

## TERMS AND CONDITIONS

These terms and conditions govern the registration, attendance reconfirmation and access process for the **RAFA NADAL ACADEMY 10TH ANNIVERSARY EVENT**, organised by **CENTRE ESPORTIU MANACOR SL** (hereinafter, the “Organiser”), with registered address at Ctra. Calas de Mallorca s/n, 07500 Manacor, Spain, and Tax Identification Number (CIF) B57717035. By making a pre-booking, the User fully accepts these terms and conditions.

### Purpose and nature of the ticket

**1.1.** The Event is free of charge and has limited capacity. Tickets are distributed exclusively via online download, at no cost to the Attendee. Access is organised in two separate stages:

- **Pre-booking.** Initial registration of the Attendee, granting a provisional reservation of a place, subject to reconfirmation.
- **Ticket.** A nominative document containing a QR code that grants access to the venue. The ticket is not issued or sent at the time of the pre-booking, but only after attendance has been reconfirmed.

**1.2.** The pre-booking does not, therefore, constitute a right of access in itself. Only the ticket issued following attendance reconfirmation grants access to the venue.

**1.3.** The ticket is personal, nominative and non-transferable. Its sale, assignment, resale or making it available to third parties, whether free of charge or for consideration, is strictly prohibited. Failure to comply with this prohibition entitles the Organiser to cancel the ticket without any right to compensation.

**1.4.** The Organiser reserves the right of admission in accordance with applicable regulations and may refuse access to any person who fails to comply with these terms and conditions or is unable to verify their identity.

### Pre-booking

**2.1.** To make a pre-booking, the Attendee must complete the registration form by providing, at a minimum, the following information:

- Full name.
- Identity document or passport.
- Email address.

**2.2.** Each person may make a **maximum of two (2) pre-bookings** using the same email address. Both pre-bookings must identify different individuals, with a **different full name and identity document** for each person, even if they are linked to the same registration email address. Duplicate pre-bookings made in the name of the same person or using the same identity document will not be accepted.

**2.3.** The Organiser may cancel, without prior notice, any pre-bookings or tickets obtained through duplicate registrations, false information, repeated identity documents or any other practice intended to circumvent the established limit.

**2.4.** The sale, resale or transfer for consideration of a pre-booking or ticket is strictly prohibited. Failure to comply with this provision will result in the automatic cancellation of the affected pre-booking or ticket, without any right to compensation.

**2.5.** The Organiser reserves the right to cancel any pre-booking or ticket where there are reasonable indications of mass registration, fraudulent or automated registrations (bots), or any other abnormal practice intended to circumvent these terms and conditions, without prior notice or any right to compensation.

**2.6.** The Attendee is solely responsible for ensuring that the contact details provided are accurate, up to date and remain operational until the Event has concluded, as well as for regularly checking all email folders, including junk mail, spam and promotional folders.

**2.7.** The pre-booking does not guarantee the issuance of a ticket or access to the venue, both of which are subject to attendance reconfirmation and compliance with the remaining terms and conditions.

#### Attendance Reconfirmation

In order to minimise no-shows among registered attendees and optimise the use of the venue's capacity, the Organiser applies attendance reconfirmation procedures.

**3.1.** Given the expected high level of interest and the limited capacity, all Attendees must **expressly reconfirm their attendance** within the reconfirmation period, which will open according to the following indicative schedule:

- First notification: 5 days before the Event.
- Second and final notification: 72 hours before the Event, with the reconfirmation period closing 24 hours after this notification is sent.

**3.2.** Notification channel. Reconfirmation notifications will be sent exclusively by email to the address provided during registration. The Attendee is responsible for checking both their main inbox and their spam, junk mail or promotional folders, as the Organiser will be deemed to have fulfilled its notification obligation upon delivery of the message to the destination server, regardless of whether the Attendee opens or reads it.

**3.3.** Issuance of the ticket. Only after expressly reconfirming their attendance within the specified period will the Attendee receive, by email, the **ticket** containing the nominative QR code granting access to the venue. Prior to such reconfirmation, the Attendee only holds a pre-booking, which is not valid as a means of access.

**3.4.** Consequence of failure to reconfirm. Any Attendee who fails to reconfirm their attendance within the specified period will automatically lose their pre-booking. No ticket will be issued, and the place will be released and may be allocated to another person.

**3.5.** Notwithstanding the foregoing, an Attendee who has not reconfirmed their attendance and therefore has not received their ticket, but who physically attends the Event on the day of the Event, may only gain access if capacity is available after deducting places that have already been reallocated, on a first-come, first-served basis. The Organiser does not guarantee access in such cases.

#### Access to the Venue

**4.1.** Access will require presentation of the ticket (QR code) received following attendance reconfirmation, together with the identity document or passport provided during registration, in order to verify that the details match those of the ticket holder.

**4.2.** The Organiser may refuse access where there is a mismatch between the ticket holder and the person presenting the ticket, where the ticket has been transferred or resold, or where the maximum authorised capacity has already been reached.

**4.3.** Children under the age of 14 may only attend the Event when accompanied by their parent or legal guardian, who must remain with the child throughout their stay at the venue and provide evidence of such status if requested by the event organisation or security staff. The Organiser may refuse access to children under the age of 14 who arrive without such accompaniment.

#### Modification, Postponement or Cancellation

**5.1.** The Organiser may modify the programme, schedule or venue of the Event for justified reasons, as well as postpone or cancel it due to force majeure or circumstances beyond its control. In such cases, the Organiser will notify Attendees through the contact channels provided, as far in advance as reasonably possible.

**5.2.** As the Event is free of charge, its cancellation or postponement shall not give rise to any right to financial compensation.

#### Personal Data Protection

**6.1.** The personal data provided during the pre-booking process will be processed by **CENTRE ESPORTIU MANACOR SL**, as the data controller, for the purpose of managing the pre-booking, attendance reconfirmation, ticket issuance and access control, on the basis of the consent given by the Attendee upon accepting these terms and conditions and the performance of the relationship arising from the registration.

**6.2.** Personal data will not be disclosed to third parties except where required by law or where strictly necessary for the provision of services associated with the Event (for example, the ticketing platform), in which case such third parties will act as data processors in accordance with Article 28 of the GDPR.

**6.3.** The Attendee may exercise their rights of access, rectification, erasure, objection, restriction of processing and data portability by contacting **rgpd@rafanadalacademy.com**, and may lodge a complaint with the Spanish Data Protection Agency (AEPD) if they consider it appropriate.

**6.4.** Personal data will be retained for as long as necessary to fulfil the purposes indicated and, thereafter, for the legally applicable statutory limitation periods.

By making the pre-booking, the Attendee confirms that they have **read, understood and expressly accepted all of these terms and conditions**.