

GENERAL TERMS AND CONDITIONS OF USE

MUSEO NACIONAL THYSSEN BORNEMISZA

The website <https://entradas.museothyssen.org> (the "Ticket sales website") is the property of FUNDACIÓN COLECCIÓN THYSSEN-BORNEMISZA, F.S.P., the "FOUNDATION", tax identification number G-79015251, with address at Paseo del Prado 8, 28014 Madrid, a Foundation registered on 3 March 1989 in the Registry of Private Cultural Foundations of the Ministry of Education, Culture and Sports with number 225, at page 24.

The ticket sales service is provided by the FOUNDATION through a platform managed by TIQUETEO SPAIN, S.L., with registered office in Barcelona, at C/Álava, 140-146-5º 3ª 08018-Barcelona and tax identification number B66045345, registered in the Commercial Registry of Barcelona, at Sheet B-437914, Volume 43775, Page 2.

The access to and use of this Ticket sales website implies the knowledge and acceptance of the general terms and conditions of use of the [museothyssen.org](https://entradas.museothyssen.org) websites, as well as of the following terms and conditions.

SPECIFIC TERMS AND CONDITIONS OF THE TICKET SALES WEBSITE

Through the Ticket sales website, users can purchase tickets, in advance, to exhibitions and other events held by the FOUNDATION. The advance ticket sales service is generally provided 24 hours a day, 365 days a year. However, the FOUNDATION may at any time temporarily or permanently suspend, without the need for prior notice, the advance sales service of all or part of the tickets to the permanent exhibition, temporary exhibitions or other events organised by the FOUNDATION.

TERMS FOR PURCHASING TICKETS

Users of this website may purchase their tickets in advance based on the instructions indicated at the top of the page.

The purchase of tickets is not subject to the right to cancel. No changes or refunds are allowed.

USE OF TICKETS PURCHASED THROUGH THE WEBSITE

The tickets that are purchased in accordance with the provisions of the previous section, and that the users receive in their email, will have the same value as if they had been purchased in the Thyssen-Bornemisza National Museum.

The users of the Website may:

- (i) print their tickets on plain paper, whilst checking that the print is correct and that the codes that identify and individualise each ticket are legible.
- (ii) download on their mobile handset the file in .pdf format that the user receives by email and show it at the entrance of the Museum.
- (iii) download the tickets they receive in their email in passbook format.

The tickets will entitle the holder to access the exhibition or the event for which they were purchased and they will be valid for a single use.

The FOUNDATION reserves the right to require the Museum visitors who have purchased their tickets through the Ticket sales website, to show the credit card with which they purchased their tickets and their national identity document or passport in order to verify their identity, control access to the Museum and the lawful use of the advance ticket sales service through the website.

The FOUNDATION may also require users who have purchased a special ticket at a reduced price due to age or any other circumstance existing at the time of purchase, to prove such circumstances.

LIMITATIONS OF USE

Users who access this Website are authorised to view all of its information and contents, as well as to carry out private downloads or reproductions of it on their handsets or on any data storage medium, as long as the reproduced elements are intended EXCLUSIVELY FOR PERSONAL USE OF THE USER and are not subsequently transferred or transmitted to third parties.

It is expressly prohibited to install the information and contents on any handset or server directly or indirectly connected to the Internet or a local network and that allows third parties to access it through means other than the Website itself.

The use of the Website for the purchase of tickets by the user that are to be subsequently subject to resale for the same or another price is also prohibited.

INCIDENTS WITH THE TICKET SALES SERVICE

Any incident related to the use and operation of the Ticket sales website must be reported to the following telephone number and email address: 91 7911370 or cavthyssen@museothyssen.org.

Once the enquiry or complaint has been received, the manager of the ticket sales platform will contact the user via the means indicated by the user.

TERMS OF ACCESS

In order to guarantee the rights of the users and the best performance of the Ticket sales website, the FOUNDATION may:

- a. Monitor the service at all times, whilst respecting the privacy of the users.
- b. Temporarily interrupt the service, without prior notice and at any time, for technological or legal reasons.
- c. Amend the terms for providing the service.
- d. Block access to or use of the service by a user who has used it incorrectly or in relation to whom fraudulent use of the service or means of payment is suspected.

Furthermore, the FOUNDATION will file the electronic document in which the purchases are formalised, which will not be accessible to the visitor.

LIABILITY

The FOUNDATION will not be held responsible for the damages or losses of any nature that may result beyond the FOUNDATION's control. Among others, the FOUNDATION assumes no responsibility for any interruption, error or fault that may occur in the Website or the payment systems agreed with the bank entities, transmission of virus or malware caused by a third party, nor for informations, opinions or content of any kind that are included in other websites that are not managed by the Foundation, to which this Website may redirect users through hypertext links.

Furthermore, the FOUNDATION will also not be responsible for any interruption, error or fault that may occur in the system as a consequence of a malfunction of the network or the servers connected to it.

The FOUNDATION will not be liable for any harm or loss of any nature that may occur due to lack of availability or continuity in the operation of the service.

In the event that the tickets purchased by the user of the Ticket purchasing website cannot be used due to fault or negligence of the FOUNDATION, the FOUNDATION will only be obliged to refund the price paid for the tickets or to replace the purchased tickets with other tickets for another day or time previously agreed with the user.

DATA PROTECTION POLICY

In accordance with Regulation (EU) 2016/679 of the European Parliament and Council of 27 April 2016 on the protection

of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General data protection regulations) and Spanish Organic Law 15/1999, of 13 December, on the Protection of Personal Data (Ley Orgánica de la Protección de Datos con Carácter Personal), we hereby inform you that the personal data you provide to us through the completion of the forms on the website will become part of an automated file of Fundación Colección Thyssen-Bornemisza, F.S.P. and it will solely be used for the management, administration and billing of the contracted ticket purchasing services as well as for, if you have given your consent, sending you commercial information (advertising) regarding the Thyssen-Bornemisza National Museum and the activities it carries out, as well as for the sending of surveys or forms to evaluate the degree of satisfaction of the customers with the service offered. You may exercise your access, rectification, erasure, objection, limitation and portability rights by writing to the Foundation by postal mail to the address indicated above or by email to rgpd@museothyssen.org. The request must contain the name, surname and signature of the requester, a photocopy of their national identification document or identity document that replaces it, as well as the content of the petition that they make. You may consult the Privacy Policy of the Foundation in this link.

Furthermore, we hereby inform you that TIQUETEO SPAIN, S.L., who manages the ticket sales platform of the Foundation, is the processor of this data.

The completion of all the fields included in this form is mandatory and implies your express consent to the processing of your personal data for the purposes indicated. In the event that the form should include personal data referring to individuals other than the person completing this form then they must, prior to their inclusion, be informed of the points contained in the preceding paragraphs and the Privacy Policy of the Foundation.

AMENDMENTS TO THE TERMS AND THE WEBSITE

The FOUNDATION reserves the right to make the amendments it deems appropriate to these terms and conditions, the Website and the services provided at any time without the need for prior notification. Consequently, the FOUNDATION may change, delete or add both the contents and the services provided through the Website, such as the form of presentation or localisation of the Website, including temporarily or permanently suspending its operation.

For all matters not specifically provided for in these Specific Terms and Conditions, the same General Terms and Conditions established in the Legal Notices of the main page of the following website are applied to this service: www.museothyssen.org.