

Softwired Systems™ | Softwired Marketing & Events™  
Ticketing Terms of Use  
(Effective as of January 1, 2014)

When purchasing by credit card, charges on your credit card statement will appear as "Softwired Systems."

If the event allows for tickets are to be mailed, you should receive them within a reasonable amount of time, generally 7 to 10 days. If you do not receive your tickets within a reasonable amount of time, please contact Softwired Systems no later than by 5pm on the day before for a weekday performance or 5pm on Friday for a Saturday or Sunday performance to insure proper attention by our company. Softwired Marketing & Events™ (Softwired Systems™) is not responsible for lost or misplaced tickets.

If your tickets are to be held at "Will Call", they be at the venue box office at the time of performance. The box office is usually open no later than 45 minutes before the performance start time (individual performance times may vary). Please plan accordingly and allocate enough time to pick up your tickets in advance of the performance.

You must have the credit card you used for the purchase and present a valid government issued photo ID for identification. If someone else is picking up the tickets, either that same credit card or a photocopy of it, a copy of your photo ID, and an authorization note from you must be presented. It is also necessary to present a copy of your order confirmation and the confirmation number.

Tickets are sold subject to the following conditions: No refunds, returns, or exchange of tickets will be made. Pricing subject to change without notice. Lost ticket/s will not be replaced or refunded. Entry will be refused if tickets have been found to be tampered, counterfeited, duplicated, copied, reprinted, and/or not purchased from Promoter or an authorized point of sale. Venue age restrictions and rules apply.

Any and all Youth Protection Ordinances will be enforced and must be observed by attendees. No refunds will be made for ignorance of these restrictions. Venue conditions of entry are displayed at the venue. The Promoter / Venue Owner reserves the right, without refund or compensation, to refuse admission/evict any person(s) whose conduct is disorderly or inappropriate. The Promoter may add, withdraw or substitute artists and/or vary advertised programs, event times, seating arrangements, audience capacity without prior notice. The Promoter/Venue Owner may use the ticket holder's image or likeness in any live or recorded video display, picture, publicity material or website. The Promoter/Venue Owner may postpone, cancel, interrupt or stop the event due to adverse weather, dangerous situations, or any other causes beyond his reasonable control.

The Ticket Holder agrees to submit to any searches for prohibited items including but not limited to weapons, controlled, dangerous and illegal substances.

The Ticket Holder voluntarily assumes all risks and danger incidental to the event whether occurring prior to, during or subsequent to the actual event, including any death, personal injury, loss, damage, or liability and hold the Promoter / Venue Owner not liable for any reason. North Carolina (United States) law shall govern the sale of all tickets and you agree to submit to the exclusive jurisdiction of the North Carolina court. For any comments, claims, or disputes, you can write: Softwired Systems, 13663 Providence Road, Suite 213, Weddington, NC 28104, Attention: Customer Service Department. Our phone number is 704-800-2044 and e-mail is [customerservice@softwired.com](mailto:customerservice@softwired.com).

## PRIVACY POLICY

Softwired Systems™ and/or Softwired Marketing & Events™ (the "Company") is committed to maintaining robust privacy protections for its users. Our Privacy Policy ("Privacy Policy") is designed to help you understand how we collect, use and safeguard the information you provide to us and to assist you in making informed decisions when using our Service.

For purposes of this Agreement, "Service" refers to the Company's service which can be accessed via our website at <http://www.softwired.com> [or through our mobile application]. in which users can The Service allows you to register to register for programs, make payments, purchase tickets, vote or share opinions, obtain information on our offerings, view or listen to content, establish a relationship with our Company. The terms "we," "us," and "our" refer to the Company. "You" refers to you, as a user of Service. By accepting our Privacy Policy and Terms of Use (located here) you consent to our collection, storage, use and disclosure of your personal information as described in this Privacy Policy.

## I. INFORMATION WE COLLECT

We collect "Non-Personal Information" and "Personal Information." Non-Personal Information includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information we may collect, referring/exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit and number of clicks. Personal Information includes only your email, which you submit to us through the registration process at the Site.

### - Information collected via Technology

To activate the Service you do not need to submit any Personal Information other than your email address. To use the Service thereafter, you do not need to submit further Personal Information. However, in an effort to improve the quality of the Service, we track information provided to us by your browser or by our software application when you view or use the Service, such as the website you came from (known as the "referring URL"), the type of browser you use, the device from which you connected to the Service, the time and date of access, and other information that does not personally identify you. We track this information using cookies, or small text files which include an anonymous unique identifier. Cookies are sent to a user's browser from our servers and are stored on the user's computer hard drive. Sending a cookie to a user's browser enables us to collect Non-Personal information about that user and keep a record of the user's preferences when utilizing our services, both on an individual and aggregate basis. For example, the Company may use cookies to collect the following information:

- Pages that you frequently visit on our website; or,
- If you have added items to your shopping cart and suddenly have to log out of our site or lost the connection, you can return later and still have those items in your shopping cart.

The Company may use both persistent and session cookies; persistent cookies remain on your computer after you close your session and until you delete them, while session cookies expire when you close your browser. [For example, we store a persistent cookie to track language preferences for faster and more convenient experience.]

### - Information you provide us by registering for an account

In addition to the information provided automatically by your browser when you visit the Site, to become a subscriber to the Service you will need to create a personal profile. You can create a profile by registering with the Service and entering your email address, and creating a user name and a password. By registering, you are authorizing us to collect, store and use your email address in accordance with this Privacy Policy.

## II. HOW WE USE AND SHARE INFORMATION

#### Personal Information:

Except as otherwise stated in this Privacy Policy, we do not sell, trade, rent or otherwise share for marketing purposes your Personal Information with third parties without your consent. We do share Personal Information with vendors who are performing services for the Company, such as the servers for our email communications who are provided access to user's email address for purposes of sending emails from us. Those vendors use your Personal Information only at our direction and in accordance with our Privacy Policy.

In general, the Personal Information you provide to us is used to help us communicate with you. For example, we use Personal Information to contact users in response to questions, solicit feedback from users, provide technical support, and inform users about promotional offers.

#### Non-Personal Information

In general, we use Non-Personal Information to help us improve the Service and customize the user experience. We also aggregate Non-Personal Information in order to track trends and analyze use patterns on the Site. This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose such Non-Personal Information to our partners, advertisers and other third parties at our discretion.

In the event we undergo a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your Personal Information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will post the policy changes to the Site so that you may opt out of the new information practices. We suggest that you check the Site periodically if you are concerned about how your information is used.

### III. HOW WE PROTECT INFORMATION

We implement security measures designed to protect your information from unauthorized access. Your account is protected by your account password and we urge you to take steps to keep your personal information safe by not disclosing your password and by logging out of your account after each use. We further protect your information from potential security breaches by implementing certain technological security measures including encryption, firewalls and secure socket layer technology. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such firewalls and secure server software. By using our Service, you acknowledge that you understand and agree to assume these risks.

### IV. YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION

You have the right at any time to prevent us from contacting you for marketing purposes. When we send a promotional communication to a user, the user can opt out of further promotional communications by following the unsubscribe instructions provided in each promotional e-mail. You can also indicate that you do not wish to receive marketing communications from us in the "Settings" section of the Site. Please note that notwithstanding the promotional preferences you indicate by either unsubscribing or opting out in the Settings section of the Site, we may continue to send you administrative emails including, for example, periodic updates to our Privacy Policy.

### V. LINKS TO OTHER WEBSITES

As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to information collected by us through the Site and the Service. Therefore, this Privacy Policy does not apply to your use of a third party website accessed by selecting a link on our Site or via our Service. To the extent that you access or use the Service through or on another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

## VI. CHANGES TO OUR PRIVACY POLICY

The Company reserves the right to change this policy and our Terms of Service at any time. We will notify you of significant changes to our Privacy Policy by sending a notice to the primary email address specified in your account or by placing a prominent notice on our site. Significant changes will go into effect 30 days following such notification. Non-material changes or clarifications will take effect immediately. You should periodically check the Site and this privacy page for updates.

## VII. CONTACT US

If you have any questions regarding this Privacy Policy or the practices of this Site, please contact us by sending an email to [customerservice@softwired.com](mailto:customerservice@softwired.com) or mail to the following postal address:

Softwired Systems™  
13663 Providence Rd., Suite 213  
Weddington, NC 28014  
Attention: Customer Service

Last Updated: This Privacy Policy was last updated on July 15, 2014.