 1.2 Separate responsibilities.** Unless the order expressly identifies GETIN as the Organizer or supplier, GETIN provides ticketing and related platform services as a disclosed agent within the authority given by the Organizer. The contract to supply the Event is with the Organizer, which is responsible for the Event, venue, personnel, admission, advertised benefits and Event refunds. GETIN remains responsible for its own contractual and legal obligations. Describing a payment processor or billing name does not change the disclosed supplier.
- 1.3 Order documents.** The Event’s material details and conditions disclosed before purchase are the “Event Terms”. They include the supplier, date and time zone, location, ticket or package entitlement, age and entry requirements, total price and any permitted cancellation conditions. They bind the parties for that order. Conditions first supplied after purchase cannot retrospectively reduce an existing entitlement, except for lawful, necessary safety requirements consistent with clause 5.
- 1.4 Priority.** Mandatory law applies first, then the applicable Market Schedule, this Customer Agreement, the matching Refund and Cancellation Policy, expressly applicable service schedules and the general Terms of Use. Event Terms supplement that framework and cannot reduce its minimum rights; a specific promised benefit or more favorable refund right remains binding. The Privacy Policy explains data practices and does not replace required consent. The Organizer’s business agreement with GETIN does not impose undisclosed obligations on Customers.

- 1.5 Scope.** Features vary by Event, country and channel. A feature applies only if it is offered for your transaction with the required disclosures. Resale, funded balances, cashless services, accommodation packages, refund protection and other additional services require their own completed, applicable service terms. This agreement does not offer investment, lending or insurance services.

02 Accounts and other attendees

- 2.1 Eligibility.** You must meet the account and purchase eligibility rules in the Market Schedule, have capacity to enter the transaction and use a payment method you are authorized to use. Event and alcohol age limits apply separately. Do not misstate age or identity. A guardian may act for a minor only through an expressly permitted, lawful process.
- 2.2 Security and information.** Provide accurate contact and order details, protect login credentials and ticket codes, and report suspected unauthorized use promptly. You are responsible for actions you authorize and losses you cause by fraud or culpable misuse, subject to law; possession of your credentials alone does not establish that you authorized a disputed transaction.
- 2.3 Buying for others.** Give each attendee the applicable Event Terms and necessary privacy information. Supply another person's details only with appropriate authority and a lawful basis. You cannot provide another adult's optional marketing consent merely by buying their ticket. Each Holder must meet admission requirements. The payment recipient of a refund is determined under clauses 5 and 6.

03 Orders, prices and payment

- 3.1 Acceptance.** Submitting an order is an offer to buy the selected items on the disclosed terms. Acceptance occurs when GETIN issues an order confirmation on the supplier's behalf. A cart, queue position, payment authorization or request awaiting approval is not confirmation. If payment is taken but an order cannot be accepted or supplied, the amount taken for that order must be returned; contact us before placing a duplicate order if confirmation is missing.
- 3.2 Price disclosure.** The order summary identifies the items, currency, mandatory charges, taxes, optional extras and total commitment. Mandatory charges must be included in displayed prices at the stage required by applicable law. A deposit is part of the stated full commitment, not necessarily the full price. Optional extras require an affirmative choice. Your bank's independently imposed conversion or cross-border charges are outside GETIN's control.
- 3.3 Availability and price tiers.** Inventory and temporary holds may expire. Prices may change between purchases, including when a lower-price allocation reopens. A later lower price does not create a price-match entitlement. We will not increase an accepted order price without your agreement. For an obvious pricing or inventory error, we will seek your agreement to a correction or cancel and return amounts paid where law permits; you will not be charged the difference without consent.
- 3.4 Payment authority.** You authorize the amount and payment method shown when you confirm the order, including an expressly disclosed deposit or deferred charge. Saving a card is not authority for unrelated charges. Any later charge requires the specific authorization described in its checkout flow. Payment received by the seller's authorized collection agent or processor discharges your corresponding payment obligation to the seller; you do not bear the agent's failure to remit it.

- 3.5 Payment issues and promotions.** An authorization may temporarily reduce available funds without being a completed charge. Report duplicate or incorrect charges with the order reference; do not send full card details. Coupons and promotional offers are subject to their disclosed eligibility, scope and expiry, without reducing statutory rights. A referral link does not make its owner the supplier.

04 Tickets, delivery and admission

- 4.1 Entitlement and access.** A ticket permits only the admission, date, session, area and benefits stated in its confirmation. The listing must disclose material app, account, device, ticket-format or group-entry requirements before purchase. Use the authorized ticket format; screenshots or forwarded codes may not be valid. A receipt for an on-site purchase is not an admission ticket unless expressly stated.
- 4.2 Non-delivery and lost access.** Check the confirmation and ticket details promptly. If a ticket is missing, inaccessible or incorrect, or your device or account is lost, contact GETIN using the published support channel. We may require proportionate proof before reissuing or restoring access, and a replaced or transferred code may be invalidated. Do not assume that a second payment is needed. Platform-caused delivery or validation failures remain subject to clause 5.
- 4.3 Venue rules.** Holders must comply with lawful, reasonably applied Event Terms, safety directions and identity or age checks. The Organizer may refuse admission or remove a Holder on reasonable, lawful grounds, including unsafe conduct, material breach or failure to meet a disclosed eligibility rule. Any retained payment must be justified under the applicable terms and law. This clause does not excuse overselling, unlawful discrimination or failure to provide a promised accessible service.
- 4.4 Event arrangements.** The Organizer controls the Event, including access, security and reasonable accommodations. Direct event-specific accessibility requests to the contact shown in the listing; GETIN support can route platform or booking issues. Safeguard ticket codes and do not publish them. A duplicate scan or lost device should be referred for verification; neither creates an automatic waiver of a legitimate Holder's rights.

05 Cancellations, changes and remedies

- 5.1 Change of mind.** Except where mandatory law, the applicable service terms or the disclosed Event Terms provide otherwise, an accepted booking cannot be canceled merely because you change your mind, buy the wrong date or quantity, arrive late, or choose not to attend. Applicable statutory withdrawal rights and remedies for nonperformance are not waived. A ticket exception does not automatically extend to every add-on or bundle component.
- 5.2 Cancellation and nonperformance.** If the Event is canceled, or the Organizer cannot provide the purchased admission, the Organizer must refund the amount paid for the unused ticket, including mandatory ticketing fees and associated taxes, subject only to the narrowly permitted distinct completed-service exception in clause 5.4, together with other sums required by law or the applicable Event Terms. Material nonperformance after admission remains subject to applicable refund, price-reduction or other remedies; partial use does not itself waive those rights. If an extra is not supplied, the responsible supplier must provide the remedy required by law, including an appropriate refund or price reduction. If failure of a component defeats the essential purpose of an indivisible package, remedies may extend to the package.
- 5.3 Material changes.** A material change includes a significant change to the date, location or essential advertised character of the Event, including postponement without a confirmed replacement date. The

Organizer must notify affected Customers and offer a reasonable opportunity to accept the change or reject the unused affected booking for the refund described in clause 5.2. Minor timing, layout or supporting-lineup changes alone do not create an additional contractual refund right. Materiality depends on the booking's actual advertised features, including specifically promised artists, seating and accessibility.

5.4 Fees and credits. A fee may be retained on a refund only to the extent it relates to a distinct service actually and fully provided, was clearly disclosed before purchase as nonrefundable in that circumstance, and retention is lawful. For a canceled Event, the starting entitlement includes mandatory ticketing fees; the exception is not permission to relabel an Event fee. No fee may be retained to excuse GETIN's own failure or where the applicable remedy requires its return. An Event-related charge cannot become nonrefundable merely by being labelled a service fee. A credit, voucher or replacement booking may replace a money refund only if you validly choose it or law expressly permits it.

5.5 Responsibility and processing. The Organizer funds Event refunds. GETIN may process refunds from funds available or recovered for that purpose, and remains responsible for any amounts it independently owes. GETIN does not guarantee an Organizer's solvency or advance its own money to satisfy the Organizer's debt. Lack of Organizer funds does not extinguish your entitlement or extend a statutory deadline. If it prevents processing, we will explain the status and identify the responsible Organizer and available escalation route.

5.6 Requests method and timing. Use the refund function if available, or contact help@getin.xyz with the order reference and affected items. A submitted request is not approval or payment. Refunds due under the cancellation standard include mandatory ticketing fees subject only to clause 5.4. Refunds are made without undue delay and within any applicable legal deadline; the decision notice will state the amount, fee treatment and expected processing time. Normally money returns to the original payment method and payer; an unavailable method requires a verified alternative. A UI restriction, account closure or Event start does not extinguish a valid legal claim. Any discretionary request window must be reasonable, notified and subject to mandatory rights.

5.7 Disputes and exceptional events. You retain lawful payment-provider, statutory and court remedies. Please tell us of parallel refunds or disputes so the same loss is not recovered twice. GETIN may correct duplicate recoveries using lawful, explained adjustments; this is not open-ended permission to debit your card. Weather, public-health measures or other events beyond reasonable control may excuse performance where law permits, but do not automatically eliminate refund or other non-excludable rights. Separate travel or accommodation you arrange is not part of a ticket booking unless expressly included.

06 Transfers and ticket restrictions

6.1 Permitted transfers. Use an authorized transfer facility where offered and observe the disclosed eligibility and cutoff. Event-specific restrictions apply only insofar as lawful. Check the recipient details before sending. The transfer completes when the recipient claims or accepts it in the required flow; the recipient then holds the ticket and the sender loses the right to use it. Pending transfers may be canceled only while the platform permits. Correcting a completed mistaken transfer may require the recipient's consent or another lawful basis.

6.2 What transfers. The transfer screen must identify which linked admissions, seats and extras move together and which remain with the original buyer or terminate. Do not split a group or table booking unless allowed. A replacement code invalidates the prior code. A free transfer is not a GETIN payment or resale service; any private payment arrangement is between sender and recipient.

- 6.3 Refunds after transfer.** For an ordinary transfer, a refund processed through GETIN normally returns to the original payer using the original method, even when another person holds the ticket. The sender must pass the refund benefit to the person entitled under their arrangement. That rule must be disclosed to both parties and does not override mandatory rights. It does not govern a paid resale completed through GETIN, which requires the separate resale schedule. No transfer restriction authorizes unlawful forfeiture.

07 Registration, reminders and waiting lists

- 7.1 Different services.** A presale reminder or traffic waiting room does not reserve inventory, fix a price or guarantee access. Free registration grants only the entitlement stated when confirmed, including any clearly disclosed approval or capacity condition. A donation must identify its recipient and whether admission is included; tax deductibility is not promised unless expressly substantiated.
- 7.2 Deferred purchase authorization.** A ticket waiting list may charge later only after you expressly authorize the identified Event, ticket category and quantity, total amount or maximum total, currency, approval deadline and payment method. Its confirmation must explain how to withdraw before a charge is initiated. We will obtain fresh authorization for a higher amount or materially different booking. Joining alone does not confer a ticket or guarantee approval.
- 7.3 Approval and payment.** Approval can trigger the authorized charge or capture, subject to payment authentication and success. If payment fails or further verification is needed, the stated response period applies and an allocation may lapse. A ticket exists only after confirmation. After acceptance, ordinary cancellation and refund rules apply. Leaving a waiting list does not itself cancel a separately confirmed purchase.

08 Seats, tables, hospitality and extras

- 8.1 Booking description.** The order must distinguish a specific seat or table from a zone, general admission or an illustrative map. For a table or hospitality package it must state capacity, admissions, exclusivity or sharing, included benefits, full price, deposit, remaining balance, minimum spend, taxes, mandatory service charges and any arrival cutoff. "VIP" has only the benefits expressly described; it is not an assurance of unspecified privileges.
- 8.2 Deposits and venue balances.** For a disclosed deposit booking, the remaining stated balance is payable to the identified supplier by the disclosed method and time, usually at the venue where expressly stated. A discount applies only to the amounts identified in the offer; a deposit discount does not reduce an expressly unchanged venue balance. A booking is fully paid only when the confirmation states that no further balance is due. No later automatic debit is authorized merely by paying a deposit.
- 8.3 Allocation and changes.** A map is illustrative except for attributes expressly sold. Any substitute must preserve the material booked characteristics, including capacity, category and promised accessibility; a material downgrade or unavailable booking triggers clause 5. An adjoining-seats or specific-table commitment is binding only if expressly made. Applicable no-show or late-arrival charges must be disclosed and lawful, and cannot excuse a supplier's failure to perform.
- 8.4 Extras.** The listing must identify the supplier, redemption period and location, exclusions, quantity and transfer linkage of each extra. An unused time-limited benefit may expire as disclosed where lawful, but defective or unprovided benefits remain subject to remedies. Purchased monetary value and statutory

refunds are not forfeited under a general “use it or lose it” rule. Separately supplied goods or digital services retain any applicable withdrawal and conformity rights.

09 Platform conduct, content and data

- 9.1 Permitted use.** GETIN grants a limited, nonexclusive right to use the Services for lawful personal purposes and any expressly authorized resale. Do not bypass purchase limits or queues, use unauthorized bots, counterfeit or duplicate tickets, impersonate others, exploit payment errors, interfere with systems, or obtain data without authority. GETIN and its licensors retain their intellectual-property rights; rights permitted by mandatory law are unaffected.
- 9.2 User content.** If a feature permits your posts, reviews or images, you retain ownership and grant GETIN a nonexclusive, royalty-free license to host, reproduce, adapt technically and display that content only as needed to operate and promote the feature in which you submitted it, consistent with its stated audience. You must have the necessary rights and must not post unlawful, infringing, deceptive or abusive material. Report concerns through support; GETIN may remove or restrict content on lawful, proportionate grounds. Deletion is subject to necessary legal retention and copies already lawfully shared.
- 9.3 Privacy and messages.** The Privacy Policy explains how GETIN and relevant Organizers handle data. Necessary booking, security and Event notices are distinct from optional marketing. Account linking, contact access, tracking and promotional messages remain subject to the relevant notices and lawful choices. These Terms do not grant blanket consent to advertising or a general release of your image rights; event recording requires the applicable notice and legal basis.
- 9.4 Partners and automation.** An authorized embedded checkout is subject to the same disclosed transaction terms. Third-party services you choose may have separate terms. Automated recommendations and connected AI discovery can be incomplete or out of date; the confirmed booking controls your entitlement. A chat response, recommendation or external link is not a completed purchase or authority to make additional charges. This does not exclude responsibility for misleading statements for which GETIN is legally responsible.

10 Security reviews and suspension

- 10.1 Protective action.** On reasonable grounds of fraud, unauthorized payment, material breach, security risk or legal requirement, GETIN may proportionately limit an account, order, transfer or feature while investigating, and may cancel an affected transaction where justified. We may request relevant verification and preserve evidence. We will give reasons and a review route unless disclosure would be unlawful or compromise security or an investigation.
- 10.2 Fair resolution.** Restrictions must not automatically confiscate unrelated valid tickets or lawfully owed funds. Contact help@getin.xyz to challenge an error, identifying any imminent Event. Where GETIN cancels an order, refund and payment-dispute rules still apply. A good-faith exercise of statutory or payment rights is not, by itself, abuse.
- 10.3 Account closure.** You may request account closure through the available account or support process. Closure does not cancel confirmed bookings, discharge existing obligations or erase required transaction records. We will provide an appropriate route to resolve outstanding tickets, claims or balances. Records retained for legal or security reasons are addressed in the Privacy Policy.

11 Responsibility and liability

- 11.1 Platform standard.** GETIN will provide its Services with reasonable care and skill where required by law. It does not promise uninterrupted availability, a particular allocation of scarce tickets or the performance of an independent Organizer. GETIN is not responsible for an independent supplier's breach merely because it provided the booking technology, without limiting liability that law places on GETIN or its own express obligations.
- 11.2 Excluded losses.** To the extent permitted by law, GETIN is not liable for business losses, lost business profit or opportunity, or indirect or consequential loss that was not reasonably foreseeable when the contract was made. GETIN is not responsible for loss caused solely by your breach or an independent third party beyond GETIN's responsibility. Nothing here excludes a remedy for misleading information, a specifically promised benefit or foreseeable consumer loss where exclusion would be unlawful.
- 11.3 Cap.** Subject to clause 11.4 and the Market Schedule, GETIN's aggregate liability arising from a particular order is limited to the total amount paid for that affected order. This cap does not reduce a separately owed refund, the return of money legally belonging to you, or an Organizer's own supply obligations. No cap for a claim unrelated to an order applies unless validly set out in the relevant Market Schedule.
- 11.4 Non excludable matters.** Nothing excludes or limits liability for fraud or fraudulent misrepresentation, wilful misconduct, death or personal injury caused by negligence, gross negligence where it cannot lawfully be limited, or any liability or consumer remedy that applicable law prohibits limiting. The order cap does not apply to EEA or UK consumers where the Market Schedule disapplies it. No clause requires you to waive legal defenses, nonwaivable rights or lawful payment disputes.
- 11.5 Loss caused by misuse.** You remain responsible, to the extent permitted by law, for direct, reasonable loss GETIN proves was caused by your fraud, deliberate unlawful conduct or material breach. GETIN must take reasonable steps to mitigate its loss. You do not indemnify GETIN for its own fault, an Organizer's event risks, or merely bringing a good-faith complaint.

12 Complaints and general terms

- 12.1 Contact and resolution.** Send booking, refund and platform complaints to help@getin.xyz with the order reference, issue and requested remedy. Organizer contact details appear with the Event; the Market Schedule identifies GETIN's legal-notice address and any required local complaint or ADR arrangements. Informal resolution is encouraged but does not stop you seeking urgent relief, contacting a regulator, pursuing a payment claim or observing a legal deadline.
- 12.2 Governing law and courts.** The Market Schedule identifies the applicable contractual law and competent courts, subject always to mandatory consumer protections and any right to bring proceedings where you live. No worldwide arbitration agreement, class-action waiver or shortened statutory limitation period is created by these Terms.
- 12.3 Changes and continuity.** The version accepted for a booking governs that booking. Later terms do not reduce accrued rights or change its price or refund rules without a valid agreement. We may change prospective Services for legitimate operational, security or legal reasons, giving reasonable notice of material changes and obtaining agreement where required. If a service is discontinued, outstanding paid entitlements and remedies must still be addressed. GETIN may transfer this agreement with its business only without materially prejudicing your rights and with notice where required.

12.4 Interpretation. These Terms and the incorporated transaction documents comprise the agreement for their subject matter, without excluding binding precontract information or remedies for misrepresentation. If a term is unenforceable, it is severed only so far as the remaining agreement can lawfully continue; no prohibited term is automatically rewritten to maximize GETIN's protection. A failure to enforce a right is not a waiver. Translation and language rights required by law prevail over any stated reference language.

Market Schedule

This schedule identifies the contracting details for your transaction; it does not establish where a feature is commercially available. Mandatory rules may depend on the Customer's residence, the Event location, the seller and the market targeted, rather than website language alone.

Market and scope. All purchases made through the Services, in every country where GETIN offers them. The regional terms below also apply where relevant.

GETIN contracting entity. Get In Inc., a Florida corporation, 452 NE 31st Street, Miami, FL 33137, United States.

Payment collection role. GETIN collects payment as the Organizer's authorized collection agent unless checkout identifies a different collector. The payment recipient and the descriptor that will appear on your statement are shown at checkout.

Eligibility. You must be at least 18 years old to create an account or make a purchase. Younger attendees may attend Events that admit their age using tickets bought by an adult, who accepts these Terms for them and is responsible for passing on the Event Terms.

Notices and local support. Legal notices: Get In Inc., 452 NE 31st Street, Miami, FL 33137, United States, or legal@getin.xyz. Customer support: help@getin.xyz. These Terms are provided in English; where local law requires another language, that version prevails.

Law and courts. The laws of the State of Florida, United States, and the state and federal courts located in Miami-Dade County, Florida, subject to the consumer protections below and to any right you have to bring proceedings in the courts where you live.

European Economic Area and United Kingdom

Where the applicable EEA or UK consumer rules apply, a contract for a leisure activity on a specific date or during a specific period has no statutory change-of-mind withdrawal right where the applicable dated-leisure exception is satisfied, including any requirements relating to an intermediary's role and the Organizer's capacity risk. This exception does not remove cancellation, nonperformance or other mandatory remedies, and does not automatically cover separately sold goods, undated services or every add-on. Where a withdrawal right applies, the seller must give the required information and cancellation form before the contract; any request for early service performance or loss of a digital-content withdrawal right requires the legally prescribed separate consent and acknowledgement.

For EEA and UK consumers, clause 11.3 does not cap GETIN's liability for its breach of obligations owed to the consumer. GETIN is responsible for recoverable foreseeable consumer loss caused by its breach or failure to use the legally required care and skill, subject to applicable law. A contractual choice of law does not deprive you of mandatory consumer protections applicable under the relevant conflict-of-laws rules. You retain the consumer jurisdiction rights provided by applicable law. Any compulsory local ADR notice must identify the actual competent body; the closed EU online dispute resolution platform is not a complaint route.

United States

Where the US live-event fee rule applies, advertised ticket prices must include mandatory fees, subject only to exclusions permitted by that rule, and the final amount and nature of excluded charges must be disclosed before consent to pay. State and local consumer, ticketing, resale, refund and price-disclosure rights remain applicable. These Terms alone do not impose arbitration or waive class proceedings; any future US-specific dispute agreement would require your separate, express agreement.

Israel

Where Israeli distance-sale cancellation rights apply, qualifying leisure bookings may be canceled within 14 days after the transaction or receipt of the required disclosure, whichever is later, provided more than seven days that are not rest days remain before the service. Qualifying senior citizens, people with disabilities and new immigrants may have four months where the transaction involved the conversation required by law, including qualifying electronic communication, subject to the applicable service-proximity restriction. A lawful change-of-mind cancellation fee may not exceed the lower of 5% of the transaction price or NIS 100; that fee does not apply where law prohibits it for breach or nonconformity. The responsible trader must refund within the statutory period. All legally required cancellation channels remain available. To cancel, use the cancellation option on your order page or email help@getin.xyz with your order number; you may also use any other method the law permits.