

# TERMS & CONDITIONS



SEASON 2008 / 9

## 1. Definitions and Interpretation

### 1.1 Definitions

The following definitions apply unless the context requires otherwise:

"FMCG" means FMCG International Limited and its trading names FMCG International, FMCG Hospitality, FMCG Collectables of PO Box 140, Bicester, Oxfordshire, OX25 4YU, United Kingdom its successors and permitted assigns;

"Alternative Facility" means an alternative Facility which FMCG may provide in its absolute discretion, in the circumstances described in Clause 4.4; "Booking" means an order for Events, Tickets, Services and objects which has been accepted by FMCG on an Order Confirmation;

"Brochure" means the material produced by FMCG to promote its services and hospitality;

"Cancellation Fee" means a fee payable by the Client to FMCG calculated in accordance with the table set out on the last page of this document as a percentage of the price paid or payable for any Booking(s) cancelled in accordance with Clause 3.4;

"Caterer" means the persons or organisations appointed by or approved by FMCG to provide catering, food and beverage services for the Facility in respect of the relevant Booking;

"Client" means the party named and described as the "Client" on the Order Confirmation or such other person or organisation as may be substituted therefore with the prior written consent of FMCG and where the context so requires shall include any employee, representative, agent or contractor acting on the Client's behalf;

"Client Party" means the Client together with any guest, employee, officer, representative, agent or contractor of a Client who attends the Facility at an Event;

"Event" means the relevant Formula One™ Grand Prix event, FMCG event, FMCG service or part thereof;

"Event Period" means such hours and day(s) as FMCG advises the Client that

the Facility is open and available to the Client for the relevant Event;

"Facility" means the any facility that the event will be held;

"FOA" means Formula One Administration Limited of 6 Princes Gate, London, SW7 1QJ, England or such other address as it may from time to time operate from and/or where the context requires shall include Formula One Management Limited ("FOM") or any employee, representative, agent or contractor acting on its or their (as the case may be) behalf;

"FIA" means the Fédération Internationale de l'Automobile, place de la Concorde 8, 75008 Paris, France or such other address as it may from time to time operate from or any employee, representative, agent or contractor acting on the FIA's behalf;

"Order Confirmation" means a written confirmation by FMCG to the client that the Booking or Registration Form has been received and accepted;

"Parking Ticket" means a parking ticket or sticker issued to members of the Client Party at the discretion of FMCG permitting parking in a Parking Area at the venue;

"Parking Area" means a dedicated parking area allocated by FMCG (or by the promoter) at an Event for use by members of the Client Party who hold the relevant Parking Tickets;

"Registration Form" means a written application for Tickets on a standard FMCG application form (or on such other document as may be acceptable to FMCG from time to time including electronically communicated applications contained within emails but not limited to);

"Terms and Conditions" or "Standard Terms and Conditions" means these FMCG standard terms and conditions; "Ticket" means a ticket, voucher or other form of pass issued by FMCG or the Event Organiser permitting access to a Facility or venue on a particular day of an Event to include any hospitality as ordered;

"Total Fee" means the total fee advised by FMCG on an Order Confirmation (or otherwise) as being payable by the Client for the Tickets plus VAT or any other applicable tax.

### 1.2 Interpretation

(a) Headings are for convenience only and do not affect interpretation.

(b) The singular includes the plural and conversely.

(c) A reference to conduct includes, without limitation, an omission, statement or undertaking, whether or not in writing.

(d) Where there are two or more parties named as the Client, a reference to a right or obligation of the Client confers that right, or imposes that obligation, as the case may be, jointly and severally.

## 2. Agreement

### 2.1 Binding Agreement

These terms and conditions constitute the entire agreement between FMCG and the Client for the purchase by the Client of one or more Tickets, services or booking and shall be deemed to have been accepted by the Client when FMCG sends an Invoice or Order Confirmation to the client.

### 2.2 FMCG reservation of rights

Notwithstanding anything elsewhere contained in these Terms and Conditions, FMCG reserves the right exercisable in its absolute discretion without giving reasons therefore to determine whether or not FMCG will accept any requests contained within a Registration Form (or otherwise) for the purchase of Tickets.

## 3. Payment

### 3.1 Total Fee

The Client shall pay to FMCG the Total Fee plus VAT or any other applicable tax on or before such date(s) as FMCG notifies the Client on the Order Confirmation and/or on the relevant invoice.

### 3.2 Issue of tickets

FMCG shall be under no obligation to issue any Tickets or provide any other benefits in relation to the Facility until the Total Fee has been received by FMCG in cleared funds. If only part payment of the Total Fee is received by FMCG, FMCG may, in its absolute discretion, provide to the Client that number of Tickets which equates to the pro rata portion of the Total Fee received. The Client agrees that subject to Clause 10.2, notwithstanding the supply of fewer Tickets, the Client remains liable to FMCG for the balance of the Total Fee.

### 3.3 Additional Tickets ordered during an Event

Additional requests made during an Event may be accepted by FMCG in its absolute discretion against immediate payment in CHAPS, cash or by a credit card acceptable to FMCG. Payment for all additional requests will be subject to VAT or any other applicable tax.

### 3.4 Cancellation fees

3.4.1 The Cancellation Fee shall be charged or refunded as the case may be on the price paid or payable (including VAT) by the Client to FMCG for each Race Day Ticket or Non Race Day Ticket comprised within a Booking which the Client wishes to cancel. 3.4.2 For the purpose of clauses 3.4.1, 3.4.3 or 3.4.4 a Race Day Ticket shall mean a Ticket valid for a Sunday of an Event and a Non Race Day Ticket shall mean a Ticket valid for any other day of an Event. 3.4.3 A Non Race Day Ticket will only be issued to a Client if a corresponding Race Day Ticket has been issued to the same Client. 3.4.4 By requesting cancellation of any Race Day Ticket, the Client shall be deemed to have cancelled any corresponding Non Race Day Ticket(s).

## 4. Use of Facility

### 4.1 FMCG to provide Tickets

Subject to Clauses 2 and 3 of these Terms and Conditions, FMCG agrees to issue to the Client the number of Tickets for which full payment of the Total Fee has been received. Lost Tickets will not be refunded or replaced without the consent of FMCG exercisable in its absolute discretion. Subject to Clause 10.2, in the event that FMCG advises the Client that it is unable (or there is not sufficient space or availability) to provide the Client with the number of Tickets to the Facility for which payment of the Total Fee has been made, FMCG shall, within 60 days of FMCG advising the Client, refund to the Client an amount equal to the price paid by the Client for such of the Tickets as FMCG shall not be providing and FMCG shall have no further liability or obligation in respect of the provision of such Tickets.

### 4.2 Alterations to Facility

(a) Subject to Clause 4.2(b), no alterations or additions to the Facility nor any use of the Facility other than the use contemplated by these Terms and Conditions will be allowed without the prior written consent of FMCG (which consent shall be exercisable in FMCG's absolute discretion and may include such conditions as FMCG sees fit). The Client is liable for and must

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indemnify FMCG against any and all costs and expenses howsoever incurred in relation to any alterations or additions requested by any member of the Client Party.

(b) Where any member of the Client Party is permitted use of a dedicated area within the Facility (as determined by FMCG), the Client may, at its own cost and full written approval containing full details, plans and visuals, decorate or theme the inside of such dedicated area, provided that no items displayed (including signage) are visible from the outside of such dedicated area unless the Client has obtained the prior written consent of FMCG. Unless otherwise agreed in writing between the Client and FMCG the Client is fully responsible and liable for transporting all decorating/theming materials and other property belonging to any member of the Client Party and for any damage caused within the Facility by such materials or property. The Client is liable for and must indemnify FMCG against any claim, loss (including without limitation, indirect loss, consequential loss or loss of profit), damage, cost or expense arising from or connected with the transport, installation, erection, display, use, safekeeping, dismantling or removal of such materials and property.

#### **4.3 Nature and Location of the Facility/Grandstand seats**

FMCG reserves the right to determine in its absolute discretion the nature and location of the Facility and any dedicated areas within the Facility at any Event in all respects including, without limitation, whether or not (and if so, any conditions upon which) FMCG may provide grandstand seating (if at all) and if grandstand seating is provided by FMCG, to also determine in FMCG's absolute discretion the type and position of any grandstand seating so provided.

#### **4.4 Availability of the Facility**

If in respect of any Event:

- (i) FMCG does not build or use the Facility for any reason; or
- (ii) FMCG is unable to obtain or maintain rights to use the Facility; FMCG may at its absolute discretion provide an Alternative Facility but shall not in any event be liable to the Client and the Client hereby releases and (except as provided in Clause 10.2) discharges FMCG against any damages, loss (including, without limitation, any indirect loss, consequential loss or loss of profit), costs and expenses that may be suffered by the Client as a result of FMCG failing to provide the Facility or an Alternative Facility.

### **5. Advertising and Promotions**

#### **5.1 No advertising or promotions**

- (a) Except with FMCG's prior written consent or as otherwise provided for in Clause 4.2(b), the Client shall not and shall procure that members of the Client Party do not undertake advertising or promotional activity at the Facility, including, without limitation the displaying of any corporate signage or corporate identification within or outside the Facility.
- (b) Tickets may not without the prior written consent of FMCG be used for advertising or other promotional purposes (including without limitation, prizes, contests or sweepstakes).
- (c) The Client shall not and shall procure that any member of the Client Party does not, without the prior written consent of FMCG, and, if appropriate the owner of the relevant intellectual property right, use in any advertising, promotional or other literature or material (in any media) the name of FMCG or the Facility so as to imply or give the impression that any member of the Client Party or their activities are connected to or endorsed by FMCG or that any member of the Client Party is a sponsor of or supplier to the Facility or in some other way connected to FMCG or the Facility.

### **6. Names and Logos**

#### **6.1 Restrictions on use of names and logos**

No member of the Client Party is entitled to and the Client shall procure that they do not use any of the expressions "Formula One™", "Formula 1™", "F1™", "FIA Formula One World Championship™", "Formula One Paddock Club™", "Paddock Club™" "FMCG International", "FMCG Hospitality" or any trade marks (whether registered or unregistered) or logo(s) pertaining thereto or any other intellectual property right owned by FMCG or by any third party except with the prior written consent of FMCG or the relevant owner or licensee of such trade mark or other intellectual property right.

### **7. Catering**

#### **7.1 Caterer**

The Client agrees that FMCG is the only person entitled to procure or authorise the provision of all catering, food and beverage services for the Facility at the Event and may appoint the Caterer and such other persons as it in its absolute discretion thinks fit to provide such catering, food and beverage services (or part thereof). The Client shall not and the Client shall procure that members of the Client Party do not bring food or beverages of any description in to the Facility such actions will result in additional charges.

### **8. Client Obligations and Acknowledgements**

#### **8.1 Display of Tickets**

In respect of each Event, the Client shall and shall procure that members of the Client Party comply with all security arrangements and display in a clear and visible manner at all times on entry to and within the Event and the Facility, the correct Ticket and (if requested by FMCG) wear a corresponding wristband or lanyard at the Event and at all times upon entry to and whilst within the Facility and in any area of the Event where the Ticket permits access. FMCG and/or its representatives reserve the right to refuse entry to the Facility to any member of the Client Party or other person who does not comply with the security arrangements or who is not displaying such Ticket and/or is not wearing such wristband or lanyard, and FMCG and the Caterer each reserve the right to refuse service to a person who is not displaying such Ticket and/or is not wearing such wristband or lanyard within the Facility.

#### **8.2 Compliance with directions**

In respect of each Event, the Client shall comply, and shall ensure compliance by any members of the Client Party with:

- (a) any security arrangements, directions or notices displayed or given by officers, employees or agents of FIA, FOM, FOA, FMCG or the promoter of the Event including, without limitation, notices, directions or other requirements relating to access and security at the Event or the conduct of members of the Client Party at the Event;
- (b) the conditions of sale attaching to the Event and the conditions of entry displayed at the entrances to the Event; and
- (c) all laws, regulations or requirements of any authorities (including, without limitation, the FIA, FOA and the promoter of the Event) having jurisdiction over the activities of FMCG, the Event and/or the use or occupancy of the Facility.

#### **8.3 Under 18 year old patrons**

Without prejudice to Clause 8.1, the Client shall ensure that any member of the Client Party who is under 18 years of age is accompanied and supervised at all times by his or her parent or guardian who must also hold a Ticket. Notwithstanding the foregoing, FMCG reserves the right not to admit to the Facility at any Event (or sell Tickets for use by) any person eight (8) years of age or under.

#### **8.4 Client Liability**

The Client shall be responsible for and shall indemnify FMCG against any loss (including any indirect loss, consequential loss or loss of profit), damage, injury, costs or expenses arising out of any act or omission of any member of the Client Party at the Event or arising out of any failure to comply with these Terms and Conditions save for death or personal injury caused by FMCG's negligence.

#### **8.5 Client acknowledgments**

The Client acknowledges and accepts and shall procure that members of the Client Party accept that:

- (a) motor racing, the Event and certain activities associated therewith (including, without limitation, support races and support events and activities) are dangerous and that some personal risk may be involved in attending the Event and therefore attendance by any member of the Client Party is entirely at their own risk;
- (b) save for death or personal injury caused by the negligence of FMCG FIA, FOM, FOA or the promoter of the Event (the "Promoter"), the Client, to

the fullest extent permitted by law hereby:

- 1) excludes, releases and forever discharges FMCG, FIA, FOM, FOA, Formula One™ Constructors Association (FOCA), the relevant national sporting authority, the Promoter and any other persons or organisations involved in the organisation, conduct and promotion of the Event (the "Indemnities") from all liability for claims, loss (including any indirect loss, consequential loss or loss of profit), damage, injury, costs or expenses (whether arising under statute, from negligence, personal injury, death, loss or damage to property, infringement of third party rights or otherwise) arising from or connected with the Event including without limitation any occurrence of fire or theft; and
- 2) indemnifies and agrees to keep indemnified each of the Indemnities against any such claims, loss (including any indirect loss, consequential loss or loss of profit), damage, costs or expenses brought by, or arising from any act or omission of any member of the Client Party;
- (c) without prejudice to Clause 8.5(e), it is a condition of admission to each Event that the copyright or any other intellectual property rights in any film, or other form of moving picture originated at the Event shall be the property of FOA and shall not be used for any form of public advertisement or display or for any other purposes (except for the non commercial use/private enjoyment of the person making the film) without obtaining the prior written consent of FOA;
- (d) it is a condition of admission to the Facility that the Client ensures that each member of the Client Party understands and accepts that FMCG reserves the right in its discretion not to allow professional still or moving picture camera equipment to be taken into or used at or within the Facility or during any pit walkabout and, further, that still pictures, photographs, moving picture images and/or still pictures which are derived from moving picture images originated or recorded within the Facility or during any pit walkabout shall only be used for the private enjoyment of the person filming or recording such still pictures, photographs or moving picture images and not for any commercial purpose unless and solely to the extent expressly approved by FMCG or by FOA in writing;
- (e) the Client hereby agrees that by attending the Event it will be deemed to have:
  - (i) consented to the use by FMCG (and by any third party approved by FMCG) for the purposes of or in connection with any publication or any advertising or promotional literature, campaign or material approved by FMCG, of any still or moving image taken at the Event, where such image includes any image of any members of the Client Party; and
  - (ii) obtained the specific consent of any members of the Client Party to the use by FMCG for the purposes contemplated in Clause 8.5(e)(i) above, where any such image includes an image of any members of the Client Party; and
  - (iii) waived its personality rights to the extent necessary to permit such use and, where appropriate, to have procured the waiver by any members of the Client Party of any personality or privacy rights to which such person would otherwise have been entitled;
- (f) the Client unconditionally and irrevocably constitutes and appoints FMCG as its attorney to do, perform and execute all things and documents as may be necessary or desirable to transfer or assign any rights in or to such still or moving images, referred to in Clause 8.5(e) above, to give effect to the same and shall procure that any member of the Client Party shall provide an equivalent power of attorney to FMCG if requested by FMCG to do so.
- (g) Filming/recording, the use of digital cameras or the taking of sound recordings or moving picture images by any means is not permitted during any pit walkabout.
- (h) Warning: People with a pacemaker should contact security officials for assistance before approaching the electronic gates at the event.

#### **8.6 Liability for loss or damage to property**

The Client acknowledges and accepts and shall ensure that it advises each member of the Client Party that:

- (a) any property brought into the Facility, any Alternative Facility or the Parking Area by the Client or any member of the Client Party (or at the Client's or any member of the Client Party's direction) shall be at its own risk; and
- (b) FMCG shall not be responsible for any loss of or damage to, howsoever caused (including without limitation any loss or damage caused by fire or theft), any property of the Client or any member of the Client Party or any property within the possession of the Client or any member of the Client Party which is lost or damaged within the Facility, any Alternative Facility or the Parking Area.

#### **8.7 Additional Security Precautions**

For reasons of security and safety, FMCG, FOM, FIA, the promoters reserves the right in its discretion:

- (a) to refuse suitcases, bags and/or other objects being brought in to the Facility (or in to any area under the control of FMCG) whether before, during or after the Event; and
- (b) to inspect any bag or other item which any person wishes to bring in to or remove from the Facility, whether before, during or after the Event.

#### **8.8 Tickets are not Transferable**

After entry to the Facility on a particular day, Tickets are not transferable for that day.

### **9. No on-selling**

#### **9.1 No on-selling**

Members of the Client Party shall not, nor shall they offer to sell, on-sell, exchange (for fee, reward or other valuable consideration), assign, sublet, encumber, licence, sub-licence, transfer, dispose of or otherwise deal with any of the rights, benefits or obligations contained in these Terms and Conditions (including, without limitation, the sale of any Ticket(s)) without the prior written consent of FMCG which consent shall be exercisable in its absolute discretion and may include such conditions as FMCG thinks fit.

### **10. Breach**

#### **10.1 Default**

If any member of the Client Party commits any breach of these Terms and Conditions, then on the giving of notice by FMCG to the Client at any time after the occurrence of such breach:

- (a) the Client shall be deemed to have forfeited its rights but not its obligations under these Terms and Conditions;
- (b) FMCG will be free to re-sell any Ticket(s) held by the member(s) of the Client Party who is/are in default;
- (c) FMCG shall be entitled to demand that the Client unconditionally and irrevocably constitutes and appoints FMCG as its attorney to do, perform and execute all things and documents as may be necessary or desirable to transfer or assign the rights, benefits and entitlements of the member(s) of the Client Party who is in default; and
- (d) the forfeit of any monies pursuant to Clause 10.1(a) shall not preclude any other rights which FMCG may have under these Terms and Conditions.

#### **10.2 Refund of monies to Client**

- (a) If FMCG does not operate the Facility, or through no fault of the Client or FMCG no motor car race is held at the relevant circuit during the Event Period, and neither the Client nor any members of the Client Party uses or receives any benefit whatsoever from the Facility and services contemplated by these Terms and Conditions during that Event Period, then, upon the giving of notice by FMCG to the Client, these Terms and Conditions will terminate and FMCG shall refund to the Client a sum equivalent to the amount of the Total Fee as shall have been received by FMCG from or on behalf of the Client. Upon remittance of those monies by FMCG to the Client, FMCG shall be released and discharged by the Client from all claims and damages of any kind.
- (b) Subject to Clause 4.4, if, through no fault of the Client, FMCG is unable to supply to the Client for any Event a part of the Facility, or an Alternative Facility, FMCG will refund part of the Total Fee paid in respect of that Event to the Client (provided that the amount of such refund shall be determined by FMCG in its absolute discretion). Upon remittance of any such refund by FMCG to the Client, the Client agrees that FMCG will be released and discharged from any further liability to any members of the Client Party.

### **11. Hospitality Passes / Service Passes (Working Access)**

(a) Tickets or passes which are issued by FMCG and marked with the words "Hospitality" ("Hospitality Pass") or "Service" ("Service Pass") are (subject to Clause 11.(b) below) not transferable and issued at the discretion of FMCG solely for the purpose of permitting the holder of such a pass working access to and around areas within the Event specified by FMCG on such conditions as FMCG may determine from time to time including, without limitation:

- 1) payment of a fee determined by FMCG; and
- 2) on the condition that the holder agrees not to access or remain in general admission areas, grandstands, hospitality areas or any restricted area, except as is strictly necessary to fulfil the purpose for which issued.





(b) FMCG reserves the right at its discretion to issue one or more Hospitality Passes and/or Service Passes which are transferable for a particular Event between persons specified or approved by FMCG (including, if FMCG so determines, one or more persons already holding a not transferable pass commonly called a 'permanent pass' issued by FIA or FOA) subject to such conditions attaching to the issue and use of such transferable Hospitality Pass or Service Pass (including payment of a fee) as FMCG may determine from time to time;

(c) food and drink may not be consumed in the dedicated areas by holders of Hospitality or Service passes without the prior written permission of FMCG who shall be entitled to charge such sum as it sees fit.

(d) One Hospitality Pass or Service Pass will be permissible per 25 persons (whether achieved by way of coded permanent pass or by the issue of a specific Hospitality Pass or Service Pass).

(e) FMCG reserves the right in its discretion to issue additional Hospitality Passes or Service Passes or to code any permanent pass, and if so, to charge an additional fee and/or impose special conditions as it deems necessary.

## 12. Parking

(a) Parking Tickets are issued at the discretion of FMCG. FMCG reserves the right to restrict and refuse entry to the Parking Area to any person not holding a valid Parking Ticket. Parking Tickets do not permit the parking of motor homes or caravans in the Parking Area. Motorbikes also require a Parking Ticket. Subject to prevailing weather conditions, the Parking Area will be open from 07h00 to 19h00 during the three days of an Event unless otherwise determined by FMCG, FOM, FIA or the promoter. Parking Tickets are issued at the discretion of FMCG on such conditions as FMCG may determine from time to time. Purely as an indicative guide, the ratio used by FMCG is 1 Parking Ticket per 4 Tickets (for the same day) (or in Monaco 1 Parking Ticket per 10 Tickets (for the same day). Additional charges will apply for any additional Parking Tickets approved by FMCG outside this ratio.

(b) Tickets or passes issued by FMCG and marked "Chauffeur" pass are not transferable and issued solely at the discretion of FMCG to holders of Parking Tickets. The holder of a Chauffeur pass is entitled to access the circuit and the Parking Area by vehicle only when driving a vehicle displaying a valid Parking Ticket. The Chauffeur pass only entitles the holder to stay within or in the vicinity of his/her vehicle during the opening hours of the Event for the relevant day.

## 13. Dress/Etiquette/No Pets

Smart casual attire is recommended. No jogging suits or beach wear will be allowed of any Clients or members of the Client Party including those under 18. FMCG reserves the right to refuse or restrict entry to the Facility, and may request the departure from the Facility of any person not complying with these Terms and Conditions. The Client is responsible for the good behaviour of members of the Client Party. No pets will be allowed within the Facility.

## 14. Amendment/Consents

No amendment or variation of these Terms and Conditions is valid or binding on a party unless made or confirmed by FMCG in writing.

## 15. No Waiver

No failure by FMCG to exercise nor any delay in exercising any right, power or remedy by FMCG operates as a waiver of such right. A single or partial exercise of any right, power or remedy does not preclude any other or further exercise of that or any other right, power or remedy. A waiver is not valid or binding on the party granting that waiver unless made in writing.

## 16. Special Conditions

(a) With regard to any Event taking place, each and any person wishing to participate in any pit walkabout may be required to sign a waiver and release of liability as a condition of being granted access to the pit lane (and such other areas within the circuit as specified by the promoter).

(b) With regard to any Event taking place, FMCG reserves the right to issue additional terms and conditions which shall apply to the Facility at that Event and/or to the conditions of sale of any Ticket in respect of that Event.

## 17. Severability

Each of the provisions of these Terms and Conditions is severable from the other(s). If any such provision or part thereof is or becomes invalid, unenforceable or illegal in any respect, such provision or part thereof shall, to the extent that such term is invalid, be deemed not to form part of these Terms and Conditions but the validity, unenforceability or legality of the remaining provisions hereunder shall not in any way be affected or impaired thereby. Nothing in these Terms and Conditions shall in any way limit or avoid FMCG's liability for death or personal injury caused by its negligence.

## 18. Assignment

FMCG may assign its rights under these Terms and Conditions to any third party and may perform its obligations under these Terms and Conditions through any third party without the consent of the Client. The rights of the Client under these Terms and Conditions are personal to the Client and may not be assigned or sub-licensed or otherwise transferred by the Client.

## 19. Third Party Rights

The FIA, FOA, the Indemnities and the promoter of the relevant Event may enforce the terms of Clauses 8.2 and 8.5 subject to and in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999.

## 20. Governing Law

This contract is governed by the laws of England and Wales and the parties hereby submit to the non exclusive jurisdiction of the English courts for the purpose of enforcing any claim arising hereunder.

## 21. Calculation of Cancellation Fees

Cancellation fees are 100% once booking has been confirmed or an invoice raised. Every effort will be made to resell the 'event services' on behalf of the client with FMCG taking any relevant fees, commission or sale costs associated with such re-sale.

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