Philharmonie Luxembourg

General Terms and Conditions of Sale and Admission to Philharmonie Events

Scope

These general terms and conditions govern, on the one hand, the conditions applicable to the sale of tickets by the Ticket Office of the Etablissement public Salle de Concerts Grande-Duchesse Joséphine-Charlotte (hereinafter referred to as «the Philharmonie») for events organised on its premises, or exceptionally at other external venues, and, on the other hand, the rules relating to the use of these tickets to gain admission to events held on the Philharmonie's premises.

I. Terms and conditions applicable to the sale of tickets

These general terms and conditions apply to the sale of tickets for events organised by the Philharmonie itself or by a third party where such sale is carried out by the Philharmonie's Ticket Office (hereinafter «the Ticket Office»).

Where the event is organised by a third party, the Ticket Office acts solely as an intermediary and accepts no liability for the running, content or organisation of the event.

Tickets granting admission to events organised by the Philharmonie bear the Philharmonie's logo. They may also feature the logo(s) of the relevant sponsors. Tickets granting admission to events organised by third parties must state the identity of the organiser and, where applicable, the identity or logo(s) of its sponsor(s).

Finally, any purchase of tickets for events at the Philharmonie from a third-party distributor is governed, as regards the purchase transaction, by the general terms and conditions of sale specific to that intermediary.

1. Address and opening times of the Philharmonie Ticket Office

Philharmonie – Information & Billetterie
Address: 1, Place de l'Europe - L-1499 Luxembourg
Tel: (+352) 26 32 26 32
Email address: info@philharmonie.lu
Website: www.philharmonie.lu

The Ticket Office is open Monday to Friday from 10:00 to 18:00 (on working days).

The Ticket Office closes annually for one week after 24 December and for three weeks during the summer holidays. The exact closure dates are displayed at the Ticket Office and on the Philharmonie's website.

The Tickets & Invitations Desk is usually open one hour before the start of each event.

There is no Ticket Office on site for weekend events and workshops for young people (except for children's events in the Grand Auditorium). As the Ticket Office is closed on Saturdays and Sundays, tickets can, however, be purchased online via the Philharmonie's website up to five minutes before the start of the event, subject to availability.

2. General ticket sales

- Advance sales, bookings and ticket sales

Tickets usually go on general sale approximately two (2) months before the date of each event. The estimated date of sale is stated in the season brochure. The exact date is published in the relevant monthly programme and on the Philharmonie's website.

Tickets can be purchased:

- by telephone on (+352) 26 32 26 32;
- directly at the Philharmonie's Ticket Office and/or at the Tickets & Invitations Desk;
- or online at www.philharmonie.lu.

All prices include VAT and are payable in euros (€).

Pursuant to Article L.222-9(7) of the Luxembourg Consumer Code, the purchaser does not have a right of withdrawal once the contract has been concluded and the purchase completed. Tickets to concerts and other events are excluded from this right.

- Telephone bookings and ticket sales

Ticket bookings made by telephone are provisional and only become final once full payment has been received from the customer.

Payments may be made as follows:

- Via a payment link sent by email;
- At the customer's express request, by telephone, provided the necessary credit card details are supplied;
- By bank transfer to the account indicated by the Ticket Office after sending an invoice.

Bookings that have not been paid for within five (5) working days of the booking date will be automatically cancelled by the Philharmonie, and the tickets will be made available for sale again. For certain events, the Philharmonie reserves the right to require advance payment for tickets.

Only tickets that have been paid for may be collected from the ticket desk on the day of the event. Tickets that have been paid for but not collected are non-refundable.

On request, the Philharmonie may post tickets that have been paid for to the customer's home address, at the customer's own risk, subject to a postage charge of €3. On receipt, the customer must immediately check that the tickets correspond to their order. Any complaints must be submitted to the Philharmonie Ticket Office no later than 14 calendar days before the date of the event. Otherwise, they cannot be considered.

- Sale via the online shop at www.philharmonie.lu

The customer may purchase tickets for certain Philharmonie events via the website www.philharmonie.lu.

For events where the Philharmonie does not handle ticket sales, the third-party distributor responsible for sales is indicated on the Philharmonie's website and in the monthly programmes.

  - Data collected when creating an online account

To purchase tickets online, the customer must create an account on the Philharmonie's online shop, providing the information necessary to process their order correctly (title, surname, first name, address, email, telephone number and date of birth). A customer number is assigned to them, making any future purchases easier. Access to the *My Philharmonie* customer account is available at all times.

The personal data collected is stored and processed in accordance with current regulations and data protection legislation.

Payment is processed via a secure third-party payment platform, to which the customer directly provides the financial information required for the transaction. The Philharmonie does not retain any financial data.

  - Purchase process

When making an online purchase, the customer accepts these general terms and conditions.

The customer may choose to have their tickets sent to their home address, subject to a postage charge of €3, or opt for the free «Print at home ticket & Wallet» option.

Once payment has been received, an order confirmation is sent to the email address provided. If the «Print at home ticket & Wallet» option is selected, the confirmation email contains a ticket in «Wallet» format to download to a smartphone, as well as a PDF. The «Wallet» ticket must be shown on a smartphone to the ushers at the entrance to the concert hall. The PDF ticket or the electronic QR code provided in the confirmation email may be shown on a mobile phone at the entrance to the concert hall and must be legible. The paper version is only valid if printed clearly enough for the barcode to be read in full. Tickets can also be found in the *My Philharmonie* customer account on our website.

In the case of orders placed electronically, the Philharmonie accepts no liability for any incorrect data transmitted by electronic data transfer service providers.

- Discount for young people aged 30 and under

  - Young people discount

The Philharmonie offers a 40% discount on tickets on general sale to young people aged 30 and under, upon presentation of a valid ID, for events it organises.

  - «Phil30» rate

The «Phil30» ticket is priced at €10 and is available to young people aged 30 and under, subject to availability. It is available exclusively via the Phil30 app in the online shop from 10:00 the day before the event, and at the venue one hour before the event begins, upon presentation of a valid ID. The app can be downloaded from the App Store and Google Play.

Before entering the concert hall, Philharmonie staff reserve the right to ask for proof of identity when the ticket is shown, in order to verify that the holder meets the age requirement.

- Kulturpass discount

The Kulturpass entitles the holder to a preferential rate of €1,50 per ticket for any event organised by the Philharmonie, subject to availability. This rate is not available online.

The Kulturpass must be valid at the time of the event and shown when purchasing tickets.

Before entering the concert hall, Philharmonie staff reserve the right to ask for the Kulturpass to be presented when the ticket is shown for verification.

Any individual or family living in Luxembourg who is entitled to the cost-of-living allowance issued by the National Solidarity Fund (NSF) or any individual who has applied for international protection, is eligible for this benefit. For more information, please visit www.kulturpass.lu.

- One-off discounts

The Philharmonie reserves the right to run one-off promotional offers subject to the terms and conditions specified at the time of the promotion.

Tickets purchased as part of these promotions are non-refundable and non-exchangeable.

- Refunds and replacement of tickets

Tickets on general sale cannot be returned, exchanged or refunded, unless the event is cancelled without the Philharmonie offering an alternative date. However, postage costs associated with the tickets are not refunded. No additional compensation or damages will be payable to the customer.

The ticket is only valid for the event for which it was issued and may under no circumstances be exchanged for cash.

In the event of loss, damage or theft of a ticket, no refund will be given. However, a replacement ticket may be issued free of charge upon request.

- Sale or resale of tickets by audience members

Tickets for events taking place at the Philharmonie may be purchased exclusively via the website www.philharmonie.lu, by telephone or in person at the Ticket Office and/or the Tickets & Invitations Desk at the Philharmonie. Each ticket features a unique, personalised barcode which will be scanned by staff at the entrance to the concert hall. Only tickets purchased through these official channels guarantee admission to the Philharmonie event.

As the Philharmonie is deeply concerned about ticket prices and their resale on the secondary market, it strongly advises its customers not to resell their tickets on public platforms or via social media, nor to reproduce, alter or counterfeit tickets in any way, in order to prevent fraud.

The Philharmonie would also like to draw your attention to the fact that tickets purchased from an unofficial source may be lost, stolen or counterfeit, and will not grant admission to the event in question.

Admission to the event is granted upon presentation of a valid ticket bearing a unique barcode. The Philharmonie reserves the right to check identity on entry in the event of suspected fraud or invalid tickets. Each ticket is valid for one person only, and the Philharmonie staff reserve the right to refuse entry in the event of suspected fraud or invalid tickets, without compensation.

By purchasing a ticket, the customer undertakes to use this ticket solely for private purposes. The commercial or for-profit resale of tickets is strictly prohibited, including in particular:

- resale at a price higher than the purchase price;
- sale at auction, via the internet or on platforms not authorised by the Philharmonie;
- resale to ticket resellers;
- the resale or free transfer of tickets without the Philharmonie's prior consent for advertising or marketing purposes, as well as;
- the resale or free transfer of tickets to individuals who are banned from attending Philharmonie events, if the customer was aware of or should have been aware of this ban.

Any breach of these prohibitions may result in the payment of a contractual penalty of up to €2 500 per ticket concerned, the cancellation of the ticket, a ban on entry to the event, and the customer being barred from making any future purchases. The Philharmonie also reserves the right to demand details of any unauthorised resale and to claim any surplus or profit made by the customer.

Should unauthorised, counterfeit, duplicate, sold, resold or copied tickets be shown, the Philharmonie reserves the right to refuse admission without compensation.

If you have any questions or queries regarding the purchase, use or return of tickets, we strongly recommend that you contact the Philharmonie's «Ticket Office» directly, as this is the only department authorised to provide assistance and official information.

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3. Subscriptions & packages

A subscription or package entitles the holder, prior to tickets going on general sale, to priority selection of a seat from those available, as well as a discount on the general ticket price for all events included in that subscription or package, throughout the relevant season.

Subscriptions and packages are subject to the specific terms and conditions of sale detailed below:

3.1. Fixed-price subscriptions

Fixed-price subscriptions entitle the holder to the following benefits:

- A discount of at least 15% on the price of tickets on general sale.
- The option to cancel tickets for one (1) event included in the subscription up to 48 hours before the date of the event in question.

If unable to attend, the subscriber may return the tickets to the Philharmonie Ticket Office during opening hours and no later than 48 hours before the start of the event. In return, a voucher for an amount equivalent to the price paid for the package tickets will be issued. This voucher is valid for two years from the date of issue for all events organised by the Philharmonie, with the exception of those organised by third parties.

- Subscriptions must be renewed each season; the same seats are guaranteed only if the renewal is completed within the specified timeframe.
- For those aged 30 and under, a 40% discount is available on the subscription price.

The Philharmonie informs subscribers of the terms and conditions for renewing their subscription in a letter sent for this purpose along with the season brochure.

The Philharmonie must be notified of any change of name or address for a subscriber.

3.2. « Pick & Mix » and à la carte packages

The «Pick & Mix» package or other à la carte packages offer a 10% discount, provided that a minimum number of events are purchased from a predefined list of events grouped into packages. The minimum number of events required may vary depending on the à la carte package.

Details of eligible events and the terms and conditions of these packages are available on the dedicated page of the Philharmonie's website and are subject to change each music season.

Those aged 30 and under are entitled to a 40% discount on the price of the package.

Tickets purchased as part of these packages are neither refundable nor exchangeable. The package cannot be changed or renewed each season.

3.3. Kids'Phil subcriptions

Subscriptions for children entitle holders to the following benefits:

- A discount on the standard ticket price.
- The option to cancel tickets for one (1) event included in the season ticket up to 48 hours before the date of the event in question.

If unable to attend, the season ticket holder may return the tickets to the Philharmonie Ticket Office during opening hours, or by email to info@philharmonie.lu, no later than 48 hours before the start of the event. In return, a voucher

for an amount equivalent to the price paid for the season tickets will be issued. This voucher is valid for two years from the date of issue for all events organised by the Philharmonie, with the exception of those organised by third parties.

4. Gift vouchers or gift cards

Customers may purchase gift vouchers or gift cards for any amount they choose, available at the Ticket Office or on the Philharmonie's website.

Gift vouchers and gift cards are valid for two years from the date of issue. They may be used to purchase tickets for all events organised by the Philharmonie, with the exception of those organised by third parties. Once this validity period has expired, the gift voucher or card becomes void, loses all value and can no longer be used, exchanged or refunded.

II. Terms and conditions for the use of tickets

These terms and conditions only apply to the use of tickets for admission to events held on the Philharmonie's premises, regardless of the event organiser.

For events organised by the Philharmonie but taking place outside its premises, and for which tickets were not sold by the Philharmonie Ticket Office, the applicable general terms and conditions are those of the venue hosting the event in question, in particular regarding the use of tickets.

Any individual in possession of a valid ticket may attend an event on the Philharmonie's premises subject to prior and unconditional acceptance of the following conditions:

1. Start of events

1.1. The Philharmonie Foyer usually opens its doors one hour before the start of each event, except for children's events, when it opens 30 minutes beforehand.

The concert halls are generally accessible 30 minutes before the start of the event. Admission to the concert hall is strictly reserved for those in possession of a valid ticket for the event in question.

1.2. To make the most of their ticket, all attendees are asked to arrive on time. The concert hall doors close at the time indicated on the ticket.

In the event of a late arrival, your original seat cannot be guaranteed; no exchanges or refunds will be made, and you will only be admitted to the concert hall between pieces or, in some cases, during the interval, so as not to disrupt the performance.

1.3. The Philharmonie reserves the right to refuse entry to anyone who does not comply with these conditions, without this entitling them to any refund or compensation.

2. Right of entry to the concert halls

2.1. Audience members must behave in such a way that their conduct does not disturb, inconvenience, injure or endanger other people. They are required to comply at all times with the instructions and guidance of the Philharmonie's staff.

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The Philharmonie reserves the right to refuse entry to or remove any individual whose behaviour is likely to disrupt the smooth running of the event, disturb the performers or inconvenience other audience members.

Furthermore, the Philharmonie reserves the right to refuse entry to anyone who does not comply with these conditions, without this entitling them to any refund or compensation.

2.2. Suitcases, large bags and other bulky items are prohibited in the Philharmonie's concert halls. These items may be left in the Philharmonie's cloakrooms, subject to a fee and subject to availability.

Pets are not permitted, with the exception of assistance dogs accompanying people with disabilities, in accordance with the Act of 22 July 2008 on the accessibility of public places to people with disabilities accompanied by assistance dogs.

The use of mobile phones, torches, laptops, tablets and other electronic communication devices is strictly prohibited and must be switched off during events.

The consumption of food or drink is prohibited in the concert halls, except where expressly authorised.

Smoking or the use of e-cigarettes is also strictly prohibited throughout the Philharmonie premises.

2.3. In the event of an evacuation of the Philharmonie, audience members must follow the instructions of the Philharmonie staff and cooperate fully to ensure everyone's safety.

3. Cancellation, alteration or interruption of events or programmes during events organised by the Philharmonie

The Philharmonie reserves the right to alter, reschedule, postpone, cancel or interrupt any event, as well as to make changes to the schedule, concert hall, programme and artistic line-up. These changes are published online on the Philharmonie's website: www.philharmonie.lu.

Where possible, the Philharmonie will inform ticket holders in writing (by email or post) in the event of a major change.

No change to the schedule, programme or artistic line-up entitles ticket holders to a refund, exchange or return of the ticket.

If an event is interrupted more than halfway through its scheduled duration, no refund, either full or partial, is granted.

If an event is cancelled and the Philharmonie does not offer an alternative date, customers will be contacted by the Philharmonie Ticket Office and informed of the refund procedures.

4. Events where the Philharmonie is not the organiser

Where an event takes place at the Philharmonie but is organised by a third party, the Philharmonie is not responsible for the event and accepts no liability whatsoever for the content, organisation, running or management of said event.

In the event of cancellation, a change to the schedule, interruption, change to the programme or artistic line-up, the third-party organiser is the sole point of contact for ticket holders regarding any requests for compensation, exchange, return or refund.

When tickets are sold by the Ticket Office for these events organised by third parties, the tickets sold serve solely as admission tickets and do not constitute a commitment or guarantee on the part of the Philharmonie regarding the actual holding or smooth running of these events.

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In this context, the Ticket Office collects certain personal data from ticket holders, which may be passed on to the third-party organiser exclusively for the purposes of managing the event and for sending practical information and reminders relating to it.

5. Cloakroom and lost property

- Cloakroom

A free, supervised cloakroom is available to the public in the Foyer of the Philharmonie. Suitcases, large bags and other bulky items must be left there. Clothing and items left in the cloakroom are stored in accordance with the terms and conditions of liability displayed.

- Lost property

Any items found within the Philharmonie must be handed in to the Philharmonie's visitor services team. Any lost items must be reported as soon as possible to the visitor services team, the Conciergerie (Artists' Entrance) or the Philharmonie's Ticket Office.

Lost property is held at the Philharmonie's Conciergerie and can be collected by appointment, by calling in advance on (+352) 26 02 27 540. Sensitive items such as official documents (e.g. identity documents, credit cards, etc.) are kept until 11.00 am the day after the event. After this time, they are handed over to the Grand-Ducal Police.

It is the ticket holder's responsibility to take all necessary precautions to safeguard their personal belongings. The Philharmonie accepts no liability for the loss, theft, damage or misplacement of personal items.

6. Prohibition on filming, photographing and recording

For reasons relating to image rights, copyright and respect for the performers, ticket holders and audience members are strictly prohibited from filming, recording or taking photographs inside the Philharmonie's concert halls. The Philharmonie reserves the right to take action against anyone who fails to comply with this prohibition and to remind them of it.

Furthermore, the Philharmonie reserves the right to remove any individual whose behaviour is likely to disrupt the smooth running of the event, disturb the performers or inconvenience other audience members.

7. Use of images and image rights

7.1. Certain events organised or hosted by the Philharmonie may be photographed, filmed or broadcast live or recorded for communication, promotional or archiving purposes.

The Philharmonie takes care, as far as possible, not to include audience members in photographs and videos taken, in order to respect their image rights.

However, by purchasing a ticket for an event organised or hosted by the Philharmonie, ticket holders and audience members are informed and agree to the following:

- Firstly, that they may appear in photographs or videos taken during the event, solely in the background or in wide shots intended to reflect the general atmosphere of the event; and
- Secondly, that these images and recordings may be published on various Philharmonie communication platforms, including, but not limited to, printed, digital or audiovisual media such as its website or social media accounts.

Any person present who wishes to object to the use of their image is invited to notify the Philharmonie immediately, which will make every effort, **as far as possible, to exclude that person from the shots or to ensure that their image is not reproduced in photographic or audiovisual media.**

7.2. Voluntary participation by audience members on stage

During certain performances, audience members may be invited to participate voluntarily in activities on stage, which may be photographed or filmed. Such participation is entirely optional and is at the audience member's discretion.

The audience member is informed that, by taking part in a filmed performance, their image may be recorded and that the recordings may be used and distributed by the Philharmonie and its media or educational partners for the purposes of communication, promotion and distribution of its performances, activities and archiving across its various communication channels, including, but not limited to, printed, digital or audiovisual media, such as its website or social media channels.

In the case of minors, any legal guardian who allows a minor to take part in the performance on stage also consents to the minor's image potentially being recorded, and to the recordings being used and broadcast by the Philharmonie under the same conditions and for the same purposes as those laid out above.

8. Merchandise sales

Merchandise sales may take place before, during the interval or after events organised by the Philharmonie or by a third party within the Philharmonie, and may also be conducted by the Philharmonie Ticket Office or by the Philharmonie via its website.

Where such sales are handled by a third-party intermediary, the Philharmonie accepts no liability for the quality of the products and goods sold, nor for any complaints, requests for returns, exchanges or refunds. Such requests must be addressed directly to the third-party intermediary responsible for the sale.

III. Miscellaneous

1. Legal and jurisdictional competence

In the event of a dispute relating to these General Terms and Conditions of Sale and Admission to Philharmonie Events, Luxembourg law shall apply exclusively.

In the absence of an amicable settlement, any dispute shall be brought before the competent courts of the City of Luxembourg in the Grand Duchy of Luxembourg, which shall have sole jurisdiction to hear such a dispute.

2. Data protection

The personal data of ticket holders, audience members or customers is processed by the Philharmonie in accordance with the applicable legal provisions and the General Data Protection Regulation (GDPR). Each of these individuals has the right, at any time, to access their personal data, to have it corrected, to restrict the processing of their information, to object to such processing and, where applicable, to have their personal data erased.

Detailed information regarding the purposes, legal basis, retention period and procedures for exercising these rights is available in the «Data Privacy» tab, which can be viewed at the following address: https://www.philharmonie.lu/en/data-privacy.

3. Entry into force

These general terms and conditions enter into force on 29 October 2026.

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