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Access Pass - Terms of Use

AXP Ticket AB

Organization number: 559438-5972

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Contact: [Customer Service](#) - [Privacy](#)

1. Our Service

AXP Ticket AB, which we refer to as "Access Pass," offers tickets to various events as well as services and products through our App "Access Pass" and our web service "AXP.live/net". Through these platforms, you can not only book and purchase tickets but also participate in a unique communication platform where fans can connect directly with artists. Whether you want to experience a concert, explore new services, or get in touch with your favorite artists, we have created these services to make it possible.

We welcome You to use Access Pass, whether through our website or mobile app, by adhering to **Our Terms of Use** and accepting **Our Privacy Commitment**.

We want to ensure that you feel informed and secure about how our service works. If you have any questions or comments, please do not hesitate to contact us at the provided contact details. We are here to help you!

2. Responsibility for the Event

Access Pass sells tickets and acts as an intermediary between you and the organizers of events, such as concerts and theaters. This means that Access Pass is not responsible for the content, quality, or execution of the event.

If an event is canceled, moved, or if something else goes wrong, it is not Access Pass's responsibility to offer compensation.

We understand that it can be inconvenient when an event is canceled or moved. If this happens, it is important that you contact the venue or organizer directly to find out what applies next. They are responsible for all issues concerning ticket redemption and other decisions.

When purchasing tickets, you will also receive specific information about the venue and the organizer, as well as the rules that apply to that particular event.

If Access Pass is involved in the process, we can sometimes help to redeem tickets at the organizer's request, but unfortunately, service fees cannot be refunded. The service fee covers the administration of the ticket purchase and other related services, which is why it cannot be refunded even if the event does not proceed as planned. We are here to support and assist you through the process, so do not hesitate to contact us if you have any questions or need further information. We value your commitment and understanding.

3. The Ticket is Personal

Tickets purchased through Access Pass are intended for personal use only and may not be used for commercial purposes. This means that you are not allowed to purchase tickets to then resell them for

a profit. It is also prohibited to use the tickets as prizes in competitions or link them to offers of other products or services without written permission from Access Pass or the responsible organizer and venue. If there is a limit to the number of tickets one person can buy for a specific event, you must adhere to these limits and not purchase more tickets than allowed.

4. Your Access Pass Account

To get started with the service, you must first verify your identity using BankID or another digital authentication method. This is required to create an account and ensure that all actions on the account, such as placing orders or changing settings, are actually performed by you. The use of BankID or another digital authentication method helps protect your account from unauthorized use and ensures that all transactions are secure.

5. Payments

To be able to make payments, you must agree to our Payment Service Provider's terms and conditions: <https://mangopay.com/terms-and-conditions/payment-services>

6. Service Fee

In addition to the ticket price, a service fee is charged. This fee covers administrative costs such as processing and support around your ticket purchase.

7. Right of Withdrawal Does Not Apply to Ticket Purchases

It is important for you to know that the usual right of withdrawal rules do not apply when you purchase tickets for events. This also applies to the service fee. Once you have paid for your ticket, the purchase is binding, and you cannot cancel it. However, you have the opportunity to refrain from purchasing until the moment you pay.

If you choose a payment option where the invoice will be paid later, it is considered that you have made the payment directly when you choose this payment option.

There is a reason that the right of withdrawal does not apply to ticket purchases for events. The organizers need to be able to rely on those who purchase tickets to actually attend. This helps them plan everything from security arrangements to catering and staffing in a way that is both economically and logistically sustainable. We understand that this can feel limiting, but it is crucial for the event to be conducted smoothly and safely for all involved.

8. Purchases that Violate Our Terms

At Access Pass, we take seriously the fair and correct use of our service. Therefore, you as a ticket purchaser must provide accurate information about yourself and follow the rules we have set up. If you do not follow these rules, such as buying more tickets than allowed or for commercial use, we may unfortunately need to cancel your purchase or booking. In such cases, we may also shut down your customer account with immediate effect.

We understand that this can be inconvenient, but these measures are necessary to ensure fair access to events for all our users. In the event of a cancellation, unfortunately, the service fee will not be refunded, and in some cases, the ticket price may also be non-refundable.

We ask you to ensure that no unauthorized person gains access to your account. We are here to help if you have any questions or need support in understanding our terms. We value your trust and want to continue to offer good service to you.

9. Intellectual Property Rights

All intellectual property rights associated with the Access Pass platform, including trademarks, logos, texts, images, and software, belong to us or those who have given us a license to use them such as Organizers and Artists. We ask you to respect these rights. If you want to use any of these materials, please contact us for permission. We appreciate your interest and are more than happy to discuss how you can use our materials in a way that respects our rights. Thank you for helping us protect our creative property.

10. Changes to Our Service

At Access Pass, we always strive to improve and adapt our platform and its services to better meet your needs. This means that we may sometimes need to make changes to how our services operate, or in some cases even discontinue parts of them. We want you to know that such decisions are never taken lightly. We reserve the right to make these adjustments as needed, to ensure the best possible experience for all users.

This means that as a platform, we have a responsibility to ensure that you as a user are well aware of any changes that may affect how you use the service. We must give you enough time to review the changed terms so that you can decide if you want to continue using the service under the new conditions.

When we plan to make changes to our terms, we will send a notification to you via email or directly through our app. This notification will contain information about the specific changes that have been made and when these will take effect. We strive to always be transparent and clear in our communication so that you can make informed decisions.

11. In Case of Complaints

Everyone has the right to expect good service and to get help if something has gone wrong.

If something has not worked as it should, we would like you to contact our Customer Service. We would like to resolve any problems or misunderstandings that have arisen and we can also take your feedback further.

If you are still dissatisfied with the response you received from us regarding your complaint, you can follow the step below for an impartial examination of your complaint.

The European Commission provides a platform for online dispute resolution which you can find at <https://ec.europa.eu/consumers/odr>. This platform is designed to help you resolve any disputes that may arise from online purchases of goods and services in a simple and fair manner, without having to take the matter to court.

12. Applicable Law

Swedish law applies to purchases.