



GENERAL INFORMATION

We have created this platform to provide the Cultural and Creative Sector with a tool that helps it become self-sustained and more resilient during turbulent times, through connecting with its audiences virtually while being able to generate income to feed-in its operational cycle.

Beyond turbulent times, this platform also helps the sector stay virtually global, where audiences from anywhere in the world will be able to watch any artist or participate in any creative activity without necessarily having to be physically in the same geographical location.

Strategically, this platform helps the sector better understand its new virtual global audience, and its rapidly changing dynamics, demographics and behaviour in a period that involves a constant adaptation of new practices and quick adjustments to strategic plans.

To get started, we would like to introduce you to a few important definitions:

- "**BASITA.LIVE**" shall refer to this platform including all its virtual platforms (website and application).
- "**BASITA**" shall refer to the Parent Company, whose registered office is in Amman, Jordan.
- "**AGORA**" shall refer to the Sister Social and Creative Enterprise, whose registered address is in Alexandria, Egypt.
- "**Website**" shall refer to the online platform www.BASITA.LIVE
- "**Application**" shall refer to the platform's application available on Apple store and Android.
- "**GLOBAL CULTURAL SECTOR**" shall refer to our slogan and the rationale behind our platform, as well as all our activities and partnerships.
- "**Creative User**" shall refer to any individual or organisation, privately or publically owned that is responsible for the organisation and delivery of any event, activity, or any creative content of any kind (whether pre-recorded or live, or both), for free or for a fee, via **BASITA.LIVE** platforms.
- "**General User**" shall refer to any individual, or organisation, privately or publicly owned, that purchases or attempt to purchase any tickets, including but not limited to tickets to live or pre-recorded events.
- "**Event**" shall refer to any event, of any nature, including but not limited to performances, exhibition virtual tours, workshops, masterclasses, courses, talks, educational activities, or other types of events where the "**Creative User**" wishes

to announce, promote, and share his creative content using the **BASITA.LIVE** platforms.

- **"Ticket"** shall refer to any form of paid or complimentary "viewing code" or a "token" or any other method of measuring the viewership of any content on **BASITA.LIVE** platforms, and identifies the holder as having purchased or been given permission to access a specific Event.
- **"Standard Ticketing Purchase and Refund Policy"** shall refer to the terms and conditions governing the purchase of tickets and different cases where the General Users are eligible for refunds.
- **"Complementary Ticket Code"** shall refer to the 5 free codes that the **"CREATIVE USER"** receives once his "Event" is confirmed, or to any additional free codes the **"CREATIVE USER"** wishes to buy for his invited guests.
- **"Invitation Code"** shall refer to automatically generated codes for closed or free events.
- **"Gift Ticket"** shall refer to a ticket gifted from one user to the other – purchased on behalf.
- **"Discount Code"** shall refer to a code that allows discounts for special marketing campaigns.
- **"Support"** shall refer to an optional feature for audiences to support the artist, the venue / institution, or the event, beyond the original ticket price. This amount goes in full to the event organizer after deducting the payment gateway, administration, and money transfer charges. **BASITA.LIVE** does not make any profit from the **"Support"** feature.
- **"Services"** shall refer to the services provided by **BASITA.LIVE** to artists, individuals and organizations in reference to an "Event", which may include but not limited to, advertising, promoting, delivery of event viewing code, analysing audience data, collection of payments, and any other services provided by **BASITA.LIVE** to the **"CREATIVE USERS"** and "General Users" as agreed by them.
- **"Host Partner"** shall refer to Cultural Organizations, Theatre, Independent Spaces or government venues who act as a liaison between the **"BASITA.LIVE"** and artists in their community to offer them logistical, technical, and administrative support, such as, but not limited to:
 - Offering their venue for recording or live streaming their creative content / performances
 - Offering their technical support to organize the technical production of the creative content
 - Offering administrative support such as organizing payments, and cross-promotion of the events
- **"Information Security, Privacy and Usage Policy"** shall refer to terms and conditions governing the security, privacy and usage of any information provided by any Creative or General User or collected by **BASITA.LIVE** as a result of a service.
- **"Virtual House Rules"** shall refer to the **BASITA.LIVE** code of conduct during events.

- “**Virtual Ushers**” shall refer to accounts created for specific individuals for specific events with the aim of online ushering and assisting audiences virtually.
- “**Earned Income**” shall refer to the amount transferred to the “**Creative User**” after deducting the “Service Fees”.
- “**Service Fees**” shall refer to the bank charges, payment gateway charges, website admin expenses, and any other fees that **BASITA.LIVE** pays for each transaction and event. “Service Fees” is a flat percentage as mentioned below in the Earned Income clause.
- “**BASITA.LIVE Community Mandate**” shall refer to a programme of activities and partnerships **BASITA.LIVE** undertakes to support the Cultural and Creative Sector and specifically the sector’s young and upcoming creatives and freelancers.
- “**Creative Incubation**” shall refer to a programme of joint collaboration between young and established artists where young artists get the chance to learn by doing.
- “**Mentor Artist**” shall refer to artists who agree to offer a number of free mentorship hours to young and emerging artists from the platform.

INFORMATION FOR CREATIVE USERS

Introduction

“**Creative User**” shall refer to any individual or organisation, privately or publically owned that is responsible for the organisation and delivery of any event, activity, or any creative content of any kind (whether pre-recorded or live, or both), for free or for a fee, via **BASITA.LIVE** platforms.

A few examples of “**Events**” that you could organize on “**BASITA.LIVE**”:

- If you are a **filmmaker**, you can upload your film for a virtual screening. You can also interact with your audience before or after the screening, answer their questions or introduce them to your film. You can also Geo-Block your content (make it accessible for certain regions).
- If you are a **Performer**, you can upload your pre-recorded performances or perform live to your audiences. If you upload your pre-recorded performances you can still make a live appearance before or after the pre-recorded content, to interact with your audience, answer their questions and / or explain your content.
- If you are a **visual artist**, you can organize your **virtual exhibition tours**, your educational programmes, and your talks and debates.
- If you are a **hand crafts artist**, or an **arts educator**, you can organize your workshops and masterclasses.
- You can choose to delete your content after the screening or keep it available for a maximum period of 4 months (extendable). Audiences from different time zones,

or people who were busy at the time of the live broadcast will be able to purchase a “**Ticket**” and access the content as long as it is online.

How it works

- Create an account on **BASITA.LIVE**
- Please make sure to choose the tab for artists or for Venues / Institutions
- Submit your account for approval
- It takes maximum 24 hrs to approve and authenticate an account on **BASITA.LIVE**
- Log-in to your account
- Create your event

There are two event types on **BASITA.LIVE**

Live:

Live events are happening in real-time. No third-party software is allowed to show pre-recorded content as live. The content creator can choose to make the content available for viewing after the live broadcast has ended, for a maximum period of four months – extendable. In this case the content will be automatically recorded.

Premiere:

Pre-recorded content that is played in real-time at the time of the premiere broadcast. The content creator can choose to make the content available for viewing after the live has ended, for a maximum period of four months – extendable.

All events are ticketed; however, we have included the option of organizing closed private events, and enabled event organizers to generate free “**Invitation Codes**” for their guests, at the minimum rate of USD 1.5 per view or per code, which only covers the streaming fee.

- Submit your **event** for review
 - If your event is a “**Premiere**”, you will be able to upload the pre-recorded content before submitting your event for review, or within a maximum of 48 hours before the premiere starts.
 - If your event is “**Live**”, you will receive a link for the live content with instructions, once your event is approved.
- It takes maximum 24 hrs to review and approve an event on **BASITA.LIVE**
- Once your event is over you can see your statistics and event report on your “**manage event**” panel
- It takes up to 20 days to transfer the income to you. We do not keep the income in our bank account to generate interest. We receive the tickets revenue only after 14 days from the event due to the payment gateway rules. Once we receive the revenue, we proceed immediately with transferring **75%** of the income to the artist.
- We charge **25%** to cover all necessary banking charges, currency transfer, payment gateway and card holder fees, and site expenses.

- **BASITA.LIVE** supports payments via Mastercard, Visa, PayPal, and some other payment methods that are country specific.

Terms & Conditions (T&C) for CREATIVE USERS

1. General Section:

Organizing your events on **BASITA.LIVE** is subject to these Terms and Conditions (the "T&C"). The T&C should be read carefully prior to confirming your account registration. Authentication of your account constitutes acceptance of the T&C.

The following T&C govern the use of the platform by any "**Creative User**". The Services that **BASITA.LIVE** offers are subject to the **Creative User**'s acceptance of all of the T&C mentioned below, without modification, and all other operating rules, policies and procedures that may be published from time to time on the website by **BASITA.LIVE** team.

If the **Creative User** does not agree to any of the terms, conditions, rules, policies or procedures, he/she must immediately refrain from using **BASITA.LIVE** services.

These terms, conditions, rules, policies or procedures, may in some cases be modified on an event by event basis through a written Agreement or written Addendum to this T&C signed by both an authorized signatory of the **Creative User** and an authorized signatory of **BASITA.LIVE**

Jordan is our country of domicile. Any dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of Jordan.

Minors under the age of 18 are prohibited to register as a Users of **BASITA.LIVE** and are not allowed to transact or use the website, unless supervised by their guardian.

BASITA.LIVE will not deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions.

1.1. T&C Modification

BASITA.LIVE reserves the right, at its sole discretion, to modify or replace any of the T&C at any time. It is the **Creative User**'s responsibility to check T&C periodically for changes. **BASITA.LIVE** will also send a notification to all its "**Creative Users**" in the event that a modification occurs. The **Creative User**'s continued use of **BASITA.LIVE** following the posting of any changes constitutes acceptance of those changes.

1.2. T&C and Platform Language

The T&C and website language is English and Arabic. We may translate the T&C into other languages in the future and publish them on our website for the convenience of our **“CREATIVE USERS”**.

1.3. The Creative User’s use of BASITA.LIVE services

BASITA.LIVE grants its **Creative Users** a non-exclusive, non-transferable, non-sub-licensable right to access and use the platform solely for the purposes of organizing a virtual event, which includes: creating the event page, using the ticketing service, promoting and managing the event, and having access to the statistics and reports – in compliance to **BASITA.LIVE** T&C.

1.4. Creative User’s Obligations

To be a registered **Creative User** of **BASITA.LIVE** and confirm your account you agree to: (a) provide true, accurate, current and complete information about yourself as requested by the Website registration form (the "Registration Data") and (b) maintain and promptly update the Registration Data to keep it true, accurate, current and complete. If you provide any information that is untrue, inaccurate, not current or incomplete, or in the event that **BASITA.LIVE** has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, **BASITA.LIVE** reserves the right to suspend or terminate any or all of your accounts and refuse any and all of your current or future use of the Services.

1.5. Creative User’s Account, Password and Security

As part of the Website registration process, the **Creative User** will create an account with a password. As a **Creative User**, you are responsible for maintaining the confidentiality of the password and account, and are fully responsible for all activities that occur under your account, including, without limitation, all actions by sub-users registered under your account.

You agree to (a) immediately notify **BASITA.LIVE** of any unauthorized use of your password or account or any other breach of security, and (b) ensure that you log-out from your account at the end of each session.

BASITA.LIVE will not be liable for any loss, damage or other liability arising from your failure to comply with this section or from any unauthorized access to, or use of your account. In the event of any dispute between two or more parties as to account ownership, you agree that **BASITA.LIVE** shall be the sole arbiter of such dispute in its sole discretion and that **BASITA.LIVE**’s decision (which may include termination or suspension of any account subject to dispute) shall be final and binding on all parties.

1.6. BASITA.LIVE all platform(s) Content

The **CREATIVE USERS** agree that all materials, including without limitation information, data, software, text, design elements, graphics, images and other content (collectively the "Content"), contained in, or delivered via the Services or otherwise made available by **BASITA.LIVE** (collectively the "Website Content") is protected by copyrights, trademarks, service marks, or other intellectual property rights and laws.

BASITA.LIVE may own the Website Content, or portions of the Website Content may be made available to **BASITA.LIVE** through arrangements with third parties. Except as expressly authorized by **BASITA.LIVE** in writing or in connection with your use of the intended functionality of the Services, you agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works of any Website Content, or post any Website Content on any other website or in a networked computer environment for any purpose.

Reproducing, copying or distributing any Website Content for any other purpose is strictly prohibited. You shall use the Website Content only for purposes that are permitted by these T&C and any applicable laws and regulations (foreign and domestic). Any rights not expressly granted herein are reserved.

BASITA.LIVE uses encryption and watermarking (web version) technologies to protect the content of its Creative Users. Your IP and email address will appear randomly and discretely every 5 minutes as a watermark during the broadcast to avoid infringement of our users' copy rights.

1.7. Creative User's Content.

The mission of **BASITA.LIVE** is to provide the cultural and creative sector with a tool that helps it become self-sustained and more resilient during turbulent times, through connecting with its audiences virtually while being able to generate income to feed-in its operational cycle.

Therefore, you acknowledge, consent and agree that any and all information submitted by you (initially and/or at any later time) may be stored on **BASITA.LIVE** database, and that certain information including without limitation your picture (if provided), name, Institution and position, may be publicly presented on the platform as part of your profile.

You acknowledge and agree that if you contribute, provide or make available any content on the platform (your "Event Information"), you hereby guarantee that your content does not infringe, violate, misappropriate or otherwise conflict with the rights of any third party, and complies with all applicable laws and regulations (foreign and domestic). In addition, any Event Information you provide must be accurate and truthful.

BASITA.LIVE reserves the right not to approve your event (when you submit it for review) or to remove any of your Event Information from the Website at any time if **BASITA.LIVE** believes, in its sole discretion, that the Event Information does not comply with the T&C. Furthermore you, as “**Creative User**”, accept full liability for any damages, recompense or any other form of compensation payable to any user of the Website as a result of any inaccurate or misleading Event Information you posted through your events.

In addition, you agree that **BASITA.LIVE** may use your name, institution’s name, and logo (whether or not you have made it available through your profile) for the purpose of identifying you as an existing or past user of **BASITA.LIVE** both on the Website and in marketing and promotional materials.

1.8. Content Restrictions

You understand that you are liable for all Content, in whatever form, that you provide or otherwise make available to or through **BASITA.LIVE**, to all users of the Services. You agree not to use the Services to:

- Upload, post, email, transmit or otherwise make available any Content that is unlawful, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable;
- Harm minors in any way;
- Impersonate any person or entity, including, but not limited to any **BASITA.LIVE** users or partners, or falsely state or otherwise misrepresent your affiliation with a person or entity;
- Forge headers or otherwise manipulate identifiers in order to disguise the origin of any Content transmitted through the Services;
- Upload, post, email, transmit or otherwise make available any Content that you do not have a right to make available under any law or under contractual or fiduciary relationships (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements);
- Upload, post, email, transmit or otherwise make available any Content that infringes any patent, trademark, copyright or other intellectual property rights of any person or entity;
- Upload, post, email, transmit or otherwise make available any Content related to the sale or provision of goods and services other than the sale or provision of tickets and registrations to events listed on **BASITA.LIVE** and other goods and services being sold or provided in conjunction with such events;
- Interfere with or disrupt the Services or servers or networks connected to the Services, or disobey any requirements, procedures, policies or regulations of networks connected to the Services;
- Stalk or otherwise harass any person or entity.

2. Information Security, Privacy and Usage Policy

All information provided by the **Creative User** or collected by **BASITA.LIVE** in connection with the Services is governed by its **Information Security, Privacy and Usage Policy**, which are hereby incorporated into the T&C.

2.1. Security:

- **BASITA.LIVE** ensures that all information collected will be safely and securely stored.
- **BASITA.LIVE** protects your personal information by:
 - Restricting access to personal information
 - Maintaining technology products to prevent unauthorised computer access
 - Securely destroying your personal information when it is no longer needed for any legal or business purpose
 - **BASITA.LIVE** uses 256-bit SSL (secure sockets layer) encryption technology when processing your financial details. 256-bit SSL encryption is approximated to take at least one trillion years to break, and is the industry standard.
 - **BASITA.LIVE** uses the industry standard encryption and watermarking technologies to protect its content.
 - **BASITA.LIVE** accepts payments online using Visa and MasterCard credit/debit card in all (currencies) and is currently working to integrate other country specific payment methods.
 - The cardholder must retain a copy of transaction records and Merchant policies and rules.
 - All credit/debit cards details and personally identifiable information will not be stored, sold, shared, rented or leased to any third parties.
- If you believe that your privacy has been breached by **BASITA.LIVE**, please contact us at our e-mail address info@basita.live
- Your password is the key to your account. Please use unique numbers, letters and special characters, and do not share your password with anyone. If you do share your password with others, you will be responsible for all actions taken in the name of your account and any consequences this may cause. If you lose control of your password, you may lose substantial control over your personal information and other information submitted to **BASITA.LIVE**. You could also be subject to legally binding actions taken on your behalf. Therefore, if your password has been compromised for any reason or if you have grounds to believe that your password has been compromised, you should immediately contact us and change your password. We would like to remind you to log off of your account and close the browser if you are using a shared computer.

2.1.1. Privacy and Usage:

BASITA.LIVE only collects, records, holds, stores, discloses, transfers and uses any information as outlined below:

- We will only collect information where it is necessary for us to do so.
- We will only collect information if it is relevant to our services to you and when you create an account as **Creative User** or as a General User on **BASITA.LIVE**.
- Your information will only be kept as long as we are either required to by law (in certain countries), or as is relevant for the purposes for which it was collected.
- The account information we collect from you will be used for some or all of the following purposes:
 - To facilitate your use of the Services and/or access to **BASITA.LIVE** platforms;
 - To process purchase orders you submit through **BASITA.LIVE** platforms;
 - To deliver the tickets you have purchased through **BASITA.LIVE** platforms;
 - To update you on any changes that may occur in the events you have purchased a ticket for and for customer support purposes;
 - Further, we will use the information you provide to administer your account (if any) with us; verify and carry out financial transactions in relation to payments you make online; audit the downloading of data from the Website; improve the layout and/or content of the pages of the Website and customise them for users; identify visitors on the Website; carry out research on our users' demographics and behaviour; provide you with information we think you may find useful or which you have requested from us, provided you have indicated that you have not objected to being contacted for these purposes;
 - When you register an account with **BASITA.LIVE**, we will also use your contact information to send you marketing and/or promotional materials about events or services we offer. You can unsubscribe from receiving marketing information at any time by using the unsubscribe function within the electronic marketing material.
 - We may use your contact information to send newsletters related to events we host on our platform.
 - In exceptional circumstances **BASITA.LIVE** may be required to disclose personal information, such as when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or for law enforcement purposes, or for fulfillment of legal and regulatory requirements and requests.
 - **BASITA.LIVE** may share your personal information with third parties and its affiliates for the abovementioned purposes, specifically, completing a transaction

with you, managing your account and our relationship with you, marketing events we host, and fulfilling any legal or regulatory requirements and requests as deemed necessary by **BASITA.LIVE**. In sharing your personal information with them, we endeavor to ensure that the third parties and our affiliates keep your personal information secure from unauthorised access, collection, use, disclosure, or similar risks and retain your personal information only for as long as they need your personal information to achieve the abovementioned purposes.

- In disclosing or transferring your personal information to third parties and our affiliates located overseas, **BASITA.LIVE** takes steps to ensure that the receiving jurisdiction has in place a standard of protection accorded to personal information that is comparable to the protection under or up to the standard of the laws on data privacy.
- **BASITA.LIVE** is not engaged in any business of selling customers' personal information to third parties.

- If you are logged-out from your account or do not have an account on **BASITA.LIVE** you can visit our website and browse it without having to provide any information, and you will remain anonym to us.

- You must only submit to us, our authorised agent or the Website, information which is accurate and not misleading and you must keep it up to date and inform us of changes.

- We reserve the right to request for documentation to verify the information provided by you.

- You may access and update your account information at any time.

- You may request to delete your account at any time. Once your account has been deleted, you won't be able to retrieve any data.

- If you provide personal information of any third party to us, we assume that you have obtained the required consent from the relevant third party to share and transfer his/her personal information to us.

- If you sign up for **BASITA.LIVE** using your social media account or link your **BASITA.LIVE** account to your social media account or use certain other **BASITA.LIVE** social media features, we may access information about you which you have voluntarily provided under your social media provider in accordance with the provider's policies and we will manage your account data which we have collected in accordance with **BASITA.LIVE** privacy policy.

- You may communicate your objection to our continual use and/or disclosure of your personal information for any of the purposes and in the manner as stated above at any time by contacting us at our e-mail address, info@bastia.live.

- If you communicate your objection to our use and/or disclosure of your personal information for the purposes and in the manner as stated above, depending on the nature

of your objection, we may not be able to continue providing our services to you or perform on any contract we have with you. Our legal rights and remedies are expressly reserved in such event.

2.1.2. Collection of Computer Data:

BASITA.LIVE may use cookies, web beacons, and other similar technologies for storing information to help provide you with a better, faster, safer and personalized experience when you use the Services and/or access the Website.

When you visit **BASITA.LIVE**, our company servers will automatically record information that your browser sends whenever you visit a website. This data may include:

- Your computer's IP address
- Browser type
- Browser type
- The time spent on those pages, items and information searched for on the Website, access times and dates, and other statistics.

This information is collected for analysis and evaluation in order to help us improve our Platforms and the services we provide.

2.3. Changes to the Information Security, Privacy and Usage Policy:

BASITA.LIVE shall regularly review the **Information Security, Privacy and Usage Policy** to improve it. We reserve the right to modify and change the Policy at any time. Any changes to this policy will be published on the Website.

2.4. BASITA.LIVE Right:

You acknowledge and agree that **BASITA.LIVE** has the right to disclose your personal information to any legal, regulatory, governmental, tax, law enforcement or other authorities or the relevant right owners, if **BASITA.LIVE** has reasonable grounds to believe that disclosure of your personal information is necessary for the purpose of meeting any obligations, requirements or arrangements, as a result of a request of any nature by such parties.

You agree that **BASITA.LIVE** representatives will be attending some events for monitoring and quality assurance purposes.

3. Events Section

3.1. Use of Audience / General User's Information:

All **CREATIVE USERS** must act responsibly and lawfully in the handling of personal information obtained through **BASITA.LIVE** and any of its services. **CREATIVE**

USERS are not permitted to share their audience information with any third party. They are only permitted to use their audience information to communicate with them related to their events.

3.2. Event Content:

Each **Creative User** is responsible for the content of his created events. Each **Creative User** is responsible for covering his event's expenses such as but not limited to production, artist fees, taxes or government license fees (if applicable).

3.3. Review of Events

BASITA.LIVE will review all events created by any user before publishing it. Events that are deemed to be in violation of the T&C will be not approved or deleted from the Website.

3.4. Prohibition of Events

BASITA.LIVE reserves the right to prohibit a **Creative User** from using the platform. **BASITA.LIVE** bears no liability or responsibility for any losses incurred by **CREATIVE USERS** as a result of the following actions:

- Actions that violate the law or these T&C
- Inappropriate or unauthorized use of the platform
- Events for the purpose of recruiting membership for a particular ideology or religion
- Events that violate public order and morality, such as for the purposes of conducting sexual and obscene acts
- Other instances otherwise deemed inappropriate by **BASITA.LIVE**

3.5. Cancellation or Postponement of Events

In the event that a published event is cancelled or postponed by the **Creative User**, **BASITA.LIVE** has the right to immediately reimburse its General Users. If the content of the event has changes significantly and the General Users wish to be reimbursed, **BASITA.LIVE** has the right to immediately proceed with the reimbursement. Furthermore, **CREATIVE USERS** agree to pay **BASITA.LIVE** any applicable bank charges or credit card processing charges.

The following refund policy applies to all Ticket sales purchased through **BASITA.LIVE** platforms for events organized by its **CREATIVE USERS**. **BASITA.LIVE** has the right to process refunds to its General Users in full and collect any refund charges (if applicable) from the **CREATIVE USERS** in any of the following circumstances:

- The Event is cancelled due to any reason
- The Artist(s) fails to perform for any reason
- The Artist(s) performs on a different date or time

- The **Creative User** provides wrong or misleading information to General Users
- The Event is postponed
- The content for the Event is changed
- There is a significant change to the Artist line up, for example a major act from the Event is not appearing at the event.

3.6. BASITA.LIVE Standard Ticketing Purchase and Refund Policy

3.6.1. General

- A ticket must be produced to gain an access code into an event.
- A ticket can be purchased through our web version, or Basita e-wallet on iOS app. Ticket purchase through our Android app is temporarily unavailable.
- A ticket code allows only one view at a time from the same account.
- A ticket must not, without the prior written consent of **BASITA.LIVE**, be resold or used for advertising, promotion or other commercial purposes, if not the code will be cancelled immediately.
- Any unauthorized resale or transfer will render the ticket null and void, and the holder won't be able to access the event.
- The **BASITA.LIVE** platform is the sole ticketing provider and the only authorized platform to sell tickets.
- A ticket is only valid for a specific event for a certain period of time. Please always review the latecomer's policy.
- If you miss the event, you may in some cases, still access the event's recording. Information will be mentioned on the event's page.
- **BASITA.LIVE** does not offer refunds or exchanges as a result of a change in your personal circumstances or as a result of experiencing any technical problem such as loss of internet connection.
- The **Creative User** is eligible for 5 complementary ticket codes for each event. The codes are shared in the automatic confirmation email that the **Creative User** receives once his / her event is confirmed. If the **Creative Users** wish to have additional complementary ticket codes for their invited guests, they can purchase additional codes from their "Manage Event" section.
- **Creative Users** can request to have "**Discount Codes**" for their marketing campaigns. They can do so by emailing creativeusers@basita.live indicating the following details:
 - Value of discount (e.g. 10%, 15%, etc)

- Discount code name (e.g. Christmas2020)
- Period within which the discount code is valid (from 1 Jan 2021 to 4 Jan 2021)

- Any user can purchase a ticket and gift it to a friend. This can be done by clicking on the “**Gift Ticket**” button on the event page. The “**Gift Ticket Code**” will be sent automatically to the email address indicated at check-out.

- Any user can support the artist, the venue / institution, or the event, beyond the original ticket price, via the optional feature “**Support**”. This amount goes in full to the event organizer after deducting the payment gateway, administration, and money transfer charges. **BASITA.LIVE** does not make any profit from the “**Support**” feature.

- Requesting a refund should be in writing no later than within 5 days of the date of the announcement that the Event is postponed or cancelled. **BASITA.LIVE** at its sole discretion may only refund or exchange a ticket of an event only in the following cases:

- The Event is cancelled due to any reason
- The Artist(s) fails to perform for any reason
- The Artist(s) performs on a different date or time
- The **Creative User** provides wrong or misleading information to General Users
- The Event is postponed
- The content for the Event is changed
- There is a significant change to the Artist line up, for example a major act from the Event is not appearing at the event.

- Access to an event is subject to **BASITA.LIVE** “**Virtual House Rules**” which can be found below, on its website, and in the email confirmation a General User receives when purchasing a ticket.

- Where applicable, valid proof of identity must be provided for purchasing tickets of certain events.

- Gaining access to some events may be subject to age restrictions. Information will be mentioned on the event’s page.

- **BASITA.LIVE** reserves the right without refund or compensation to refuse access/evict any person(s) whose conduct is harmful or inappropriate or who poses a threat to security, or to the enjoyment of the event by others.

- Latecomers policy may be applicable for some events. Information will be mentioned on the event’s page.

If the artist decides to keep the content after the live or the premiere broadcast, the latecomer’s policy will be:

- Content will remain accessible after the live or the premiere broadcast. Once the ticket holder starts watching the content, he / she will be able to resume watching it within a period of 24 hours.

If the artist decides to remove the content after the live or the premiere broadcast, the latecomer's policy will be:

- Content will be removed after the live broadcast. The ticket holder has to login with his/her account 10 minutes before the live broadcast starts.

- **BASITA.LIVE** accepts payments online using Visa and MasterCard credit/debit card in (currency)

- The cardholder must retain a copy of transaction records and Merchant policies and rules.

3.6.2. Age Limit:

In certain events, children may be advised not to watch. Information will be mentioned on the event's page.

3.6.3. Approximate Running Times:

Duration of events are approximate and subject to change at any time. The event may include an intermission or a break time, which will be mentioned in your email confirmation and on the event page.

3.6.4. Earned Income to Creative Users and method of payment

After **BASITA.LIVE** has confirmed that the Event has been held, it will transfer the total **Earned Income** to the **Creative User** after deducting **Service Fees** which is a flat percentage of 25% from total income. This percentage is deducted to cover our bank charges, payment gateway charges, payment method percentage, in-app purchase percentage for iOS, website admin expenses, and any other fees that **BASITA.LIVE** pays for each transaction and event.

The transfer will take place after 20 days from the date of the event according to the **Standard Ticketing Purchase and Refund Policy** mentioned in the T&C, when **BASITA.LIVE** has made sure that no refunds will take place. We do not keep the income for 20 days in our bank account to generate interest, however, the time required by the payment gateway to transfer the payments to us is 14 days, hence we have added processing time from our end. We will be working constantly to enhance the speed of our service.

If the **Earned Income** is equivalent to, or more than USD 1000.-, it will be sent by bank transfer. If the **Earned Income** is less than USD 1000, it will be sent by Western Union

or an equivalent fund transfer service. If the **Creative User** fails to register his banking information on his account on **BASITA.LIVE**, transfer won't be done until the bank details are registered. Registering inaccurate information will cause delays.

BASITA.LIVE is responsible to cover its own bank charges and transfer fees. **Creative User** are responsible for their own bank charges (if any). In some countries Taxes and specific charges may be applicable by some banks, therefore, **Creative User** can chose to use an alternative fund transfer option regardless of their **Earned Income** amount (example Western Union).

The final total earned income on the statistics page is displayed in USD to avoid currency fluctuations. **BASITA.LIVE** uses "Fixer"; a global industry standard technology of currency converting, which provides real-time exchange rate data for 170 world currencies, updated every 60 seconds. Currency data delivered by Fixer is sourced from financial data providers and banks, including the European Central Bank.

The **Creative User** is responsible for income distribution among different partners and artists (if any). Any agreements between the **Creative User** and any third party are the sole responsibility of the **Creative User** and **BASITA.LIVE** shall not interfere or be held liable in any way.

The above arrangement is applicable in the event that the **Creative User** is using the platform independently and is taking care of all his / her logistical and technical arrangements. In the event that the artist is using the planform via a third party / a venue or institution, in other words, in case a venue or an institution is organizing the event on behalf of the artist, then the financial arrangement shall remain entirely between both parties and **BASITA.LIVE** shall not interfere in any revenue share negotiations.

Charitable events and their subsequent agreements or giving from earned income are the sole responsibility of the **Creative User**. **BASITA.LIVE** does not collect donations directly or indirectly. Approving charitable events is subject to submitting the necessary supporting documents. If you are planning a charitable event and wish to get in touch with us, please email us on creativeusers@basita.live.