

Applicable measures in case of cancellation of events in different European countries

Country	Regular law or Civil Code	Special Rule or Law	Dates (validity or effect of the new rule)
Austria		<p>For events in Austria, a new law (Kunst-, Kultur- und Sportsicherungsgesetz - KuKuSpoSiG) offers the possibility to partially issue a voucher instead of refunding the money in full. This applies to all events in the arts, culture and sports sector that could not take place after 13.03.2020 due to the Corona pandemic. However, events organized by the federal government, the state or a municipality are excluded. Alternatively, as a consumer you can still accept an alternative date for the event, if you agree.</p> <p>The voucher is not bound by name and can therefore be given to any person. The consumer must not incur any costs when the voucher is issued. If the voucher is not redeemed by 31.12.2022, the organizer must refund the amount in cash at the consumer's request.</p> <p>The amount of the ticket price determines how the refund is made in each individual case:</p> <p>a) Up to € 70,- the organizer can issue a voucher b) Between € 70 - 250,- one has the right as a consumer to receive the corresponding amount in cash c) All amounts over € 250,- the organizer may issue again in vouchers</p> <p>If a ticket has cost a total of € 280,-, the consumer will receive a voucher of € 100,- and a cash amount of € 180,- as a replacement.</p> <p>If the cancelled event was part of a subscription (e.g. football subscription), the consumer can also request that the fee to be refunded be offset against the subsequent subscription instead of the voucher.</p>	<p>Applies to all events in the arts, culture and sports sector that could not take place after 13.03.2020. There is no date or event that determines when the rule ceases to be effective.</p>
Belgium		<p>On 19/03/2020, the Belgian legislator adopted specific regulations under which the event organizer can offer a credit instead of a refund. This legislation was valid for 3 months. It was renewed on 8 June for 3 months. It ends on September 8, 2020. It applies to all cultural, social, festive, folkloric, sports or recreational activities that are cancelled due to the coronavirus before September 8, 2020.</p> <p>This credit can only be issued under the following conditions:</p> <ul style="list-style-type: none"> - the credit is valid for any activity with the same essential characteristics, organized at a later date and in a nearby location; - the activity is reorganized within two years of the initial event; - the credit represents the total value of the amount paid; - no additional costs are charged for attending the new event; - the bond may grant the right to purchase other products from its issuer during the 2-year validity period - the credit indicates that it was issued due to the coronavirus crisis. <p>The consumer can only refuse to accept it if he/she can prove that he/she cannot attend the new activity on the new date. If the new activity is cancelled later, he or she is entitled to a refund.</p>	<p>From 19 March 2020 to 8 September 2020</p>

Bulgaria	<p>Anyone who has bought tickets for cultural events cancelled across the country because of the coronavirus cases will get their money back, Bulgaria's Culture Minister Boil Banov said in a television interview on March 9.</p> <p>Bulgaria's Cabinet banned all indoor cultural events in the country. It also banned indoor sports events and ordered that outdoor sports events be played behind closed doors. The ban on cultural events covers theatres, cinemas and art galleries.</p> <p>The options for the Consumer were rebook the tickets, if they want, or get the money back.</p> <ul style="list-style-type: none"> - Sofia Opera and Ballet said on its website on March 9 that all performances up to March 22 were postponed. Tickets bought can be exchanged for other performances or can be reimbursed at the Sofia Opera box office. - The National Palace of Culture, NDK, suspended all cultural events until further notice. NDK was working on rescheduling events and for events not organized by it; the public should contact the organizers. - Eventim said that where an event could not be held, tickets will be valid for a possible next date. If an organizer decides to cancel an event, Eventim would await information on refunding tickets, which it would then post on its website and social network channels. https://sofiaglobe.com/2020/03/09/bulgarias-culture-minister-tickets-for-events-cancelled-because-of-coronavirus-will-be-refunded/ 		
Croatia	<p>There are no specific rules about refunds. The consumer may be entitled to receive a refund by the organizer, but all depends on the terms and conditions of the contract. Some organizers are offering options:</p> <ul style="list-style-type: none"> - Croatian National Theatre Ivan Zajc: was working on revising the repertoire and announced alternate dates and/or refunds. - The Rijeka City Puppet Theater: Audiences who have already purchased their tickets can ask for a refund by reporting to the box office. - The Croatian National Theater in Split and the Museum of the City of Split has been closed until further notice. HNK has not yet decided on the eventual delays or cancellations. https://www.total-croatia-news.com/lifestyle/42080-croatian-cultural-institutions. 	<p>On 19 March 2020 and on 23 March 2020, the Croatian government updated the packages of measure. Measures on Limitation of Sports and Cultural Events: Suspension is in effect for all cultural activities including cinemas, theatres, and concerts, sports events. https://home.kpmg/xx/en/home/insights/2020/03/flash-alert-2020-101.html</p>	<p>19 and 23 March 2020 was the update. There is no end date</p>
Cyprus	<p>There is not a special rule in case of cancellation of events. The consumer may be entitled to receive a refund by the organizer, but all depends on the terms and conditions of the contract.</p>		

<p>Czech Republic</p>		<p>"Lex Voucher for Culture": On 19 May 2020, Act No. 247/2020 Coll., On certain measures to mitigate the effects of the coronavirus epidemic known as SARS CoV-2 on cultural events (the "Act"), entered into force. Not only for the field of tourism, but also for the field of culture, the possibility of the organizer to issue a voucher for a cultural event instead of refunding the entrance ticket fee was introduced.</p> <p>On March 10, 2020, an extraordinary measure of the Ministry of Health imposed a ban on organizing cultural events with the participation of more than 100 people. On 12 March 2020, the Government of the Czech Republic declared a state of emergency and decided to adopt Crisis Measure No. 199, by which it repealed the said extraordinary measure of the Ministry of Health with effect from 13 March 2020. The reason was the extension and at the same time tightening of the ban on holding cultural events, among others, which the government conditioned with the presence of a maximum of thirty people. The Act will apply to cultural festivals, parades and similar cultural events ("cultural events") with an expected date until 31 October 2020.</p> <p>The Act stipulates a protection period for which the organizers of cultural events ("Organizer") are have their obligation to refund the entrance ticket fee for a cultural event already paid by the consumer or a third party before the Act enters into force deferred. According to the explanatory memorandum, not only tickets for individual cultural events are considered admission fees, but also accreditations for shows and festivals entitling the buyer to enter the entire festival program or part of it. The protection period begins on the day of the Organizer's announcement of the cancellation of the cultural event through the mass media and ends on 31 October 2021, unless it ends earlier according to the Act (as will be stated below).</p> <p>The organizer is obliged to offer the consumer a replacement cultural event on the basis of the Voucher and for the duration of the protection period. In the event of a difference in the price of the entrance fee compared to the original contract, the Organizer may not require the customer to pay this difference in excess of the Voucher.</p> <p>The protection period may end earlier in situations provided by law. These will be situations where the Organizer has not issued a Voucher to the consumer within 1 month of the consumer's request or if the Organizer has not offered the consumer a replacement cultural event with a deadline of 31 October 2021 within 6 months of issuing the Voucher. The protection period does not apply in the case of particularly vulnerable consumer groups stipulated by law. By law, these persons have the opportunity to insist on the return of the paid entrance fee for the given cultural event. The law obliges the Organizer, based on the consumer's request, to return all paid payments for the given cultural event no later than 14 days from the end of the protection period.</p> <p>https://www.ksb.cz/covid/en/articles/134_lex-voucher-for-culture</p>	<p>19 May 2020 to 31 October 2020 (expected date)</p>
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Denmark	<p>The government has banned assemblies of more than 100 people from July 8. In addition, the government has imposed a ban on indoor and outdoor events, activities or the like, where more than 500 people are present, which are valid until 31 August.</p> <p>If the event is canceled, the options for compensation will depend on what was agreed between the consumer and the organizer when the consumer purchased the tickets. The starting point is that the consumer can choose between getting the money back for the ticket or getting the ticket for another day. If the organizer moves the event to a new date, the starting point is that the consumer can get a ticket for a different date or return the money if he/she cannot know the date on which the event is moved. However, the options for getting the money back may depend on what is specifically agreed upon to organize the event.</p> <p>Whether the organizer is liable for other financial loss that the consumer has suffered as a result of the cancellation, e.g. ferry tickets purchased to be able to attend the event, will depend on a specific assessment, including whether there is a force majeure, i.e. a situation the organizer does not is the master of, and for which the organizer will not be liable.</p> <p>https://www.forbrug.dk/raad-og-rettigheder/coronavirus/coronavirus/#Subtitle6</p>		
Estonia	<p>There is not a special rule in case of cancellation of events. The consumer may be entitled to receive a refund by the organizer, but all depends on the terms and conditions of the contract.</p>		
Finland	<p>Due to the coronavirus epidemic, many public events are being cancelled or postponed to a later date. The rule of thumb in these situations is that the consumer should usually be refunded the money they have paid for the service. Many companies must temporarily suspend or reduce their service offering. The consumer should negotiate with the service provider so that they can determine how the situation will be compensated. Alternatives may include, for example, a price reduction or later provision of services that could not now be provided.</p> <p>When cancellations and restrictions to service provision are due to a force majeure such as the novel coronavirus epidemic, consumers do not generally have the right to compensation for excess or useless costs that may result from the situation. (Press releases 11 March 2020 updated on 9 July 2020) https://www.kkv.fi/en/current-issues/news/2020/11.3.2020-coronavirus-information-on-consumer-protection-for-travellers/</p> <p>The starting point is that if the event is cancelled, the ticket price must be refunded. Alternatively, the consumer can discuss with the event organizer how to use the ticket in other ways later. If tickets have been purchased through a ticket agent, the consumer normally does not have the right to receive a refund on the shipping and service fees charged for them even if the event is cancelled.</p> <p>The timeframe for receiving a ticket refund if the event is cancelled is not regulated by law, but the event organizer or ticket agent must seek to return the ticket price to the consumer as quickly as possible. In the current exceptional circumstances, this may take several weeks for the refund.</p>		

	<p>If the consumer is offered a gift card, he/she can consider accepting it. The gift certificate should be valued at the same price as the event or concert ticket and should be valid for a sufficient period of time. However, the consumer always has the right to receive a cash refund of the ticket price.</p> <p>If the service the consumer has purchased cannot be implemented as agreed, he/she has the right to receive compensation due to service error. For example, this could be in the form of a price reduction. With his/her consent, it is also possible to agree on extending or transferring the validity of the season ticket for later use. https://www.kkv.fi/en/current-issues/press-releases/2020/23.4.2020-faq-about-coronavirus-events-and-services/</p> <p>(Press releases 23 April 2020, updated 7 June 2020)</p>		
France		<p>Ordinance 315-2020 of 25 March 2020, relating to the financial conditions for the resolution of certain tourist travel and stay contracts in the event of exceptional and unavoidable circumstances or force majeure https://www.legifrance.gouv.fr/affichTexte.do;jsessionid=805CFEE7044A9EAE98CC9C52C942E917.tplgfr34s_3?cidTexte=JORFTEXT000041755833&dateTexte=&oldAction=rechJO&categorieLien=id&idJO=JORFCONT000041755510</p> <p>This applies to:</p> <ul style="list-style-type: none"> - Travel package; - Accommodation; - Car rental; - Other tourist services. <p>It applies to any cancellation by the consumer or the trader from March 1, 2020 till September 15, 2020.</p> <p>This special legislation allows the trader to offers a credit note valid for 18 months which has to cover all amounts paid; the consumer must be informed within 30 days of the termination of his contract. If the trader offers a credit, must offer an alternative service of identical or equivalent quality, at no additional cost (in the case of a lower price, the Consumer keeps the difference in the form of credit).</p> <p>The trader is not required to offer to the consumer a credit. The trader can also decide to reimburse the consumer directly. However, if the trader offers a credit, the consumer cannot demand any repayment in the form of money during the period of validity of the credit (18 months). At the end of the period, the trader must reimburse the amount of the credit or, if applicable, the remainder, regardless of the reason why the consumer did not use this credit.</p> <p>Since the adoption of the Order of March 25, the organizer of the event canceled between March 12 and September 15 inclusive (on the initiative of consumers and professionals) can first offer a credit an amount equivalent to the canceled event. This credit can be used for an equivalent service for 12 months. If the credit is not used within this period, the consumer can obtain a refund for the ticket.</p>	From 12 March 2020 till 15 September 2020

Germany		<p>A new law to this effect has been in force since 20 May 2020. Event organizers in Germany can offer a voucher to consumers if an event is cancelled due to corona. If the voucher cannot be redeemed by the end of 2021, consumers can claim a payout.</p> <p>In Germany, event organizers are allowed to issue vouchers instead of refunding money for event tickets purchased before 8 March 2020.</p> <p>The value of the voucher must be equal to the original ticket price and must also include any booking fees. The consumer cannot be charged for additional costs such as the shipping of the voucher.</p> <p>There is a hardship clause: If the consumer is no longer able to pay her/his living expenses (such as rent), the consumer may demand a payout.</p> <p>If the Consumer has not redeemed the voucher by 31 December 2021, can also claim a payout. The vouchers are not secured against company bankruptcy. The consumer therefore bears the risk. Several German federal states are calling for a ban on major events until the end of October.</p> <p>https://www.evz.de/en/shopping-internet/coronavirus-cancelled-events.html</p>	In force since 20 May 2020.
Greece	Due to the new circumstances, many events have been cancelled. A new restriction has been imposed, from July 13 to July 30, 2020. Consumers have the option of obtaining a voucher or a refund.		
Hungary	The Civil Code is in force. The consumer is entitled to a refund, however due to new circumstances it is possible to use vouchers. A rescheduling of the event or a refund of the money is also possible. Consumers are encouraged to accept vouchers, which after the expiration time of use a refund can be requested.		
Iceland	There is not a special rule in case of cancellation of events. The consumer may be entitled to receive a refund by the organizer, but all depends on the terms and conditions of the contract.		

Ireland	<p>If the ticket seller reschedules to a later date and that doesn't suit the consumer, he/she has some options. The consumer doesn't have to take for granted that he/she has to accept the rescheduled date. The consumer has to check the terms and conditions either on the ticket or the seller's website.</p> <p>Some businesses are more than happy to provide a refund. It is down to the terms and conditions and to negotiation.</p> <p>Specific queries put to Ticketmaster, for example, got the response to check their website. Sections 11 and 12 of the "purchase policy" section say that if an event is cancelled and not rescheduled, the consumer will be refunded the sale price, and service charges. There is no refund of the order-processing fee, however, if the tickets have already been delivered to the consumer.</p> <p>If an event is rescheduled to a later date, consumers can get a refund but must "notify Ticketmaster within the specified deadline that he/she is unable to attend the rescheduled event". Failure to do so means no refund. Again, the order-processing fee will not be refunded if tickets have been delivered.</p> <p>So if the consumer is entitled to a refund, check the timeframe by which the request has to be received or if the consumer has to return the tickets to the point of purchase in a particular way.</p> <p>https://www.irishtimes.com/business/personal-finance/coronavirus-cancellations-are-you-entitled-to-a-full-refund-1.4227717</p>		
Italy		<p>If the Consumer has tickets for canceled shows, museums or events, he/she is advised to contact the seller immediately.</p> <p>Law of 19 March 2020 n. 34 acknowledges that even in these cases there is a hypothesis of impossibility of the performance; the buyer, within 30 days from the date of entry into force of the measures subsequently adopted, submits a specific request for reimbursement to the organizer of the event, attaching the relevant purchase document. The organizer of the event, having verified the impossibility of the service occurring and, consequently, the unusability of the purchase document subject to the refund request, issues a voucher of the same amount as the purchase document, to be used within 18 months from issue.</p> <p>https://www.euroconsumatori.org/82039d84027.html#gsc.tab=0</p>	On force 19 may 2020
Latvia	<p>There is not a special rule in case of cancellation of events. The consumer may be entitled to receive a refund by the organizer, but all depends on the terms and conditions of the contract.</p>		

Lithuania		<p>The Seimas approved a draft law regulating the return of money for tickets to missed events. It gives priority to an agreement between the consumer and the service provider on a later date for the event.</p> <p>The law stipulates that the event should take place no later than 12 months after the lifting of the ban on events and gatherings.</p> <p>The law stipulates that when an event does not take place due to a ban on organizing events and gatherings during quarantine, the service provider has the right to set a later date for the event within 30 days of the ban, and this must take place no later than 12 months from the lifting of the event ban.</p> <p>When the user does not agree with the later date of the event set by the service provider, the event organizer shall, no later than within 30 days, compensate the consumer by providing a coupon with a value of at least the amount paid for the ticket, no additional charges may be levied.</p> <p>With the voucher, the user can pay for all or part of the ticket price for future events organized by the same service provider.</p> <p>If the consumer does not pay the price or part of the tickets for future events organized by the same service provider within 12 months with the coupon, from the date of issue of the coupon, he shall have the right to require the service provider to return the amount of money corresponding to the value of the coupon to the consumer after the expiry of this period.</p> <p>If the service provider does not provide the consumer with a coupon, must return to the consumer the price paid for the ticket no later than 14 days, from a later date of the event.</p> <p>In the event that the event is canceled at all, the amount paid for the ticket must be refunded no later than 14 days upon request by the consumer, from the end of the period of exercise of the service provider's right.</p> <p>The almost unanimously adopted law regulates the execution of consumer contracts for the provision of sports, cultural, entertainment or other event services, when this has become impossible due to prohibitions and / or restrictions on personal freedoms and rights and quarantine in open and closed spaces, gatherings.</p> <p>https://www.vz.lt/laisvalaikis/akiraciai/2020/04/30/seimas-apsisprende-del-pinigu-uz-bilietus-grazinimo#ixzz6Sk7swAUy</p>	
Luxembourg	There is not a special rule in case of cancellation of events. The consumer may be entitled to receive a refund by the organizer, but all depends on the terms and conditions of the contract.		
Malta	<p>If the consumer has bought a ticket, he/she is entitled to a refund, whether it's due to a postponement or an outright cancellation. A rescheduling of the event is also possible. The terms and conditions of the contract have to be reviewed.</p> <p>The consumers are calling to "support the arts by not cancelling the tickets to support artists who will not have an income for the next two or more months." (H. E. Andreas Stadler, Ambassador of Austria to Malta)</p> <p>https://timesofmalta.com/articles/view/events-cancelled-whats-on-actually-not-much-right-now.780029</p>		

Netherlands	<p>There is not a special rule in case of cancellation of events. The consumer may be entitled to receive a refund by the organizer, but all depends on the terms and conditions of the contract. However many traders are offering vouchers too.</p> <p>Businesses that offer vouchers during the corona crisis are not allowed to disadvantage the consumer if he/she opts for a refund in the form of a voucher. The company is not allowed to not deduct charges. The voucher must be exactly the same value as the purchase price of the event ticket.</p> <p>https://www.eccnederland.nl/index.php/en/news/corona-vouchers-and-administrative-charges-what-you-need-know</p>	<p>Event ticket: Save your ticket, enjoy later!</p> <p>When an event is canceled due to the coronavirus, an event organizer will first try to reschedule the event and offer the consumer a different date. The original ticket will remain valid. This allows the consumer to go to her/his favorite artist, sport game, festival or performance at a later time. The rescheduled event must be organized within 13 months after the original event.</p> <p>If the event organizer notifies the consumer about the new date on which the event will take place, but the consumer is not able to attend, he/she has to let the organizer know it as soon as possible after the notification. The consumer will then be offered an event voucher which he/she can exchange to attend another event. If the event organizer fails to reschedule the event, the event will be canceled permanently. In this case, the consumer will also be offered an event voucher.</p> <p>Event voucher conditions</p> <p>The ACM set conditions with which the event must comply.</p> <ul style="list-style-type: none"> • Value voucher <p>The value of the voucher is equal to the amount paid for the event ticket, including booking or service costs.</p> <ul style="list-style-type: none"> • Validity <p>The voucher can be exchanged for an admission ticket to another event of the organizer up to 12 months after it has been issued. The period of validity is stated on the voucher. The date of the event you choose may be organized further in the future.</p> <ul style="list-style-type: none"> • Voucher declined? Refund! <p>If the consumer cannot or do not want to use the event voucher, then he/she is entitled to a refund of the money.</p> <p>If the event organizer offers the consumer a different date or an event voucher, he/she does not have to accept. The consumer will be entitled to a refund of the ticket price and service fees.</p> <ul style="list-style-type: none"> - If the event has been rescheduled, the money will be refunded one month after the date of the rescheduled event. - If the event is canceled, the refunding term is up to 3 months after the date on which the event would have taken place. <p>https://www.saveyourticket.nl/</p> <p>The consequences of the corona pandemic are substantial for everyone and if consumers reclaim money massively, event organizers may run into financial difficulties. If the organizer has to file for bankruptcy, then the chance of getting a refund is small. The organizer no longer has enough money to fulfill his obligations. The consumer is still entitled to the money, but he/she will be in the back in the line of creditors. This has been the reason for creating the event voucher.</p> <p>https://www.eccnederland.nl/en/news/event-voucher-rescheduled-or-cancelled-event-due-coronavirus</p>	
Norway	<p>If an event is canceled because of the corona virus, the consumer rights will vary. Many larger event organizers have terms that reserve them the right to not provide ticket refunds if the reason for the cancellation is a situation beyond their control. The corona virus is regarded as being beyond the control of the event organizer. Other organizers do not reserve this right, and in that case the consumer is entitled to a ticket refund.</p> <p>Therefore, the consumer has to look at the terms of service for his/her purchase, usually on the organizer website, to see if he/she has a right to refund the event ticket. In some cases, the organizer will offer to postpone the event. For many consumers, this can be a good alternative.</p> <p>The consumer is not entitled to compensation for other expenses related to the event, such as travel and transport to the event, if the corona virus is the reason for the cancellation. This applies regardless of what the terms of service state.</p> <p>https://www.forbrukerradet.no/advice-regarding-the-corona-virus-pandemic/</p>		

Poland		<p>The Anti-Crisis Shield legislation amended the rules for consumers to withdraw from event contracts (tickets) and for traders to terminate them, provided that such withdrawal or termination is directly linked to the SARS-CoV-2 outbreak. The standard rules, according to which the client could only receive a refund of already incurred payments, have been replaced with more specific arrangements aimed at striking a balance between the parties' interests. According to the Anti-Crisis Shield legislation, withdrawals and terminations will become effective after a notice period of 180 days. The parties will also have the right not to withdraw from or terminate the agreement if the consumer receives a voucher for future events (not later than one year from the scheduled date of the suspended event). The value of the voucher cannot be lower than the value of the suspended event.</p> <p>https://www.allenoverly.com/en-gb/global/news-and-insights/publications/covid-19-coronavirus-competition-and-consumer-protection-in-poland</p> <p>Extension of the refund period for business entities conducting activity related to the organization of exhibitions, congresses, cultural, entertainment, leisure and sporting activities, thematic exhibitions or outdoor events: The refund is to be made within 180 days from the date of termination of the contract with the customer.</p> <p>Alternatively, the consumer may accept the business entity's offer of a voucher for future events within the business entity's activity, within a year of the date on which the event paid for by the customer was to take place. Termination of the contract with the consumer must be directly related to the outbreak of the SARS-CoV-2 epidemic.</p> <p>The consumer's explicit consent is necessary to issue the voucher. Business entities that had to cancel events should implement relevant procedures related to termination of contracts with the consumers and for offering vouchers for future events.</p> <p>https://cms.law/en/media/local/cms-cmno/files/publications/publications/anti-crisis-shield-english-version</p>	From 1 April 2020
Portugal		<p>The law 19/2020 (https://dre.pt/web/guest/pesquisa/-/search/134762426/details/maximized) states that for cancelled festivals consumers will receive a voucher. The voucher must be valid until the end of 2021, may be transferred to other people and can also be used for other events of the same organizer. If the voucher has not been redeemed by 31 December 2021, the consumer is entitled to a refund of the ticket price. The consumer must actively request the refund within 14 days after the expiry date.</p> <p>For cancelled concerts and cultural events with actual event date between 28 February 2020 and 30 September 2020, consumers cannot claim a refund of the ticket price. If an event cannot be postponed and must be cancelled completely, the organizer may either offer the customer a ticket for an equivalent event or refund the ticket price.</p> <p>Exception: In the case of exhibitions that are financed by public funds, the ticket price can be recovered.</p> <p>https://www.evz.de/en/shopping-internet/coronavirus-cancelled-events.html</p>	Events that cannot be performed between February 28, 2020 and September 30, 2020, inclusive.

Romania		<p>Urgency Ordinance 70/2020 from 14 may 2020 (art. 32). For events and festivals to be held between March 8 and September 30, 2020, or during the period in which the right to organize events and festivals is suspended, if this date exceeds the aforementioned period, the following rules shall apply:</p> <ul style="list-style-type: none"> - In case of rescheduling the event or festival, the participant in the event or festival will be able to use the purchased access ticket, benefiting from all the rights conferred by the access ticket on the date of rescheduling the event or festival. The rescheduling date of the event or festival may not exceed September 30, 2021. - In case of cancellation of the event o festival or in case of impossibility to use the access ticket on the date of rescheduling the event or festival, the participant in the event or festival will receive from the organizer a voucher for the full amount paid to the organizer voucher to be used to purchase products or services from the range offered by the organizer, according to a detailed regulation communicated by the organizer. - If the voucher is not used for the purchase of products or services by September 30, 2021 at the latest, the organizer will reimburse all amounts received from the consumer until December 31, 2021. <p>The organizer has the obligation to offer a period of at least 30 days to the consumer to choose between keeping the ticket valid for the rescheduled event or festival or transforming it into a voucher with value. After the expiration of the 30 days, the ticket automatically becomes valid for the rescheduled edition of the event or festival.</p> <p>http://www.mmuncii.ro/j33/images/Documente/Legislatie/OUG_70-2020.pdf</p>	From 8 March till 30 September 2020
Slovakia		<p>The Ministry of Culture submitted a bill to the government, to help participants and organizers of cultural events. If the organizer cancels the event due to a pandemic, participants have the right to choose what to do with the ticket purchased.</p> <p>The first option is to extend the validity of the ticket if the event takes place in a replacement date until 31 December 2021. The replacement date of the event must be announced by the organizer by March 1, 2021.</p> <p>The organizer may also offer a voucher in the value of the ticket price with the option to choose another event of the organizer or another person cooperating with the organizer, valid until at least 31 December 2021.</p> <p>Last but not least, the participant of the canceled event is also entitled to a refund for tickets until 31 March 2021.</p> <p>What if a visitor is unable to attend an alternate event? "If the event participant agrees to extend the ticket, but not the specified replacement date of the event, the organizer may offer the participant a voucher, if possible and the event participant agrees, otherwise he is obliged to return the ticket price,"</p> <p>https://glob.zoznam.sk/co-so-vstupenkami-na-zrusene-podujatie-takto-s-nimi-spravne-nalozite/</p>	Deadline 31 March 2021

Slovenia	<p>There are no specific rules for dealing with canceled events due to the epidemic. Even in the given circumstances, it is better if the consumers send a letter to the organizer, in which they demand reimbursement of the costs of already paid tickets for canceled events. Some organizers claim that the event is not canceled, but merely postponed, thus avoiding claims for refunds, which can be a controversial practice from a consumer protection point of view. Namely, the law stipulates that if the service is not properly performed according to the contract between the buyer and the provider, the buyer is entitled to a refund of the purchased good / service. In any case, the consumer is not obliged to accept a voucher or credit instead of a monetary refund, but he/she can do so voluntarily if it suits him/her. https://www.epc.si/pages/si/pravice-potrosnikov/koronavirus/odpovedani-dogodki.php</p>	<p>Vouchers for cancelled sport events: According to art. 65 of the Act on Intervention Measures, adopted on 29 May 2020, the organizer of the event has fulfilled his obligation by issuing the voucher, and the consumer may request a refund after 24 months.</p> <p>“Art 65: (1) If a sports event is not held due to the extraordinary circumstances caused by an epidemic, all obligations of the event organizer shall be deemed fulfilled if it issues a voucher to the ticket holder in the amount of ticket payment. (2) The security shall be issued to the bearer and shall be redeemable within 24 months of issue. If the ticket holder does not redeem the issued security within 24 months of issuance, he/she may, within 14 days of the expiration of this period, request the organizer of the sporting event to return the amount to which the security is issued within 14 days of receipt. (3) The issued voucher shall be guaranteed by the organizer of the sports event with all his property. (4) Irrespective of the provisions of the law governing consumer protection, the ticket holder shall not have any other claims against the organizer of a sports event by issuing a voucher in accordance with this Article.”</p>	
Spain		<p>In the event that a previously paid event (a show, for example) has been suspended, or it is impossible to provide the contracted service due to the measures adopted during the state of alarm:</p> <ul style="list-style-type: none"> • The user will have the right to terminate the contract without penalty within 14 days from the end of the alarm state. • The service provider may offer an alternative service provision (alternative date, or voucher ...). • If the user does not accept the proposed alternative, within the maximum period of 60 days the amounts paid must be reimbursed (in the same way in which they were paid). The Company may discount the expenses caused by the reimbursement, broken down, but that amount may never imply a penalty for the user. <p>https://www.ocu.org/acciones-colectivas/cancelacion-coronavirus#</p> <p>The state of emergency in the country has been extended until May 24, 2020. Consumers are, no depending on the circumstances, are still entitled to reimbursement in cases canceled events. The deadline for claiming a refund is 14 days from the end emergency situation in the country. The organizer can also offer the consumer a voucher for a postponed event, as well as for a hotel or car rental. If the consumer does not accept the offered alternative within 60 days, he is the organizer is obliged to reimburse the cost of the ticket / reservation.</p> <p>In this case, it is a good idea for consumers to check the general terms and conditions of the individual contracts.</p>	

Sweden	<p>If a concert, a performance, a sporting event or other is canceled, the consumer has the right to get the money back for the event itself. This applies regardless of the reason why the organizer cancels, even if the organizer refers to so-called force majeure. The organizer will refund the consumer for the ticket because the consumer does not get what he/she paid for. To get the money back, the consumer should contact the organizer with the refund request.</p> <p>In cases where the event moves and the consumer is offered to use the ticket at the new opportunity, the consumer can of course choose to accept it but it is not something he/she has to.</p> <p>According to a decision from the General Complaints Board (ARN), the organizer at an exercise race may have the right to keep all or part of the start fee if it appears from the terms of the agreement. The consumer should therefore check in the terms of the contract if there is a condition that limits the organizer's obligation to repay in a force majeure situation.</p> <p>If the consumer has booked a trip in connection with an event, it is the travel company's conditions that govern whether the consumer is entitled to cancellation or rebooking. The consumer has to contact the travel company and ask if there is such an opportunity.</p> <p>https://www.hallakonsument.se/corona-dina-rattigheter/dina-rattigheter-som-konsument/coronaviruset-installda-evenemang/</p>	<p>The consumer has the right to get the money back when companies and organizers cancel events due to the corona pandemic. This is stated by the General Complaints Board (ARN) in a number of new decisions. However, there may be circumstances that prevent the consumer from getting the full amount back.</p> <p>When it comes to events, such as concerts or exercise races, ARN has made decisions that say that consumers have the right to get their money back for the event. If the event has been moved forward, the consumer can use his/her ticket at the new occasion, but there is nothing he/she has to do. The right to get his/her money back applies even then.</p> <p>But ARN's decision also states that they consider it reasonable for the organizer to limit his repayment obligation to 50 percent of the ticket price. The consumer should therefore check in the terms of the contract if there is a condition that limits the organizer's obligation to repay in a force majeure situation. A force majeure-like event is something that is extremely unusual, unpredictable and beyond the consumer's and the company's control.</p> <p>https://www.konsumenteuropa.se/sv/Nyheter/nyheter/nyhetsarkiv-2020/corona-am-slar-fast-ratt-till-aterbetalning/</p>	
United Kingdom	<p>If the event is cancelled, then the normal cancellation process of the event organizer applies. If the consumer booked directly with the organizer or their official ticket seller, then the consumer is likely to receive a refund, though he/she may not receive a refund of the booking fees and other peripheral costs.</p> <p>If the consumer booked through a third party ticket seller, then the consumer is unlikely to receive a refund, though it is always worth checking with whom he/she bought it from.</p> <p>https://www.ukecc.net/node/280</p>		

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