palexpo Genève

TERMS AND CONDITIONS FOR SALES THROUGH THE ONLINE TICKET OFFICE

All persons visiting any of Palexpo SA's websites and/or websites relating to Palexpo SA's events (hereafter referred to as the "Websites") accept these terms and conditions (hereafter referred to as the "Terms and Conditions") in full, in the version applying at the time the order is placed.

1. Preamble

The Terms and Conditions (subject to subsequent amendments) apply without restriction to all acquisitions occurring through the Websites. The customer's confirmation and/or payment of his/her acquisition shall be understood as indicating his/her unconditional acceptance of these Terms and Conditions.

2. Purchaser's responsibility

The purchaser has sole responsibility for his/her ticket and shall bear full responsibility in the event of theft, loss or fraud. Every ticket is unique: the QR code displayed on the ticket is scanned at the entrance and allows the admission of one person. As such, only the first person to present the ticket shall be admitted to the event in question. It is strictly prohibited to reproduce, duplicate or counterfeit tickets in any way whatsoever.

3. Online payment

The online ticket office, which may be accessed through event Websites, is operated by Palexpo SA, headquartered at Route François-Peyrot 30, 1218 Le Grand-Saconnex, Switzerland.

Payment may only be made by payment card (Visa, Mastercard or others, subject to any changes and according to the list provided by the online ticket office). Transactions become final as soon as payment is approved.

Once made, purchases may not be changed or cancelled. Card payments are secured by SSL (Secure Sockets Layer) coding system of Worldline Suisse SA, which encrypts and protects confidential information.

By checking the box to confirm that s/he has read the terms and conditions and agrees to them, the purchaser states that s/he unconditionally accepts the Terms and Conditions. The data recorded by the online ticket office shall be considered correct and shall constitute proof of all the transactions that have taken place between Palexpo SA and its customers. The data recorded by the secure payment system shall constitute proof of the financial transactions.

As soon his/her payment is approved, the customer may immediately access his/her purchases via his/her personal account. Tickets may be printed out from a pdf format. Good print quality is essential. Tickets that are partly printed, dirty, damaged or illegible shall not be accepted. The customer may ensure that the print quality is sufficiently high by checking that the barcode and all the information written on the ticket are clear and legible.
Tickets may also be downloaded onto compatible mobile telephones (QR code).

4. Price

Ticket prices are indicated in Swiss francs, including all taxes but excluding any contributions towards processing and shipping costs.

In the case of tickets sold at reduced prices (for young people or other groups), checks may be performed and the holder may be asked to provide proof of entitlement to a reduced-price ticket at the entrance to the event. Any customer mistakenly holding a reduced-price ticket shall have to pay the difference in price.

Palexpo SA reserves the right to change its prices at any time. Purchases are invoiced at the prices applying at the time of the order.

5. Cancellations and refunds

Tickets are created as soon as payment is approved. Tickets may not be reimbursed. They may not be resold for a higher price than the price (tax included) displayed on the ticket. Holders of tickets that were resold for a higher price may be refused admission. The ticket holder agrees to comply with the rules and instructions issued by Palexpo SA, regardless of the event s/he is attending. As soon as the ticket is issued, the purchaser must check the name, the date and name of the event and the ticket price. No liability shall be accepted thereafter.

Palexpo SA reserves the right to refuse the sale of a ticket and/or to forbid entry to the event to any person, even a ticket holder.

In case of cancellation of the event by Palexpo SA, the ticket price, excluding any other compensation, will be refunded to the customer. In case of force majeure, the situation will be examined by Palexpo SA on a case-by-case basis.

The customer authorises Palexpo SA to use the contact details provided during the purchasing process to communicate with him/her if an event for which s/he has purchased one or more tickets is cancelled or if the event's date, time or location is changed.

6. Confidentiality – data protection

Regarding data protection, please refer to the following document Privacy Policy - Palexpo.

7. Applicable law and jurisdiction

All relations between Palexpo SA and the customer shall be governed by Swiss law. Any dispute that cannot be settled amicably shall fall under the sole jurisdiction of the ordinary courts of the canton of Geneva.

The original French text of these Terms and Conditions shall be the legally binding version.

Geneva, October 2026