

PROCEDURES

Terms used in this document shall have the meaning given to them in Annex 2 to the Agreement or in this document, unless the context otherwise requires.

1. PROCEDURES FOR HOSTING EVENTS

- 1.1. In order to commence the distribution of Tickets for a particular Event, the Organiser must submit to the Distributor a completed Event Form, provided by the Distributor's Responsible Person, at least 2 business days before the desired commencement of the distribution of Tickets. A duly and fully completed Event Form shall be the basis for the commencement of Ticket distribution.
- 1.2. Together with the Event Form, the Organiser is required to submit:
 - 1.2.1. a description of the Event (in Lithuanian);
 - 1.2.2. a main photo of the Event (JPG format, 550x800);
 - 1.2.3. the logo of the Event Organiser (JPG format);
 - 1.2.4. a plan of the venue of the Event, with the seats marked and the prices of the particular seats.
 - 1.2.5. the Event Form with the necessary attachments shall be submitted to the Distributor's responsible person by email.
- 1.3. It is the responsibility of the Organiser to provide the Distributor with correct and complete information about the Event.
- 1.4. Upon the submission of the Event Form by the Organiser, the Distributor shall determine the final Service Fee, taking into account the venue of the Event, the price of the Tickets etc. The Distributor shall inform the Organiser in writing when the final Service Fee has been determined (email notification shall be deemed to be a proper written notification). The Organiser shall have the right to disagree with the final Service Fee and shall inform the Distributor of its disagreement without delay. In such case, the Distributor shall have no obligation to distribute Tickets for the Event.
- 1.5. The Distributor recommends that Ticketing commences at least 14 days prior to the Event from the desired commencement of Ticketing.

2. TICKETING PROCEDURES FOR CUSTOMERS

- 2.1. The Customer may purchase Tickets to the Organiser's Events in the following ways:
 - 2.1.1. initially by reservation and then by purchase;
 - 2.1.2. purchase at once (without prior reservation).
- 2.2. Ticketing
 - 2.2.1. At the Box Offices: the Customer may purchase Tickets for all Events distributed by the Distributor at all Box Offices, the detailed map and opening hours of which are indicated on the Website.

- 2.2.2. Online: the Customer may purchase an E-ticket on the Website for any Event for which Tickets are sold by the Distributor.
- 2.3. Ticketing for VIP Customers: VIP Customers are legal and/or natural persons who are personally served and given personal attention by the responsible administrative employee(s) of the Distributor or the Organiser, as the case may be, from the Distributor's or the Organiser's head offices (and not at the Distributor's Box Offices). Depending on whose resources are dedicated to servicing such VIP Customers (Organiser's or Distributor's), the VIP Customers shall be divided into Organiser's VIP Customers and Distributor's VIP Customers.
- 2.3.1. When serving its VIP Customers, the Organiser carries out the reservation and sales process for Tickets. The deadline for the reservation of Tickets shall be determined by the Organiser at its sole discretion (which may be prior to the Event).
- 2.3.2. When issuing an advance invoice to a VIP Customer, the Organiser must specify in such advance invoice that the payment is to be made by bank transfer to the Distributor's bank account and provide the details of the Distributor required for this purpose.
- 2.3.3. Once the money has been credited to the Distributor's account, the Distributor's employee shall forward the E-tickets in .pdf format to the Organiser and the Organiser shall forward the E-tickets in .pdf format to the VIP Customer.

3. TICKET CONTROL METHODS

- 3.1. Tickets distributed by the Distributor shall be available in two types - tickets purchased at the Box Office and tickets purchased online (E-tickets). The Organiser shall be solely responsible for the control of Tickets and the number of Customers admitted to the Event. The Distributor recommends that the Tickets are verified using the control methods described below.
- 3.2. Tickets purchased at the Box Office shall be printed on letterhead and have four levels of security: hologram, watermarks, numbering and thermal paper, so that they can be checked in any of these ways:
- 3.2.1. by tearing off the Ticket's root / tearing the Ticket.
- 3.2.2. by scanning the Ticket with the Ticket Scanning App BILIETAI SCAN (available for Android and iOS operating systems).
- 3.3. Tickets that are printed on a sheet of paper by a conventional printer and have no security protection other than the BAR code may be reproduced by Customers who may attempt to enter the Event without a Ticket. To avoid such abuse, the Organiser should verify such Tickets at the entrance to the Event in one of the following ways:
- 3.3.1. Using the Ticket with the Ticket Scanning App BILIETAI SCAN
- 3.3.2. Mobile scanning devices may be rented for the purpose of scanning tickets. To order an additional service provided by the Distributor, the Organiser must contact the Distributor's responsible person no later than 3 business days before the Event.
- 3.3.3. The Distributor shall have the right to refuse to hand over the mobile scanning equipment for objective reasons.
- 3.3.4. The Organiser shall carry out the verification of tickets using mobile scanning equipment.
- 3.3.5. The Organiser shall assume full material responsibility for any damage to or loss of the equipment.

4. PROCEDURES FOR PREPARING SALES REPORTS

- 4.1. In accordance with the settlement procedure of the Parties set out in Clause 4 of the General Terms and Conditions of the Agreement, the Distributor shall submit to the Organiser after the Event a Deed of Settlement, which shall serve as the basis for settlement between the Parties.
- 4.2. The Deed of Settlement shall be drawn up in accordance with the following procedures:
 - 4.2.1. The Deed of Settlement may only be submitted after the Event (or after cancellation of the Event).
 - 4.2.2. A separate Deed of Settlement shall be submitted for each Event or Tour of Events. The Deed of Settlement shall specify the number of Tickets sold and the amount of money received for the Tickets sold.
- 4.3. The Deed of Settlement shall be sent after the Event has taken place (or after the Event has been cancelled) to the email address specified by the Organiser within 7 business days, and if the 7 business days include at least the first 2 business days of the month, the deadline for the submission of the Deed of Settlement shall be set at 10 business days.
- 4.4. The Distributor shall be responsible for the accuracy of the data provided in the Deed of Settlement.