

PUBLIC OFFER

LLC "PILIGRIM PRIME" | GrandHall.uz

This document, titled "Agreement on the Terms of Providing Services for the Sale of Tickets to Cultural and Entertainment Events" (hereinafter – the “Agreement”), constitutes a public offer under Articles 358 and 369 of the Civil Code of the Republic of Uzbekistan, issued by LLC "PILIGRIM PRIME" (hereinafter – the “Operator”), and is addressed to any individual (hereinafter – the “Viewer”) wishing to purchase tickets to events through the ticketing system at grandhall.uz.

This public offer governs the conditions of ticket purchase and return, as well as the rights and obligations of the Operator and the Viewer arising in this context.

Before purchasing tickets through the system, the Viewer must carefully read and understand the terms of this Offer. If the Viewer does not fully accept the terms of this Offer, they must not purchase tickets through the system.

TERMS AND DEFINITIONS

In this Public Offer (hereinafter – the “Offer”), the following terms and definitions shall have the meanings specified below, both in singular and plural forms:

- **“Offer”** – this Public Offer for the sale of tickets to Events;
- **“System”** – an electronic ticketing system for the sale of Tickets and/or E-Tickets, intended to automate the sales process, including the Operator’s official website and mobile application;
- **“Ticket Booth”** – physical points of sale where the Operator sells Tickets and/or E-Tickets, including those paid for in cash. The locations of Ticket Booths are published on the Website;
- **“Event”** – concerts, performances, theatre meetings, dramatic or circus shows, creative meetings, various show programs, festivals, and other cultural and entertainment events of any form or genre for which tickets are sold;
- **“Organizer”** – a legal entity responsible for organizing the Event in accordance with Uzbek legislation, which has authorized the Operator to sell tickets via the System and/or Ticket Booths;
- **“Operator”** – LLC “PILIGRIM PRIME”, authorized under contracts with Organizers to provide services for selling Tickets and/or E-Tickets to Events;
- **“Viewer”** – an individual with full legal capacity who purchases Tickets and/or E-Tickets via the System or at a Ticket Booth;
- **“Ticket”** – a physical ticket or subscription form, considered a strict reporting document that confirms the contract between the Viewer and the Organizer, and grants entry to the Event;
- **“E-Ticket”** – a system-generated document that confirms the Viewer’s payment and grants the right to obtain a physical Ticket at the Organizer’s box office or the Operator’s booth if available. An E-Ticket is not a physical Ticket;
- **“Operator Ticket”** – a flyer issued by the Operator containing event details, a barcode, and a security hologram. It may be provided to those with an E-Ticket as an additional anti-counterfeiting measure or, in certain cases announced by the Organizer, serve as a valid entry Ticket;
- **“Nominal Ticket Price”** – the ticket price set by the Organizer for all third parties, printed on the Ticket;
- **“Service”** – the support services provided by the Operator, including information support (event details, venue, etc.), online/offline booking and sale of Tickets, and other related services via the Website or App;
- **“Service Fee”** – a fee charged to the Viewer for the Operator’s services when placing an Order or generating an E-Ticket via the System or Ticket Booth;
- **“Order”** – one or more E-Tickets for the same Event selected by the Viewer in the System and grouped under a single identification number. One Order may contain up to five (5) E-Tickets;

- **“PIN”** – identical in meaning to the “Order” definition above;
- **“QR Code”** – a unique matrix code assigned to each E-Ticket, allowing ticket validation through scanning equipment;
- **“Barcode”** – a unique code assigned to each E-Ticket, linked to the QR Code, that stores ticket information for validation;
- **“Reservation”** – an Order placed and awaiting payment by the Viewer;
- **“Reservation Period”** – the period defined on the Website or App, starting from the Order placement (seat selection) until payment or automatic cancellation. During this time, the Tickets in the Order are unavailable to others;
- **“Cancellation”** – the removal of unpaid Tickets from the Order and their return to general sale in the System. If unpaid, the Order is automatically cancelled after the Reservation Period expires;
- **“Website”** – the Operator’s official website: <https://grandhall.uz>

GENERAL PROVISIONS

- Based on agreements concluded with Event Organizers, the Operator sells Tickets either directly (if authorized) or by generating E-Tickets.
- The Operator only sells Tickets to Events for which it has received selling authorization from the Organizer.
- Legal entities may purchase Tickets from the Operator under a separate agreement.
- Tickets are sold strictly under the conditions set forth in this Offer, and only upon full and unconditional acceptance. Partial acceptance or acceptance on different terms is not permitted. Use of the Operator’s services on the terms of this Offer constitutes a service agreement through accession.
- The terms of this Offer apply equally to Viewers who purchase tickets via the Website, the App, or at Ticket Booths, regardless of the payment method.
- The Operator may amend this Offer at any time. Any such amendments will be published and made publicly available on the Website, in the App, and at Ticket Booths. Continued use of the Operator’s services after changes are made constitutes acceptance of the Offer as amended.
- The Viewer agrees not to resell Tickets and/or E-Tickets, copy or distribute them, or transfer them to third parties for commercial purposes, including use in advertising (for their own or third-party products/services).
- If the Viewer prefers not to use the Operator’s services, they may buy a Ticket directly from the Organizer’s box office or other authorized ticket sellers.

Subject of the Offer

The subject of this Offer is the provision of services by the Operator to the Viewer for the sale of Tickets to Events through the System, as well as at the Operator's Ticket Booths, under the terms of this Offer. Tickets are sold by the Operator on behalf of and in the name of the Event Organizer.

The Operator provides the Viewer with the following Services:

When selling Tickets through the System (“online sales”):

- Information support for the Viewer (providing information about the Event, venue, seating layout, etc. through the Website and Mobile App);
- A ticket ordering and reservation system;
- Online payment functionality;
- Generation of an E-Ticket and sending it to the email address provided by the Viewer.

When selling Tickets at Ticket Booths (“offline sales”):

- Information support for the Viewer (providing information about the Event, venue, seating layout, etc.);
- A ticket ordering and reservation system;
- In the absence of the Operator's right to sell physical Tickets directly, generation of an E-Ticket and sending it to the Viewer's provided email address.

The provision of Services is carried out in the manner and under the terms established in this Offer.

If the Operator has the right to sell physical Tickets directly, it is entitled, in accordance with the legislation of the Republic of Uzbekistan and the contract concluded with the Organizer, to issue them to the Viewer immediately upon payment at a Ticket Booth or upon presentation of an E-Ticket.

The Operator does not engage in the organization or conduct of any Events.

Under the contract concluded between the Viewer and the Event Organizer as a result of the Viewer purchasing a Ticket, all rights and obligations arise directly between the Viewer and the Organizer.

All conditions of the contract between the Viewer and the Event Organizer—including the name, date, location, and time of the Event; information about the use of soundtracks; information on the use of metal detectors at entry; the list of items prohibited by the Organizer from being brought into the Event; the Ticket price; refund conditions; and other details—are provided by the Operator in the Event announcement published on the Website.

The Operator bears no responsibility for the actions of the Event Organizer, nor for the organization or the actual conduct of the Event.

By accepting the terms of the Offer, the Viewer consents, in accordance with applicable law, to the processing by the Operator of the information and/or personal data provided by them, both by automated means and without automation, including collection, recording, systematization, accumulation, storage, clarification (updating, modification), retrieval, use, transfer, provision, depersonalization, blocking, deletion, and destruction of such data for the purpose of the Operator fulfilling its obligations related to the sale of Tickets, and other obligations provided for in this Offer (including when the Viewer submits a refund request), as well as for compliance with legal requirements on anti-money laundering. The term for using the data provided by the Viewer is indefinite. Upon the Viewer's request for cancellation of their registration in the System and withdrawal of their personal data, the Operator will delete such data. The Viewer also gives their consent to the processing and use of the information and/or personal data provided by them by the Operator for the purpose of sending informational messages (about current entertainment events, discounts, gift certificates, greeting cards, invitations, etc.) to the phone number and/or email address provided by the Viewer, on an indefinite basis until the Operator receives a written and/or electronic notice of refusal to receive such messages.

Acceptance of the Offer

1. Before accepting the Offer, the Viewer must ensure that all the terms of this Offer are clear to them and that they accept them unconditionally and in full.
2. Acceptance of this Offer by the Viewer via the System (online sales) is carried out by performing the following steps:
 1. In the appropriate section of the Website or App, select the desired date (time) and name of the Event.
 2. Select available seats at the Event venue.
 3. In the "Cart" window that appears, click the "Place Order" button.

4. On the newly opened page, enter the requested information: last name, first name, mobile phone number and/or email address in the format example@example.uz.
5. After agreeing to the terms of the Offer, click the “Place Order” button.
6. Payment is made in **cashless form**. The Viewer is redirected to the secure payment page of Freedompay to enter their payment data (bank card details, expiration date, etc., according to the payment system's requirements) and confirm the payment. Data is transmitted via a secure encrypted SSL channel using the HTTP protocol. Only plastic cards in the national currency of the Republic of Uzbekistan – UZS – are accepted for payment.
7. After making the cashless payment, the Viewer receives to their email a **payment confirmation** and **E-ticket** for each seat separately. The E-ticket can be printed or shown in electronic format on a mobile device.
8. After making a **cash payment** (at the box office), the Viewer receives the **physical Ticket** (if the Operator has the relevant authorization), or a **payment confirmation** and **E-ticket** for each seat separately via email, as well as a printed copy of the E-ticket.
9. A Ticket is considered purchased at the moment the Viewer receives the Ticket or the E-ticket is delivered to their email address — whichever occurs earlier.
3. Acceptance of this Offer by the Viewer when purchasing a Ticket Booth is carried out by performing the following steps:
 4. By answering the Operator employee's questions and providing the required information, the Viewer places an Order.
 5. The Operator's employee informs the Viewer of the payment deadline.
 6. The Viewer pays in cash or through a terminal installed at the Ticket Booth during the reservation period.
 7. After payment, the Viewer receives the physical Ticket (if authorized), or a **payment confirmation** and **E-ticket** for each seat via email, and a printed copy of the E-ticket.
 8. Acceptance of this Offer by the Viewer when ordering delivery services is carried out by performing the following steps:
 9. While purchasing the Ticket online, the Viewer must select “With Delivery” when placing the Order and indicate the delivery address and landmarks, then pay for the delivery service.
 10. The Operator’s call center contacts the Viewer to confirm the delivery time. The payment for the E-ticket—whether online or offline—includes the **Nominal Ticket Price** set by the Event Organizer, and the **Operator’s Service Fee**. The amount of the Service Fee is displayed in the System when placing the Order or at the Ticket Booth.
 11. The **delivery service** is paid for separately. Its cost is indicated on the Website.
 12. The Viewer must complete the Order placement and Ticket payment through the Website or App within **15 minutes**, after which the session expires and the Order must be placed again.
 13. The printed E-ticket or E-ticket displayed on a mobile device must be presented by the Viewer at the Event Organizer’s box office (or, if the Operator is authorized to sell Tickets for the Event, at the Operator's Ticket Booth) as proof of payment in order to receive the Ticket. If the Organizer accepts the Operator's Ticket for event entry, then the **Operator Ticket** is sufficient.
 14. Completion of all the actions listed in clauses 3.2 through 3.4 of this Offer constitutes full and unconditional acceptance by the Viewer of all the terms of this Offer, without any exceptions and/or limitations, and is legally equivalent to the conclusion of a written contract (Article 370 of the Civil Code of the Republic of Uzbekistan).

Ticket Return or Exchange Policy

Cancellation and/or substitution and/or rescheduling of the Event

1. The Operator does not provide any compensation if the Viewer did not use the E-ticket and/or physical Ticket — that is, if the Viewer did not present the ticket in time at the Organizer’s box office (or in certain cases, at the Operator's Ticket Booths) before the start of the Event, or did not use the ticket to attend the Event.

2. In case of loss (accidental deletion) of the file containing the payment confirmation and E-ticket received by email, the Viewer has the right to contact the Operator no later than one day before the Event via the phone numbers provided on the Website, by email, or by visiting a Ticket Booth and requesting the E-ticket to be resent. The Operator has the right to request all information previously provided during the ticket purchase from the person requesting restoration of the E-ticket.
3. A request to restore a lost (accidentally deleted) E-ticket will not be accepted after the Event or after the Organizer has announced cancellation or postponement of the Event and initiated mass ticket returns.
4. The Viewer is **WARNED** by this Offer that:
 - The Operator is not responsible for the loss of the E-ticket by the Viewer, including in cases where it is copied/photographed/scanned by a third party;
 - In case the E-ticket is used by a malicious actor, the Viewer cannot demand restoration of the E-ticket if it has already been used to obtain a Ticket or Operator's Ticket, and if the Viewer has lost or is unable to provide it for restoration.
5. The Operator's Ticket, as well as a Ticket issued by the Organizer, cannot be restored or replaced in case of loss or damage under any circumstances. Purchased tickets are subject to exchange and refund only in the cases and under the conditions set by the Organizer and published by the Operator on the Website on behalf of the Organizer in the respective Event announcement.
6. In such cases, to receive a refund, the Viewer must visit the Organizer's box office, present the E-ticket or, if the Ticket has already been received, return the Ticket, and submit a written refund request. This request must also be sent from the same email address used when purchasing the E-ticket to the Operator's official email.
7. Refunds are issued by the Organizer or by the Operator on behalf of the Organizer within **five (5) business days** to the bank card used for purchase in the amount of the Ticket price. The Service Fee is **not refunded**, as the service was provided.
8. In the event of a substitution and/or rescheduling of the Event, if the Viewer disagrees with such changes, or in case of cancellation, the Viewer is entitled to receive a full refund of the Ticket price paid.
9. In such cases, to receive a refund, the Viewer must go to the Organizer's box office or any other designated ticket point, present the E-ticket or return the Ticket (if already received), and submit a refund request (a refund form can be downloaded from the Website). The request must also be sent from the email address used during the E-ticket purchase to the Operator's email. Refunds are issued by the Organizer within **fourteen (14) days** from the date the Viewer's request is processed, in the full amount paid (including the Service Fee, if paid), either to the card or in cash.
10. The Organizer may delegate refund issuance to the Operator's box office, provided that the Organizer has transferred the required funds to the Operator for reimbursement of ticket costs to the Viewer.

Rights and Obligations of the Parties

The Viewer has the right to:

- receive the Ticket provided that payment is made and the terms of this Offer are complied with;
- obtain information on the rules for the sale of Tickets, available Ticket categories, and other relevant details about the Event, which the Operator has the authority to disclose via the Website or by contacting the Operator's Call Center or Ticket Booth;

- choose a payment method for the Ticket from the options provided. The Viewer is responsible for reviewing and understanding the terms of use for any chosen payment method;
- send feedback about the Operator via the contact details provided on the Website;
- use bonuses and discounts when purchasing Tickets, if such options are available — such information is published on the Website.

The Viewer is obligated to:

- provide accurate and complete information when purchasing a Ticket via the Website. The Viewer acknowledges full responsibility for the accuracy of the data provided to Operator staff. The Viewer must also review all restrictions related to the specific Event, especially regarding the admission of minors. The Viewer is fully responsible for any minors for whom they are purchasing Tickets.
The Viewer agrees that entry to the Event may be denied to a minor or the Viewer themselves if the age restrictions established by the Organizer are violated.
- pay the full cost of the Ticket and the service fee. The Viewer must not distribute, publish, transmit, or disseminate any false or misleading information or messages that could harm the Operator's operations or reputation.
- follow all procedures for placing, paying for, exchanging, or refunding Tickets as outlined in this Offer and on the Website; and comply with all legal requirements, public behavior norms, and fire safety regulations established by the Organizer, venue administrators, and government authorities.

The Operator has the right to:

- upon request from the Viewer, provide additional information about the Event not listed on the Website, by obtaining it from the Event Organizer and relaying it to the Viewer;
- set and change the tariffs for the Service Fee or delivery services without prior notice, at its sole discretion;
- require the Viewer to follow all procedures outlined in this Offer and on the Website;
- cancel an Order if it is not paid during the reservation period. A canceled Order cannot be restored for payment except by creating a new Order.

The Operator is obliged to:

- provide the Viewer with complete information about the specific Event as received from the Organizer;
- issue the E-ticket to the Viewer (or the physical Ticket if authorized) immediately after valid payment;
- provide the Viewer with information received from the Organizer regarding the rescheduling, postponement, or cancellation of the Event by publishing it on the Website and other available platforms.

In case the Operator cannot reach the Viewer due to invalid, incomplete, or outdated contact details, or if the Viewer does not monitor the provided phone number or email, the Viewer agrees to independently seek this information on the Website or from the Organizer.

The Operator shall not use the Viewer's personal data for unauthorized purposes.

Liability:

- For failure or improper performance of the terms of this Agreement, both parties shall be liable in accordance with the laws of the Republic of Uzbekistan.

- The Operator is not liable for the inability to provide services to the Viewer due to the unavailability of Tickets for the selected date, time, venue, or pricing category.
- The Operator is not liable for rescheduling, replacement, or cancellation of the Event. The Operator is not a party to the agreement between the Viewer and the Organizer arising from the ticket purchase — the Operator acts solely as an intermediary.
- The Operator bears no responsibility for the rescheduling, substitution, or cancellation of the Event. The Operator is not the obligated party and is not a party to the contract concluded between the Organizer and the Viewer in connection with the ticket purchase; the Operator acts solely as an intermediary in the ticket purchase process.
The Operator is not liable for the failure and/or improper performance of the Organizer's obligations related to providing accurate and timely information about the Event or conducting the Event properly and on schedule.
All rights and obligations related to purchased Tickets arise directly between the Organizer and the Viewer.
- The Operator is not responsible if the intellectual property or individualization tools (including photographs, drawings, etc., or other objects of copyright, related rights, and/or patent law) provided to the Operator by the Organizer violate third-party intellectual property rights. Claims regarding such violations shall be forwarded directly to the Event Organizer.
- The parties are not liable for full or partial non-performance of their obligations under this Offer if such non-performance results from force majeure circumstances, i.e., extraordinary and unavoidable conditions beyond the parties' will or control.
Such force majeure events may include: natural disasters, war, strikes, actions and decisions of state authorities, disruptions in telecommunications or energy networks.
- The Operator shall not be held liable for any failures, interruptions in the operation of the ticketing system software, or temporary unavailability of the System due to reasons beyond the Operator's control — including actions or inactions of third-party service providers (e.g., telecommunications or electricity providers).
- The Viewer is liable under the laws of the Republic of Uzbekistan for the consequences of providing false or misleading information and for infringing upon the rights or interests of other parties due to such actions.
- The Viewer is also liable under the laws of the Republic of Uzbekistan for any fraudulent activity with bank cards or other payment methods used to pay under this Offer.
- The Viewer is liable under the laws of the Republic of Uzbekistan for the unauthorized use of someone else's E-ticket / Operator Ticket / Organizer Ticket, as well as for hacking the System or the Operator's or a third party's email.
The Viewer assumes all commercial risks related to errors or inaccuracies in the information they provide, as well as for the loss of their E-ticket or Ticket.
- The Viewer bears all risks and losses if they purchase a Ticket (whether for consideration or free of charge) not via the Organizer's official box office, this System, or the Operator's Ticket Booths.
- The Viewer is responsible for violating their obligations under clause 1.7 of this Offer and must compensate the injured party (the Operator) in full for any damages caused by such violations. The Operator is not liable for any losses or moral damages suffered by the Viewer due to their misunderstanding or misinterpretation of the Order/payment process or usage of the Services. The Operator is not liable for any Viewer losses, including lost profits, that occur through no fault of the Operator, or due to unauthorized access to the Viewer's personal data if the Operator took all legally required security measures.
- The parties are released from liability for full or partial non-fulfillment of their obligations under the Offer if such non-fulfillment was caused by force majeure — extraordinary and unavoidable circumstances.
Force majeure includes, but is not limited to: natural disasters, warfare, strikes, government actions or decisions, and failures in telecommunications or energy networks.

- Disputes arising from the fulfillment of this Agreement, concluded under the terms of this Offer, shall be resolved through a claims procedure.
A written claim must be submitted to the Operator's address, along with documents supporting the claim, no later than 10 (ten) calendar days from the date the cause of dispute arises.
The Operator will review the claim within 7 (seven) working days from the date of receipt. If the parties cannot reach a resolution through negotiation, the dispute shall be settled in court at the location of the Operator.
- In all other matters not covered by this Offer, the parties shall be guided by the applicable legislation of the Republic of Uzbekistan.

Modification and Termination of the Offer

- This Offer comes into force on the date it is published on the Website and remains valid indefinitely.
The Viewer has the right to refuse the Operator's services at any time prior to making a payment. Such refusal shall release the Operator from any further obligations toward the Viewer.
- If any provisions of this Offer become invalid due to changes in applicable legislation, this shall not affect the validity of the remaining provisions.
Any invalid provisions must be replaced with legally acceptable alternatives.
- In all matters not covered by this Offer, the parties shall be guided by the rules published on the Website and the applicable legislation of the Republic of Uzbekistan. The Viewer may not transfer their rights and obligations under this Agreement to third parties without the Operator's consent. All notifications and correspondence shall be considered properly delivered if sent in writing to the address specified in this Offer. The parties also recognize the following as valid notification methods: (1) posting information on the Website—for announcements about changes to Event conditions (such as date, time, venue, program, etc.), System rules, the Offer text, and other broadly relevant information; and (2) using the Viewer's phone number and email address—for notifications about events relevant to both a broad audience and the Viewer personally. "Working days" are defined as Monday through Friday, excluding days officially recognized in Uzbekistan as public holidays and/or non-working days.

Privacy Policy

- **Use of Personal Information**
Your personal information is shared with GrandHall.uz exclusively for purposes related to the specific event for which you are purchasing tickets. This is carried out in accordance with this privacy policy and GrandHall.uz's contractual obligations to event organizers or venues. We use your personal data to contact you via phone or email when necessary to complete transactions initiated by you on the website. Your personal information will not be used for unrelated contact without your explicit consent. We do not share your data with third parties without your direct permission.
- **Integration with Social Networks**
Our website may include social media plugins (e.g., "Like" or "Share" buttons) that establish connections with the servers of the respective social networks when you visit a page containing such plugins. This allows the plugins to load necessary elements. If you are logged into the social network, it may associate your visit to our site with your account. If you do not wish for this data to be transmitted, we recommend logging out of your social media account before using our site.
- **Use of Cookies**
To enhance your experience on the GrandHall.uz website, we may use cookies. These files are stored on your device and help us analyze user behavior and improve site functionality. You can configure your browser to reject cookies or notify you when they are sent. Please note that disabling cookies may limit the functionality of certain sections of the site. If you have any questions about how your personal data is handled or about this privacy policy, please contact us

using the details provided on the website. “Grand Hall” processes user data in accordance with the Law of the Republic of Uzbekistan on Personal Data: <https://lex.uz/docs/4396428>