

SAP Event Ticketing Supplemental Terms and Conditions

These supplemental terms and conditions (“the Supplement”) are part of an agreement for certain SAP Cloud services (“Agreement”) between SAP and Customer and apply solely to SAP Event Ticketing (the “Cloud Service”) and not any other SAP product or service.

1. USE OF THE CLOUD SERVICE

- 1.1. Customer can access the Cloud Service by either using the provided Web desktop or activating the Web Service interface made available with the Cloud Service. SAP reserves the right to monitor the use of the Web Service interface and shall be permitted to limit or prevent the use of the Cloud Service if necessary to avoid an actual or imminent risk to the SAP network, to SAP's IT security, or to service levels. Any suspension or termination of access to the Web Service interface does not affect access to the Cloud Service by means of the Web desktop.
- 1.2. The Cloud Service does not contain country-specific functionality to support use in all countries. Country-specific versions of the Cloud Service are set forth in the Documentation.
- 1.3. There is one version that Customer can subscribe to in conjunction with its subscription to the Cloud Service – SAP Event Ticketing.
- 1.4. SAP will provision a client in a multitenant system. Customer must set up and administer its own sub-clients.
- 1.5. Customers may request one test tenant. The Customer is entitled to utilize such test tenant for non-productive testing and evaluation.

2. FEES

- 2.1. The total fee amount is the price per ticket per year specified in the Order Form, multiplied by the number of tickets booked for which a fee is payable. SAP will invoice and Customer shall pay the total fee amount for a full calendar month in the following month. SAP shall send Customer.
 - 2.1.1. a list of the actual tickets booked and
 - 2.1.2. a summary of the number of complimentary tickets. At the end of the contract year SAP will calculate the total number of tickets booked for which a fee is payable.
- 2.2. No fees are payable for reservations; fees are payable at the point when a ticket reservation becomes a ticket booking. No fees are payable on cancelled tickets. Complimentary ticket are free up to the limit defined in the Order Form (absolute number or a percentage of the total number of booked tickets in each contract year). The agreed fee is payable for all complimentary tickets above this limit.

3. ADDITIONAL TERMS

Third Party Services. The Cloud Service can be integrated with third-party credit card processing services or other services, such as online booking services. Customer is responsible for any agreements with such third parties on access and use of their services and should the third party no longer provide the service or the service becomes unavailable. SAP informs Customer of the settings required to enable Customer to use such third-party services. The configuration and activation of any third-party services are not part of the Cloud Service but subject to the terms and conditions of the third party.