

1. Your Contract

1. www.thedjoonexperience.com is website that packages together festival tickets with accomodation.You can also buy festival tickets without purchasing a package. Whether you buy one of our festival packages or just festival tickets your contract is with Making Partners srl with its registered office address at Via Ammiraglio Rizzo, 20 – 91100 Trapani.
2. References to “you” and “your” include the first-named person on the booking (see section 2.4 below) and all persons on whose behalf a booking is made or any other person to whom a booking is transferred.

2. How to book your festival ticket or festival package

1. All Festival Packages and festival tickets are subject to availability. Festival organisers, and the accommodation provider, supply us with a limited number of tickets for sale within a limited sales period and so we only have a limited number of tickets and Festival Packages available at the prices indicated.
2. To make a booking for your festival ticket or package, follow the instructions on our website to select the type of accommodation or the number of festival pass. You will be shown the total price for your package and the price per person when you have finished making your selections.
3. A contract with us will only exist once we have issued you with our booking confirmation setting out the full details of your tickets or Festival Package booking. We will only issue your booking confirmation once full payment has been received. Please check your booking confirmation carefully and notify us immediately at info@makingpartners.com if anything on the booking confirmation appears to be incorrect or incomplete.
4. The person whose makes the booking will be deemed to be the lead name for the booking and will be listed as the contracting party on the booking confirmation. The lead name will be responsible for ensuring that all payments under the contract with us are made (although payments can be accepted from other names on the booking) as well as advising us of any amendments or cancellations. We will only accept amendments and cancellations notified to us by the lead name. The lead name confirms that he/she:
 - a)has read these Booking Conditions and is authorised to and does agree to the contract on behalf of all parties named in the booking;
 - b)consents to our use of information in accordance with these Booking Conditions and our Privacy & Cookies Policy;
 - c)is over 18 years of age, and where placing an order for with age restrictions, declares that he/she and all members of the party are of the appropriate age to purchase those tickets or Festival Packages.

3. Price of your ticket or festival package

1. Full details of what are included in the price of your ticket or Festival Package is shown on our website. Anything not specifically described on our website as being included in the price is extra, and you will need to pay the festival organiser, promoter or hotel or transport operator directly for any services not included in the price of your ticket or package.
2. We reserve the right to change the price of festival tickets or Festival Packages advertised on our website at any time before you book. The total price of your festival ticket or package will

be confirmed before you proceed with the booking, together with any applicable taxes, such as local city or tourist taxes, and fees.

3. In addition to the price of your accommodation you may be required to pay a refundable deposit on arrival at your accommodation to insure against any damages which occur during your occupancy of the property, which may be requested at the time of booking, or subsequently on your arrival. This deposit will be repaid to you in full at the end of your stay providing you have left the property in a reasonable condition according to the terms of the accommodation provider.

4. Payment

1. In order to make a booking, you must pay the total price of your festival ticket or package in full at the time of booking, together with the booking fee. No booking confirmation will be issued until the full amount has been received.
2. We accept most credit and debit cards as well as other forms of payment including PayPal. Please check our website for details.
3. We take all reasonable care to ensure that our website is secure and to ensure that it is not possible for any third party to access your payment or other personal information. However we cannot be held liable in the event that any third party obtains personal data or information in an unauthorised manner, unless due to our own negligence.
4. By entering your payment details, you confirm that the payment details belong to you. We do not accept payment using third party credit or debit cards. All credit and debit cardholders are subject to validation checks and authorisation by the card issuer. If your card issuer refuses to authorise payment, we will not be able to process your booking.

5. Festival tickets

1. Entry into the festival is only permitted on production of a valid ticket or pass. **The festival organiser may refuse you entry if you fail to produce all of the aforementioned documents.**
2. The terms and conditions of the festival organiser or promoter of the festival apply to your booking (see clause 6.2). Customers must comply with last entry times, behaviour codes and all other requirements of the festival organiser and the festival organiser has the absolute right to determine entry.
3. Artists and attractions included in the festival programme may be subject to change. We will advise you of any changes as soon as advised by the promoter.
4. Festival tickets are non-refundable and non-transferable unless the festival is cancelled or re-scheduled.

6. Other elements of your package

You must ensure that you and your party bring the appropriate ticket issued to you for each part of your package together with a form of valid ID. We may deliver documents by a different means from the one specified in order to ensure that you receive your documents before the start of your package e.g. email instead of post. It is your responsibility to ensure that you check all names, travel times and other details on the booking confirmation and advise us immediately if there are any errors or omissions.

7. Cancellations and amendments

1. **Please note that tickets and packages are non-refundable.**
2. In some exceptional cases, we might process a name change for a festival ticket. An administration fee will be charged for a name change (generally € 20, but may be more depending on the time you choose to change the name) for processing the name change. To arrange this, you will need to contact us as soon as possible by email at info@makingpartners.com
3. If the festival is cancelled, you have the option to have your entire ticket or package cancelled and refunded to you in full, or for just the cost of the festival ticket to be refunded to you

8. Changes to your booking or cancellation by us

We will try to keep changes to your booking to a minimum and we will advise you of any changes to your booking at the earliest possible date.

9. Our liability to you

1. In relation to all bookings (whether ticket-only or a package booking), we will not be liable for any injury, illness, death, loss (for example, loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: (a) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party; (b) the act(s) and/or omission(s) of a third party not connected with the provision of your booking and which were unforeseeable or unavoidable; and (c) unusual and unforeseeable events or circumstances beyond our or our suppliers control, the consequences of which could not have been avoided even if due care had been exercised, including without limitation, exceptional or severe weather conditions, industrial action or fire.
2. We do not accept responsibility or liability for any services that do not form part of our contract with you. This includes, for example, any additional services or facilities which the hotel, transport operator or any other service where the services or facilities are not included in the price of your festival ticket or package and we have not agreed to arrange them.
3. We do not accept any liability for any damage, loss, cost, expense or other sum(s) of any description (a) which, on the basis of the information you provided to us prior to our confirming your booking, we could not have foreseen you would suffer or incur if we breached our contract with you or (b) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. However we will always provide you with prompt assistance during your trip, whatever the cause of the problem. In addition, we do not accept liability for any business losses, including loss of profit, or any losses that do not arise directly from our breach.

10. Complaints and claims

If you have a complaint or claim in relation to the festival or any other part of the package, you must tell the festival us at the time the issue occurs, as most problems can be solved on the spot. If the matter cannot be resolved locally at the time, then please write an email to info@makingpartners.com within 28 days of returning home from your trip. This will help us to quickly identify your concerns and speed up our response to you. If you fail to follow this procedure, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under your contract.

11. Health & safety

You must comply at all times with all health and safety requirements of the festival organiser, hotel or other accommodation provider and transport provider. If you breach any of these requirements or your behavior or conduct, in the reasonable opinion of the supplier or us, causes or is likely to cause danger to, upset or distress anyone else or damage to property, you may be refused travel or entry. We shall have no liability to you in these circumstances and no refund shall be given.

12.Special requests and medical problems

1. If you have any special requests, you must advise us at the time of booking. We will try our best to satisfy your request but we cannot guarantee any request will be met.
2. If you or any member of your party has any medical problem or disability that may require assistance, please tell us before you book, or if diagnosed after you confirm your booking, as soon as possible after you become aware.

13.Data protection

1. In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the personal information you provide such as name, address, and any special needs/dietary requirements etc. We shall ensure that proper security measures are in place to protect your information and we will comply with the Data Protection Act 1998.
2. In order to process your booking we must pass your personal information on to the relevant suppliers such as the accommodation provider. We may also need to provide your personal information to security or credit checking companies, credit and debit card companies, regulatory or public authorities such as customs or immigration if required by them, or as required by law. We may have to send your personal information to countries outside the European Economic Area (EEA) where controls on data protection may not be as strong as the legal requirements in this country. By making a booking, you consent to this use of your personal information.
3. Please see further details of our Privacy and Cookies policy

14.Governing law and jurisdiction

This contract and any dispute, claim or other matter of any description that arises out of or in connection with this contract is governed by and shall be construed in accordance with Italian law. The courts Trapani shall have jurisdiction to decide any dispute or claim that arises out of or in connection with this contract.