ENGLISH

Terms and Conditions

These Terms and Conditions govern ticket sales and the arrangement of travel services by Avalon Concierge Services LLC, 1209 Mountain Road PL NE STE N, Albuquerque, NM 87110, United States (the “Company”).

Effective: September 2026

01 Scope

These Terms apply to all Company services relating to the reservation, sale and delivery of admission tickets (“Tickets”) and the arrangement of travel services. They apply to www.avalon-concierge-services.com and to written or telephone orders.

By registering or ordering, the customer accepts these Terms, including for future orders. Customer terms apply only if expressly accepted by the Company in text form. Mandatory consumer rights remain unaffected.

02 Contractual relationships and ticket prices

The Company is not the organizer of the events. The contract for event attendance is solely between the customer and the organizer, whose terms also apply. Any transport included with a Ticket creates a separate relationship with the transport provider.

The invoiced price may exceed the Ticket's face value and includes acquisition cost, brokerage and system fees, and applicable taxes. Tickets may be sourced through an international partner network. The Company need not disclose its acquisition cost where permitted by law.

03 Contract formation

Ticket, price and service listings are invitations to submit an offer, not binding offers. An order is a binding purchase or booking offer.

A contract is formed when the Company expressly confirms the order, issues an invoice or confirmation, accepts full or partial payment, or begins performance. Communications may occur by email, messaging service, payment link or booking system.

If the requested category is unavailable, the customer may accept an alternative or withdraw the order. Specific rows or seats within a category cannot be guaranteed. Confirmation or payment confirms that the customer had access to and accepted these Terms.

Incorporation and acceptance of the Terms and Conditions

The Terms and Conditions of Avalon Concierge Services LLC in force from time to time are available and accessible to the customer on the Company's official website at www.avalon-concierge-services.com. The customer has the opportunity to review and take note of the Terms and Conditions before giving a binding confirmation and before making full or partial payment.

By expressly confirming an order and/or paying the agreed invoice amount in full or in part, the customer confirms that they were given the opportunity to review the Terms and Conditions and accept their application to the relevant order and the resulting contractual relationship.

This applies regardless of whether payment is made by bank transfer, credit or debit card, payment link, electronic payment service, digital means of payment or another payment method accepted by the Company, insofar as incorporation of the Terms and Conditions is permitted under the applicable law.

04 Delivery and shipping costs

Tickets are normally delivered, transmitted electronically or held for collection only after full payment and after the Company receives them. Any Ticket delivered earlier remains Company property until fully paid.

The Company selects the delivery method and provider. Shipping, insurance and handling charges are disclosed separately before contract formation or in the order confirmation.

If particular Tickets or access become unexpectedly unavailable, the Company may supply equal or better Tickets. A downgrade results in reimbursement of the applicable value difference. Delivery may occur as late as three hours before the event starts.

05 Cancellation and ticket exchange

Ordered Tickets cannot be cancelled, exchanged or returned unless mandatory law provides otherwise. Lost, stolen or destroyed Tickets are not replaced or refunded where permitted by law.

06 Events, cancellation, postponement and force majeure

The Company is not responsible for an event's operation, schedule, content or quality, or for third-party information. For a postponed event, the organizer may declare the original Tickets valid for the replacement date; reversal through the Company is then excluded where legally permitted.

For cancellation or non-performance, claims generally lie against the organizer. Company brokerage and service fees are non-refundable where permitted by law. The Company is not liable for organizer insolvency.

Ticket holders must comply with immigration, visa, health, safety and venue rules. No refund is due from the Company if access is denied for non-compliance. Customers must verify event status before travel.

For force majeure—including natural events, epidemics, war, terrorism, strikes, government action or comparable events beyond Company control—liability is limited, where legally permitted, to any refunded Ticket face value. Travel and lodging arrangements remain the customer's risk.

07 Traveler withdrawal, cancellation charges and hotels

A traveler may withdraw before departure by email or letter. Where lawful, the Company may claim reasonable compensation for arrangements made and expenses incurred. The traveler may prove that no loss or a substantially lower loss occurred.

Air travel:

- up to 31 days before departure: 25%
- 30–25 days: 40%
- 24–18 days: 50%
- 17–11 days: 60%
- 10–4 days: 80%
- from 3 days, on departure day or no-show: 90%

Event travel, incentive travel and hotel bookings

The following standard cancellation charges apply where permitted by law:

- up to 43 days before departure: 20%
- 42–30 days: 40%
- 29–22 days: 60%
- 21–10 days: 80%
- 9–4 days: 90%
- from 3 days, on departure day or no-show: 95%

08 Governing law and venue

To the extent legally permitted, these Terms and the contractual relationship are governed by the laws of the State of New Mexico, USA, without regard to conflict-of-law rules. Exclusive venue is Bernalillo County, New Mexico, where such an agreement is enforceable. Mandatory consumer protections and venues remain unaffected.

09 Severability

If any provision is invalid or unenforceable, the remaining provisions remain effective. Where lawful, it will be replaced by an enforceable provision closest to its commercial purpose. The same applies to omissions.

10 Privacy

Order data is processed to handle orders, perform contracts, communicate and meet legal obligations. Necessary data may be shared with payment providers, partners, organizers, delivery and travel providers where required for performance and lawful.

Contact: sales@avalon-concierge-service.com · www.avalon-concierge-services.com