

Terms and Conditions

1. Acceptance of Terms

By purchasing a ticket from Utopia official EU, purchasers agree to abide by these Terms and Conditions. In this document, "purchaser," "ticket holder," or "client" refers to the individual completing the ticket transaction, while "we," "us," "our," and "organizer" refer to Utopia official EU, a legally registered entity in Cyprus (H.E. 461391). Should these Terms and Conditions not be acceptable, we ask that clients refrain from proceeding with any ticket purchases or use of this website. **Ticket Purchase and Payment Policy**

All ticket prices are fixed and non-negotiable. Prices are displayed in Euro (€), and any changes in price after your purchase will not affect your transaction. You agree that all ticket purchases are final; no exchanges, refunds, or cancellations will be granted unless the event is canceled or rescheduled. If an event is canceled, refunds will be issued to the original payment method, excluding service and booking fees.

Upon successful payment, you will receive an electronic confirmation and a digital ticket. Please ensure all provided information is accurate, as incorrect data may result in denied entry without a refund. The only authorized source for ticket purchases is <https://www.utopiaofficial.eu/> and the use of unauthorized sources could lead to invalid tickets that we are not responsible for honoring.

2. Delivery of Tickets

All tickets are delivered electronically to the email address provided during purchase. Once delivered, the ticket(s) become your responsibility, and we are not liable for any loss or damage, including tickets that are stolen, damaged, or lost. Re-issuance requests will be considered at the sole discretion of Utopia official EU and may involve additional fees.

3. Event Access and Identification Requirements

To enter the event venue, you must present a valid ticket along with a government-issued photo ID that matches the name on the ticket. Utopia official EU reserves the right to refuse entry without refund if the ticket holder does not meet the minimum age requirement, appears intoxicated, or fails to adhere to venue policies. All attendees are subject to security screenings, and possession of prohibited items or engaging in unacceptable behavior will result in immediate removal without a refund.

4. Intellectual Property and Usage Restrictions

All materials on the Utopia official EU website, including but not limited to logos, images, photos, and event details, are protected by copyright and intellectual property laws. No content may be used, reproduced, distributed, or displayed without prior written consent from Utopia official EU. Additionally, ticket holders are prohibited from reselling, copying, or using tickets for promotional activities, including contests or sweepstakes, without express permission.

5. Changes to Events and Cancellations

Utopia official EU reserves the right to cancel, reschedule, or alter events due to unforeseen circumstances such as weather conditions, security concerns, or public health regulations. In such cases, you will be informed as promptly as possible.

Rescheduling: If an event is rescheduled, your original ticket will remain valid for the new date, and no refunds will be provided unless otherwise stated.

Cancellation: If an event is canceled, refunds will cover only the face value of the ticket, and additional fees (e.g., booking fees, transaction fees) are non-refundable.

6. Refunds and Chargebacks

All sales are final and considered as a binding agreement between you and Utopia official EU. No refunds or returns are provided unless an event is canceled. Attempting a chargeback after a confirmed purchase will be contested, and any chargeback claims deemed fraudulent will be pursued to the fullest extent of the law.

7. Liability and Assumption of Risk

By attending the event, you acknowledge and assume all risks associated with your attendance, including potential personal injury, property damage, or loss. The Company is not liable for any damages incurred during the event, nor for any lost or stolen items. Attendance at the event is voluntary, and all attendees agree to waive any claims against the Company related to injuries or damages.

8. Code of Conduct and Prohibited Items

Utopia official EU enforces a strict code of conduct to ensure a safe and enjoyable experience for all attendees. Engaging in illegal or disruptive activities, carrying unauthorized items (including weapons or illegal substances), and violating any venue or event policies may result in removal without refund.

Prohibited Items: Attendees are not allowed to bring items such as weapons, fireworks, illegal drugs, outside food or beverages, or any items that may pose a risk to others.

Behavior: Attendees must follow all instructions from event staff and adhere to security and safety protocols.

9. Data Collection and Privacy

Your personal information, including name, contact details, and payment information, is collected solely for processing transactions and ensuring event security. We comply with the General Data Protection Regulation (GDPR) and other applicable privacy laws to protect your data. Personal data will not be shared with third parties unless necessary for processing payments or as required by law. For full details on data handling, please refer to our Privacy Policy.

10. Force Majeure

Utopia official EU shall not be liable for any failure to perform its obligations under these Terms and Conditions if such failure results from circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, riots, embargoes, labor disputes, government regulations, or any other unforeseen events that make it impossible or impractical to hold the event as planned. In such cases, we reserve the right to postpone, reschedule, or cancel the event without any liability to ticket holders, other than providing a refund in accordance with our cancellation policy, if applicable.

11. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of Cyprus. Any disputes arising out of or in connection with these Terms or any event hosted by Utopia official EU will be subject to the exclusive jurisdiction of the courts in Cyprus.

12. Modification of Terms

Utopia official EU reserves the right to modify or update these Terms at any time without prior notice. Any changes will be posted on our website, and continued use of the website and services constitutes acceptance of the updated Terms.

13. Contact Information

For questions or concerns regarding these Terms, please contact us at info@utopiaofficial.eu.

Privacy Policy

Last Updated: 01/11/2024

1. Introduction

Utopia official EU (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and disclose personal information when you visit our website, purchase tickets, or engage with our events. As a company registered in Cyprus (H.E. 461391), we comply with the European Union’s General Data Protection Regulation (GDPR) and other applicable laws.

By accessing our website or purchasing tickets, you acknowledge and agree to the practices described in this Privacy Policy.

2. Information We Collect

We collect personal information from users in several ways, including information you provide directly, and information automatically collected through your interaction with our website and services.

a. Personal Information You Provide

- **Account Information:** When you create an account or purchase a ticket, we may collect information such as your name, email address, phone number, and payment details.
- **Communication Data:** If you contact us for inquiries or support, we may retain any communications, including your contact information and any additional details you provide.

b. Automatically Collected Information

- **Device and Usage Information:** We may automatically collect information about your device and usage behavior, such as IP address and browser type.
 - **Cookies and Tracking Technologies:** Our website uses cookies to enhance user experience, remember preferences, and analyze usage. Please see Section 8 for more details on cookies.
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3. How We Use Your Information

The personal information we collect is used in the following ways:

- **To Process Transactions:** We use personal and payment information to process ticket purchases and deliver confirmation emails.
 - **To Communicate with You:** We may contact you via email, phone, or SMS for event updates, confirmations, or special offers, provided you have opted in.
 - **To Improve Services:** Information gathered from cookies and analytics helps us improve our website, services, and customer experience.
 - **For Marketing Purposes:** Where permitted by law and with your consent, we may use your information to provide you with promotional content related to our events.
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4. Sharing Your Information

We do not sell your personal information. However, in certain cases, we may share your information with trusted third parties.

- **Service Providers:** We share information with third-party providers who help facilitate ticket sales, payment processing, and website operations.
 - **Legal Compliance and Protection:** We may disclose information if required by law, in response to a legal request, or to protect our rights, property, and user safety.
 - **Event Partners:** In certain cases, we may share information with event organizers and partners who contribute to providing services or managing events.
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5. Security of Your Information

We implement robust security measures to protect personal information from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access control protocols, and regular security assessments. Payment transactions are conducted through secure channels, and we do not store complete payment details on our servers.

Please note: No method of online data transmission or storage is entirely secure. We are committed to implementing robust security, but we cannot guarantee absolute security.

6. Data Retention

We retain personal information only as long as necessary to fulfill the purposes for which it was collected or as required by law. Personal information related to ticket purchases and event participation is typically retained for a set period to meet legal and reporting obligations. After the retention period, we securely delete or anonymize data.

7. Your Rights under GDPR

If you are an EU resident, you have specific rights regarding your personal information. These rights include:

- **Right of Access:** You may request a copy of the personal data we hold about you.
- **Right to Rectification:** You may correct inaccurate or incomplete information.
- **Right to Erasure:** In certain circumstances, you may request deletion of your data.
- **Right to Restrict Processing:** You may request that we limit the processing of your data in specific situations.
- **Right to Object:** You may object to processing based on legitimate interests or for direct marketing purposes.
- **Right to Withdraw Consent:** Where processing is based on consent, you may withdraw your consent at any time.

To exercise any of these rights, please contact us using the information provided in Section 10.

8. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to collect information about your interaction with our website. Cookies help us personalize content, remember preferences, and analyze site traffic.

a. Types of Cookies We Use

- **Essential Cookies:** Necessary for website functionality and user authentication.
- **Performance Cookies:** Collect data on website usage and visitor behavior to improve performance.
- **Functional Cookies:** Enhance user experience by remembering preferences.
- **Marketing Cookies:** Enable personalized marketing based on browsing behavior.

b. Your Choices

You can manage your cookie preferences through your browser settings. Note that disabling cookies may affect the functionality of our website.

9. International Data Transfers

Your information may be transferred and stored outside your country of residence, including to servers located in the EU and the United States. We comply with GDPR standards for international data transfers, including implementing Standard Contractual Clauses where applicable.

10. Contact Information

For questions, concerns, or to exercise your rights regarding your personal information, please contact our Data Protection Officer:

Email: info@utopiaofficial.eu

11. Changes to this Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page, and where significant changes are made, we will notify users via email or a notice on our website.

Effective Date: This Privacy Policy is effective as of 01/11/2024.