

Party Ace — Platform Terms of Service

1. Acceptance of Terms

1.1 By accessing or using Party Ace's Services (including website, mobile app, ticketing, event creation, payment processing), you accept and agree to be bound by these Terms.

1.2 If you do not agree, do not access or use the Services.

2. Parties & Role of Party Ace

2.1 "Party Ace" (or "We" / "Us") refers to Party Ace Limited, registered in England & Wales, Company No. 09025773, Registered Address: 20 Havelock Road, Hastings, East Sussex, TN34 1BP.

2.2 "Promoter" (or "Organizer") refers to any user who creates and lists an event using Party Ace.

2.3 "User" (or "Attendee", "Ticket Holder") refers to any visitor, ticket-buyer, or person using the Services to purchase tickets or attend events.

2.4 Party Ace functions solely as a **platform intermediary** — we provide the infrastructure, tools, and services. We are **not** the organizer of any event, and we do **not** guarantee attendance, performance, or quality of events.

3. Account Creation & Use

3.1 To create an account, Promoters and Users must supply valid and accurate information (name, contact details, business/promotion info if Promoter).

3.2 Promoters are responsible for the accuracy of the event information they submit (date/time, venue, description, ticket price, age restrictions, etc.).

3.3 Users are responsible for the accuracy of their account and contact information.

3.4 You may not use the Services if you are under 18 (or the legal age in your jurisdiction).

4. Event Listing & Ticketing by Promoters

4.1 Promoters may list events on Party Ace, including details (title, description, price, capacity, date/time, location, age limit).

4.2 Promoters must comply with all local, national, and relevant laws and regulations: safety, licensing, permits, venue rules, age restrictions, etc.

4.3 Promoters must provide accurate pricing. Any fees, booking charges or additional costs must be clearly disclosed to Users.

4.4 Promoters may not list events that are illegal, unsafe, discriminatory, or otherwise violate these Terms or public law.

5. Ticket Sale, Payment & Fees

5.1 When a User purchases a ticket, Promoter and User enter a binding contract under Party Ace's platform terms.

5.2 Party Ace may charge service fees, booking fees, processing fees, or commissions. The structure of such fees will be clearly disclosed to Promoters at event setup and to Users at checkout.

5.3 Payment processing may be handled by Party Ace or third-party payment providers. Promoters accept that payment processors have their own terms and conditions.

6. Refunds & Cancellation / Rescheduling

6.1 Unless an event is cancelled or rescheduled, tickets are generally **non-refundable and non-exchangeable** after purchase.

6.2 If an event is cancelled: Users are entitled to a full refund of the ticket face value.

6.3 If an event is rescheduled: Users may be offered tickets to the new date (at equivalent value) — or if they choose not to attend, a refund of ticket face value.

6.4 Requests for refunds must be submitted to Party Ace (contact info@partyace.com). Party Ace will assess eligibility and issue refunds within a defined period (e.g. 30 days).

7. User Conduct, Content & Event Standards

7.1 Promoters and Users must comply with Party Ace's Acceptable Use Policy, Anti-Fraud Policy, Community Guidelines, and any other relevant rules.

7.2 Prohibited behavior includes (but is not limited to): fraud, ticket scalping, misrepresentation, sale of illegal or restricted items, hate speech, violence, adult-only content where disallowed by law, exploitation, unlawful activity.

7.3 Promoters are responsible for the content of their event listings, including text, images, and media. They must own or have rights/permission to use all content.

7.4 Party Ace reserves the right to remove or disable any listing, event, content or account at its discretion if it believes there is a violation of these Terms.

8. Intellectual Property Rights

8.1 All intellectual property rights in the platform (website, mobile app, software, database, trademarks, design) remain with Party Ace or its licensors.

8.2 By using the Services, you grant Party Ace a worldwide, non-exclusive, royalty-free licence to use, host, reproduce, adapt, modify, publish or distribute your submitted content, to the extent necessary to operate the Services.

9. Limitation of Liability

9.1 Party Ace is not responsible or liable for:

9.1.1 The performance or outcome of any event listed on the platform

9.1.2 Promoter's failure to deliver an event as described

9.1.3 Losses or damages suffered by Users or third-parties due to events, cancellations, rescheduling, or misrepresentation by Promoters

9.2 Party Ace's total liability to any User is limited to the aggregate fees paid to Party Ace by that User in the preceding 12 months.

10. Termination / Suspension of Services

10.1 Party Ace may suspend or terminate your account or access to the Services at any time, with or without cause, including for suspected fraud, misuse, or violation of these Terms.

10.2 You may terminate your account at any time. Termination does not release you from obligations incurred prior to termination (e.g. outstanding payments, refunds, pending events).

11. Disclaimer & No Warranty

11.1 The Services are provided "as is," without any warranty or guarantee of uninterrupted, error-free operation, event quality, or promoter performance.

11.2 Party Ace does not guarantee the identity, age, qualification or reliability of any Promoter or User.

12. Governing Law & Dispute Resolution

12.1 These Terms are governed by the laws of England & Wales.

12.2 Any dispute shall be resolved in the courts of England & Wales, unless otherwise agreed.

13. Changes to the Terms

13.1 Party Ace may modify these Terms at any time.

13.2 We will publish changes on the website/app and notify Users where appropriate. Continued use of the Services after changes constitutes acceptance.