

General Terms & Conditions

EMBEDCOVER Flex

What is EMBEDCOVER Flex in a nutshell ?

- **Cancellation of your booking for any reason** up to 1 day (24 hours) before the start of your show.
- **80% of your cancellation fees refunded** (excluding EMBEDCOVER Flex price)
 - ✓ No reason or proof required
 - ✓ Cancellation in just a few clicks
 - ✓ Bank transfer made within 3 days

You will not benefit for the service in the following cases :

- ✗ The cancellation of your booking is made by the show organizer.
- ✗ The cancellation of your booking is made less than 1 day (24 hours) before the start of your show.

How to use the EMBEDCOVER Flex service

- 1 Contact EMBEDCOVER customer service at least 1 day (24 hours) before the start of your show to cancel your booking; in this link <https://shenyunspain.refund.embedcover.com/fr/signin>
- 2 Once the cancellation is confirmed, EmbedCover will proceed with the refund directly to your bank account;
- 3 The compensation will be received within 3 working days.

*We have summarized for you our EMBEDCOVER Flex service in a simple and clear way.
You will find here after the complete general conditions of the service.*

Article 1 – Definitions

You

The buyer of the booking.

Cancellation fees

Costs remaining at your expense following the cancellation of your show. These charges do not include the cost of the EMBEDCOVER Flex.

EMBEDCOVER

EMBEDCOVER, whose registered office is at 141, avenue de Wagram 75017 Paris - France, which provides the EMBEDCOVER Flex service.

EMBEDCOVER Flex

This service allows spectators to cancel their attendance to a show up to 1 day before the start of their show, without having to provide any reason.

Article 2 – What does EMBEDCOVER Flex allow?

If you decide to cancel your attendance to the show at your own initiative at least 1 day (24 hours) before the start of your show, you will be refunded 80% corresponding to the value of their seats.



By using EMBEDCOVER Flex, the booking, for all the people included, will be cancelled.

Article 3 – What does EMBEDCOVER Flex not allow?

The EMBEDCOVER Flex service cannot be used:

- X In case of cancellation at your initiative occurring less than 1 day (24 hours) before the start of your show.
- X In case of cancellation of your booking due to the show organizer;

Article 4 – EMBEDCOVER Flex cost

While booking on SHEN YUN website, you can subscribe to the EMBEDCOVER Flex service for an additional fee at 8,5% which will be presented to you at the time of purchase.

The cost of EMBEDCOVER Flex is not refundable in any case in the cases stated in article 3 of these Terms and Conditions.

Article 5 – EMBEDCOVER Flex usage

If you cancel your booking at your own initiative, the show organizer will refund you 80% corresponding to the value of their seats (see article 2 of these terms and conditions) within 3 working days following the completion of the EMBEDCOVER Flex service as described below.

The total refund amount for the EMBEDCOVER Flex service cannot exceed €5,000 per booking.

You will not be asked to provide any reason or proof for cancellation for using the EMBEDCOVER Flex service.

The bank transfer will be made in the currency used for booking your show. Bank fees can be applied depending on your bank.



How to get refunded ?

- 1** Contact EMBEDCOVER customer service at least 1 day (24 hours) before the start of your show to cancel your booking; in this link <https://shenyunspain.refund.embedcover.com/fr/signin>
- 2** Once the cancellation is confirmed, the show organizer will proceed with the refund directly to your bank account;
- 3** The compensation will be received within 3 working days.

Article 6 – Start and duration of EMBEDCOVER Flex

The EMBEDCOVER Flex service takes effect upon confirmation of purchase of the EMBEDCOVER Flex service, subject to payment of the full price of your reservation or the first deposit required by EMBEDCOVER.

If the full payment or the first deposit payment is refused or rejected by the bank for any reason whatsoever, the EMBEDCOVER Flex service will not take effect.

The EMBEDCOVER Flex service ends 1 day (24 hours) before the start of your booking.

Article 7 – Right of withdrawal

You have the right to withdraw from this contract without giving any reason and without any penalty within 14 calendar days from the date of purchase.

To exercise this right, you must notify us by email or any other durable medium at **hello@embedcover.com**, stating your decision to withdraw. Please include your booking reference and contact details. We will confirm receipt and process your request promptly.

If you withdraw within this period, we will refund any payments received, except for the portion of the service already provided, which will be calculated on a proportional basis.

Please note that this right will not apply if the service has been fully performed, meaning:

- If you have already cancelled your attendance to the show at your own initiative, or
- If there are less than 24 hours remaining before the scheduled start of the show.

Article 8 – Geographical scope of the EMBEDCOVER Flex service

The EMBEDCOVER Flex service is available for all EMBEDCOVER bookings and all their customers.

Article 9 – Complaint procedures

In case of any difficulty in using the EMBEDCOVER Flex service, you can send your complaint to:

- By email at: **hello@embedcover.com**
- By post by writing to: 141, avenue de Wagram 75017 Paris – France, which provides the EMBEDCOVER Flex service.
The event of a complaint that has not been resolved amicably by our Customer Service, you can contact the Mediator's Service or submit the dispute to consumers' arbitration for any consumer dispute that has not been resolved.

Article 10 – Important information

The EMBEDCOVER Flex Service is not an usual insurance

The purpose of a cancellation insurance contract is to take charge of the reimbursement of your remaining expenses in case of cancellation of your booking on your initiative only for causes defined in advance.

The EMBEDCOVER Flex service aims to offer you the possibility of cancelling your booking on your own initiative regardless of the reason.

Article 11 – Personal data

EMBEDCOVER whose registered office is at 141, avenue de Wagram 75017 Paris – France, which provides the EMBEDCOVER Flex service, as data controller, collects and processes your personal data for the purposes of the execution of your Service EMBEDCOVER Flex, to manage your claim and for statistical studies.

The processing of your personal data is necessary to the performance of your contract with the Service EMBEDCOVER Flex. EMBEDCOVER will share your personal data with their agents with sufficient guarantees for the purposes of managing the Service EMBEDCOVER Flex and, where applicable and required by law, with the supervisory Authorities.

You have the right to exercise all your rights on data protection; among others, right of access, oppose, rectify and delete any of your personal information by sending an email to:

- ✓ On the CNIL website by completing an online complaint form;
- ✓ By post writing to : **CNIL – 3 Place de Fontenoy – TSA 80715 – 75334 PARIS CEDEX 07 – FRANCE**

You may also submit a complaint before the Spanish Data Protection Authority – AEPD- at the following address: **www.aepd.es , C/ Jorge Juan, 6. 28001 – Madrid, Phone: 900 293 183**

You can access the detailed data privacy policy information of SHEN YUN at <https://es.shenyun.org/privacy-policy>

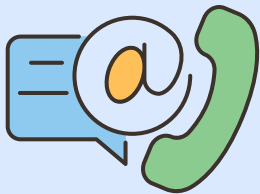
Article 12 – Prevention of money laundering and terrorist financing

In accordance with Spanish Law 10/2010 of April 28 on the prevention of money laundering and terrorist financing and developing applicable regulations, You acknowledge that EMBEDCOVER is required to implement due diligence measures to prevent money laundering and financing of terrorism.

As such, You undertake to provide accurate and up-to-date identification information and agree that, in order to strictly comply with AML/CFT regulations, EMBEDCOVER may request additional documentation, if necessary, to comply with its legal obligations.

Article 13 – Applicable court

The contract is governed exclusively by Spanish laws. Any dispute arising from the conclusion, accomplishment or interpretation of this contract shall fall within the exclusive jurisdiction of the Courts of Your domicile.



How to contact us ?

Do not hesitate to contact us to the following email adress :

hello@embedcover.com