

Purchase Policy

Our goal at KVNCanada.com is to make your purchasing experience easy, efficient and equitable, so we can get you on your way to live events as quickly as possible. The following purchase policies are designed to ensure your satisfaction and understanding of the purchase process on KVNCanada.com. This Purchase Policy is subject to, and incorporates by this reference, the **Terms of Use**. Each ticket that you purchase is a license to attend a particular event, and is subject to the additional terms set forth on that ticket.

Availability

Tickets are generally sold through several distribution points, including online, Order by Phone centers, Retail Outlets and box offices. Most distribution points generally access the same ticketing system and inventory.

Order Confirmation

If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm your order is not has been placed. Only you may be aware of any problems that may occur during the purchase process. KVN Canada will not be responsible for losses if you assume that an order was not placed because you failed to receive confirmation.

Convenience Charges and Order Processing Fees

Tickets purchased on KVNCanada.com are typically subject to a per ticket convenience charge and a non-refundable per order processing fee. In many cases, delivery prices will also be owed.

Amount of Tickets Per Customer or "Ticket Limits"

When purchasing tickets on KVNCanada.com, you are limited to a specified number of tickets for each event (also known as a "ticket limit"). This amount is included on the unique event page and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices.

Payment Methods

KVNCanada.com accepts several methods of payment to accommodate your needs. If the event for which you are buying tickets is located in Canada, KVNCanada.com accepts Visa, MasterCard, PayPal.

Refunds.

Before purchasing tickets, carefully review your event and seat selection. Policies set forth by our clients, including venues, teams and theaters, generally prohibit KVN Canada from issuing exchanges or refunds after a ticket has been purchased or for lost, stolen, damaged or destroyed tickets.

You will receive a refund of the amount you paid less 10% for that resold ticket if: the ticketed event is cancelled (in which case you will not receive a refund of any delivery fees and convenience charge).

Currency

All ticket prices for events that occur in Canada are stated in **Canadian Dollars**.

Pricing and Other Errors

If the amount you pay for a ticket is incorrect regardless of whether because of an error in a price posted on this web site or otherwise communicated to you, or you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale, then: KVN Canada will have the right to cancel that ticket (or the order for that ticket) and refund to you the amount that you paid. This will apply regardless of whether because of human error or a transactional malfunction of this web site or other KVN Canada operated system.

Unauthorized Use of the Site

Any Illegal or unauthorized use of the Site shall constitute a violation of these Terms of Use. You do not have permission to access the Site in any way that violates, or in the course of violating, these Terms of Use. Illegal or unauthorized use of the Site includes, but is not limited to, using the site to facilitate illegal ticket sales, unauthorized framing of or linking to the Site, or unauthorized use of any robot, spider or other automated process on the Site. It shall also be a violation of these Terms of Use: for any individual (or group of individuals acting in concert) to request, more than 1000 pages of the Site in any twenty-four hour period (hereafter referred to as "Abusive Use");

Billing Information Verification

Orders are processed only after a billing address, and other billing information, has been verified. Occasionally, we receive incorrect billing or credit card account information for a ticket order that can delay processing and delivery. In these cases, KVN Canada customer service will attempt to contact you, using the information provided at the time of purchase. If KVN Canada is unable to reach you after its initial attempt, KVN Canada may cancel your order and may sell your tickets to another customer.

License; Ejection and Cancellation; No Redemption Value

Event Providers reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose conduct management deems disorderly, who uses vulgar or abusive language or who fails to comply with Event Provider rules. Breach of terms or rules will terminate your license to attend the event without refund. A ticket is a revocable license and admission may be refused upon refunding the ticket's face amount. A ticket is not redeemable for cash.

Recording, Transmission and Exhibition

You agree not to record or transmit, or aid in recording or transmitting, any description, account, picture, or reproduction of the event. You grant permission to utilize your image, likeness, actions and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the event (regardless of whether before, during or after play or performance) in any medium or context without further authorization or compensation.

You Are Subject to Search

You and your belongings may be searched on entry. You consent to such searches and waive any related claims that may arise. If you elect not to consent to such searches, you may be denied entry to the event without refund or other compensation. Under certain facility rules, certain items may not be brought into the premises, including without limitation, alcohol, drugs, controlled substances, cameras, recording devices, bundles and containers.

Unlawful Re-Sale of Tickets; Commercial Purposes

Unlawful resale of tickets (or attempt) is grounds for seizure and cancellation without compensation. A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal written authorization is given by the KVN Canada, provided that even if such consent is obtained, use of KVN Canada trademarks and other intellectual property is subject to KVN Canada consent.

Multiple Browser Windows

When ordering tickets online with KVN Canada, please ensure you are looking for tickets and placing an order using only one browser window. Looking up tickets using multiple browser windows could result in losing your tickets or timer expiration.