



TERMS & CONDITIONS

COMPANY INFORMATION

TT Supply operates as a **ticket sourcing agent** on behalf of **Empire UAE**.

TT Supply does not own, hold, or resell tickets directly.

All tickets are sourced through trusted and verified partners within the events industry.

TT Supply's commission fee is **3% (paid by Empire UAE)** unless otherwise stated.

SERVICE DESCRIPTION

By engaging TT Supply, you acknowledge that we act solely as an intermediary - sourcing tickets based on your request. We are **not affiliated** with any official box office, promoter, or venue.

PRICING

All prices include sourcing costs and may reflect market demand and availability. Prices are confirmed before invoicing and are subject to change until full payment is received.

PAYMENT TERMS

Once your order is confirmed, TT Supply will issue a pro forma invoice, payable via BACS transfer. Orders are not final until payment is received in full.

DELIVERY

Tickets are usually delivered electronically.

Some events may require physical delivery or on-site collection - details will be confirmed in advance by our fulfilment team.

REFUNDS & CANCELLATIONS

- If an event is **cancelled**, you will receive a **full refund**.
- If an event is **rescheduled**, your ticket will **remain valid for the new date**.
- If you cannot attend, TT Supply can assist in finding a new buyer for your tickets.

All refunds follow our official Refund Policy.

RESPONSIBILITY

TT Supply cannot be held liable for:

- Venue seating changes or access delays
- Line-up or performer changes
- Decisions or cancellations made by event organisers

Our responsibility ends once valid tickets are delivered and accepted.





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DATA & PRIVACY

All client information is handled in accordance with our Privacy Policy and GDPR Statement. We never sell, trade, or misuse personal data.

LIABILITY

TT Supply's total liability is limited to the value of the sourcing fee paid. We are not responsible for indirect or consequential losses.

GOVERNING LAW

These terms are governed by the laws of **England** and **Wales**, and disputes will be subject to the exclusive jurisdiction of the UK courts.

CONTACT

For any questions regarding these Terms & Conditions, please contact sales@ttsupply.co.uk

