



Organiser & Venue Platform Terms

Version 1.5

Issued	4 August 2026
Effective from	4 August 2026
Applies to	Promoters, venues and organisers using Spool organiser services
Acceptance	Online acceptance and continued authorised use, as set out below

What this means: These are the rules for organisations that list events, sell tickets or use organiser tools on Spool. We have added a plain-English explanation after every section so the commercial effect is easy to understand. The legal wording remains the binding wording.

Contents

- 1. Who these Terms apply to
- 2. Online acceptance, versions and re-acceptance
- 3. Spool's role
- 4. Authority and account responsibility
- 5. Event creation, accuracy and approval
- 6. Legal compliance, licences and insurance
- 7. Ticket prices, fees and taxes
- 8. Stripe, ticket funds and payouts
- 9. Refunds, cancellations and event changes
- 10. Disputes, chargebacks, negative balances and recovery
- 11. Payment risk, account restrictions and Stripe action
- 12. Print Credit
- 13. Customer data, privacy and marketing
- 14. Content, intellectual property and publicity
- 15. Shell profiles, catalogue listings and external links
- 16. Reserved seating, admission and event operations
- 17. Account security and authorised users
- 18. Partner referrals and rewards
- 19. Prohibited use, fraud and suspension
- 20. Service availability and third parties
- 21. Liability and indemnity
- 22. Ending the relationship
- 23. Changes to these Terms
- 24. Notices, disputes and governing law
- Schedule 1 - Payment and Payout Summary
- Schedule 2 - Print Credit Schedule
- Schedule 3 - Data and Marketing Responsibilities
- Schedule 4 - Acceptable Use and Prohibited Events

Introduction and definitions

These Terms form the agreement between Spool Ticketing Ltd ("Spool", "we", "us" or "our") and the person or organisation using Spool's organiser, promoter or venue services (the "Organiser", "you" or "your").

"Event" means any event, performance, attraction or admission opportunity listed through Spool. "Customer" means a ticket buyer or attendee. "Connected Account" means the Stripe account connected to Spool for payment processing. "Standard Platform Fee" means Spool's standard customer-facing booking fee of 50p per paid ticket. "Venue Pro" means the optional managed venue package described in section 7. "Venue Pro Service Charge" means the additional 25p per paid ticket charged to the Organiser for Venue Pro. "Platform Fees" or "Spool Charges" means the applicable Spool fees and service charges. "Stripe Fees" means charges applied by Stripe or card networks. "Print Credit" means non-cash credit issued under Schedule 2. "Partner" means a person or organisation approved by Spool to receive rewards for qualifying introductions. "Partner Reward" means a reward payable under Spool's Partner Programme Terms.

Where you accept these Terms for a company, charity, club, partnership or other organisation, references to "you" mean that organisation. If you contract as an individual or sole trader, the obligations are personal to you.

What this means: These Terms bind the organisation using Spool, and that organisation remains responsible for its Events, fees, refunds, disputes, debts and all other obligations. Spool may recover money owed and take the enforcement steps set out in these Terms. If you contract as an individual or sole trader, those responsibilities are personal to you. A company representative is not normally responsible for all company debts merely because they accept for the company, but personal responsibility can arise through unauthorised acceptance, a separate guarantee, fraud, misrepresentation or where the law provides for it.

1. Who these Terms apply to

These Terms apply whenever an Organiser creates an account, connects Stripe, creates or publishes an Event, sells or issues tickets, uses organiser tools, accepts a shell profile, embeds a Spool widget, or otherwise uses Spool's organiser services.

Organisers may publish their own terms relating to their business, Events, ticket purchases, admission rules and customer arrangements. Those additional terms must not conflict with, replace or override these Terms where they govern use of the Spool platform, including fees, payment processing, refunds, chargebacks, data handling, account security, prohibited use and Spool's rights and responsibilities.

Customer-facing ticket terms, privacy notices and Event-specific conditions may also apply where relevant.

What this means: These are Spool's rules for using the platform. You may have your own terms for your business, Events and ticket sales, but they cannot replace or contradict Spool's rules on matters such as fees, payments, refunds, chargebacks, data and platform use.

2. Online acceptance, versions and re-acceptance

Acceptance must be given by actively ticking or checking an online checkbox presented by Spool, or by completing another clear affirmative electronic action specifically confirming acceptance of the current version of these Terms. The checkbox must not be pre-ticked or pre-selected.

Spool may record the accepting user, organisation, date, time, account identifier, IP address, browser or device information, Terms version, document reference and the exact acceptance wording presented.

An Organiser may not publish a new Event or activate new native ticket sales until the current required version of these Terms has been accepted. Existing Events, customer support, refunds, reporting and other obligations may remain accessible so that existing Customers are not disadvantaged.

Each published version will carry a version number, issue date and effective date and will remain available in a form that can be downloaded, printed or saved. Material changes may require fresh acceptance. Spool will not retrospectively reduce Print Credit already earned or alter completed ticket transactions merely by issuing a later version.

What this means: You must actively tick or check the box to accept the current Terms; it will never be selected for you. If we make an important change, we may ask you to accept again before publishing anything new, while keeping access available for refunds, customer support and responsibilities relating to Events already sold.

3. Spool's role

Spool provides event-listing, ticketing, payment-integration, communication, analytics, scanning, widget and related platform services. Unless Spool expressly agrees otherwise in writing, the Organiser remains the event operator and the seller responsible for delivering the Event to Customers.

Spool is not the performer, venue operator, event producer, security provider, licensing authority or insurer merely because an Event is listed or tickets are processed through Spool. Spool may assist with setup, artwork, data entry or customer communication without assuming responsibility for running the Event.

Spool may make reasonable formatting, spelling, cropping, technical or factual corrections to improve a listing. The Organiser remains responsible for checking and maintaining the accuracy of the Event.

What this means: We provide the ticketing and event-management system; you run the event. Helping upload an event or correcting a typo does not make Spool the organiser.

4. Authority and account responsibility

The person accepting these Terms confirms that they are at least 18 years old and have full authority to enter into this agreement on behalf of the Organiser.

They personally warrant that the Organiser authorised them to create or manage the account and bind the Organiser to these Terms; that the Organiser has authority to list the Event, use the stated venue, sell the stated ticket allocation and provide the content supplied to Spool; and that all information provided about their authority and the Organiser is accurate and not misleading.

If a person accepts these Terms or uses the platform on behalf of an Organiser without the required authority, they will be personally responsible for any direct and reasonably incurred loss, liability, refund, charge, claim or recovery cost suffered by Spool as a result of that lack of authority or any false representation about it.

The Organiser must keep its legal name, trading name, contact details, bank information and authorised users accurate and up to date. Spool may request reasonable evidence of identity, ownership, permissions or authority and may suspend the account, Events or ticket sales while that information is checked.

Where the Organiser is a limited company or other incorporated body, obligations properly entered into on its behalf are owed by that entity. A director, employee or representative does not become personally responsible for all company debts merely by acting for it. This does not prevent personal responsibility arising under the warranty above, through a separately agreed personal guarantee, through fraud or misrepresentation, or wherever personal liability is imposed by law.

What this means: Only someone who is at least 18 years old and genuinely authorised by the Organiser may accept these Terms or list Events. A person cannot avoid responsibility by falsely claiming to represent an organisation: they may personally have to cover the direct losses caused to Spool. When the authority is genuine, the organisation remains fully responsible for its account, Events, fees, refunds, disputes and other obligations.

5. Event creation, accuracy and approval

The Organiser is responsible for the Event title, date, time, venue, room or space, ticket types, prices, capacity, age restrictions, accessibility information, lineup, cancellation information and all other material details.

The Organiser must promptly tell Spool and affected Customers about cancellations, postponements, venue changes, significant lineup changes, reduced accessibility, changed admission requirements or any other material change.

Spool may review, delay, reject, unpublish or request amendments to an Event where information appears incomplete, misleading, unlawful, unsafe, duplicated, technically incompatible or likely to harm Customers or Spool. Approval or publication by Spool is not a warranty that the Event complies with law.

What this means: You must keep the listing truthful and up to date. We can pause something that looks wrong or unsafe, but our review does not replace your own legal and operational checks.

6. Legal compliance, licences and insurance

The Organiser is responsible for all permissions, licences, consents, policies and insurance reasonably required for the Event, including venue permission, public-liability insurance, entertainment and music licences, alcohol or food permissions, safeguarding, accessibility, fire safety, legal capacity limits, staffing, security, age verification and health and safety.

The Organiser must comply with applicable law, venue rules, card-scheme rules, Stripe terms and reasonable Spool policies. Spool may request evidence and may suspend sales where there is a credible compliance, safety or consumer-protection concern.

What this means: You are responsible for making the event lawful and safe. We may ask for evidence or pause sales if there is a genuine concern.

7. Ticket prices, fees and taxes

The Organiser sets the ticket face value and chooses, where Spool supports the option, whether the standard customer-facing Spool booking fee and estimated Stripe Fees are passed to the Customer or absorbed from the Organiser's proceeds.

The standard Spool platform fee is 50p per paid ticket, regardless of ticket price. This is the standard amount presented to Customers as the Spool booking fee under the Standard Platform Fee and Venue Pro plans.

Venue Pro is an optional managed venue package. It carries the same standard 50p customer-facing Spool fee plus a separate 25p per paid ticket Venue Pro Service Charge paid by the Organiser from its settlement. The Venue Pro Service Charge is not displayed to the Customer as an additional Spool booking fee.

Venue Pro includes managed Event setup where requested, configuration and maintenance of venue, room, floor-plan and reserved-seating layouts, priority operational support, and access to FlowStudio or other venue-operation tools made available as part of the package. Spool may improve or replace individual tools over time while continuing to provide a substantially equivalent managed package.

Where the Organiser passes applicable customer fees on, the Customer pays the ticket face value, the standard 50p Spool fee and the estimated Stripe processing amount. The 25p Venue Pro Service Charge is deducted from the Organiser's proceeds. Where the Organiser absorbs fees, the Customer pays the advertised ticket face value and the applicable Spool Charges and Stripe Fees are deducted from the Organiser's proceeds.

An Organiser may use the Standard Platform Fee without Venue Pro unless a managed-service arrangement has been agreed. Stripe Fees remain estimates until Stripe processes the transaction and may vary by card type, country, currency, payment method, dispute, refund or optional Stripe service. The Organiser remains responsible for its own VAT, tax, accounting, performer, supplier and reporting obligations. Spool does not provide tax advice.

Plan	Customer-facing Spool fee	Organiser-side Spool charge	Included service level
Standard platform fee	50p per paid ticket	£0.00	Core ticketing, QR tickets, scanning, Event pages, standard analytics, widgets and standard support.
Venue Pro	50p per paid ticket	25p per paid ticket	Managed Event setup, venue and seating-layout configuration and maintenance, priority operational support, and available FlowStudio or venue-operation tools.
What this means: Spool's standard customer booking fee is a simple 50p per paid ticket. Venues using Venue Pro also pay Spool an additional 25p per paid ticket from their own proceeds for managed setup, venue-layout work, priority support and additional venue tools. That extra 25p is not added to the Customer's Spool booking fee.			

8. Stripe, ticket funds and payouts

Customer payments are processed through Stripe using the Organiser's Connected Account or another payment structure expressly disclosed before sale. Except for Spool's Platform Fee and other amounts expressly due to Spool, Spool does not ordinarily receive, hold, safeguard or manually release the Organiser's ticket-sale proceeds.

Where Direct Charges and the current Stripe-managed Full Dashboard configuration are used, the charge is created on the Organiser's Connected Account. Stripe deducts its processing charges from that account and Spool receives its separate application fee. The Organiser must complete Stripe onboarding, maintain accurate details and comply with Stripe's terms.

Stripe determines when funds become available and when payouts are sent under the Connected Account's Stripe settings, verification status, reserves and banking arrangements. Spool does not set or guarantee a payout date or bank-arrival time for those funds.

The Organiser may receive or withdraw ticket proceeds before the Event takes place. Receiving or withdrawing those funds does not reduce the Organiser's responsibility to fund refunds, disputes, chargebacks, negative balances or any other Event-related liability. The Organiser should keep sufficient funds available to meet those obligations.

What this means: Your ticket income goes through your own connected Stripe account and may be paid to your bank on Stripe's normal schedule. Spool does not hold the money until after the Event or manually release it. If you withdraw funds before the Event, you must still keep enough available to cover refunds, disputes or other liabilities.

9. Refunds, cancellations and event changes

The Organiser is responsible for funding refunds arising from cancellation, postponement, material change, legal entitlement, customer agreement or any other Event-related reason.

Spool may process or require a refund where reasonably necessary to comply with law, Stripe or card-scheme rules, protect Customers, address fraud, implement the Organiser's instruction or reduce wider loss. The Organiser must provide sufficient funds and cooperate promptly.

Where a duplicate charge, incorrect refund or other payment error is caused directly and exclusively by a verified technical or administrative error made by Spool, Spool's responsibility is limited to correcting the affected transaction or reimbursing the amount incorrectly charged or deducted.

Platform Fees and Stripe Fees may be non-refundable or only partly recoverable depending on the transaction, customer terms, applicable law and Stripe's treatment. Spool does not impose an absolute no-refund rule where a Customer has a legal right to a refund.

For postponed or materially changed Events, Spool may support transfer, credit or refund options, but the Organiser remains responsible for the underlying Event obligation and customer communication.

Spool is not responsible under this section for the cost of cancelling, postponing, rescheduling or promoting an Event, or for venue hire, performers, suppliers, printing, advertising, staffing, travel, accommodation, lost ticket sales, lost profit, loss of opportunity, loss of goodwill or any other indirect or consequential loss.

What this means: If your Event is cancelled, postponed or materially changed, you remain responsible for refunds and Event costs. If Spool makes a verified payment mistake, we will correct that particular transaction. We do not cover wider costs such as reprinting, venue hire, performers, lost sales or cancelling the Event.

10. Disputes, chargebacks, negative balances and recovery

The Organiser is responsible for Stripe processing fees, refunds, reversals, chargebacks, dispute fees, card-scheme assessments, penalties, negative balances and other payment liabilities arising from its Events, Customers or use of the platform.

Where a verified technical or administrative error made directly by Spool causes an individual transaction to be charged, refunded or deducted incorrectly, Spool's responsibility is limited to correcting that affected transaction in accordance with these Terms.

The Organiser must maintain sufficient funds and valid bank details to meet reasonably foreseeable liabilities.

When a dispute, chargeback or payment review occurs, Spool may use information already held within the platform, including order records, ticket records, scanner logs, attendance activity, account communications and published Event information.

The Organiser must promptly provide any additional evidence reasonably requested that is not already available to Spool, including venue records, proof that the Event took place, admission records held outside the platform, customer correspondence, performer or supplier evidence, photographs, notices or other relevant documents.

Spool may assist with preparing or submitting evidence but does not guarantee the outcome of any dispute, chargeback or review.

If Stripe, a bank, card scheme, regulator or payment provider deducts funds, places a reserve against Spool or charges Spool an amount properly attributable to the Organiser, its Event, its Customer transactions or its breach of these Terms, the Organiser must reimburse Spool for that amount and Spool's reasonable direct recovery and administration costs.

After providing reasonable details, Spool may recover an undisputed amount by set-off against sums otherwise payable; deduction from future platform earnings, Print Credit or other Organiser balances; invoice; authorised direct debit; or lawful debt-recovery or court action. Spool may take urgent protective action where reasonably necessary to prevent further loss, including suspending ticket sales, restricting account access, preserving evidence or notifying Stripe or another relevant provider.

What this means: Refunds, chargebacks and Stripe debts linked to your Events remain your responsibility. We can use the order, ticket and scanner information already stored in Spool and will ask only for evidence we do not already have. If Stripe takes an Event-related debt from Spool, we can recover that amount from the Organiser. This is recovery of an actual loss, not a punishment.

11. Payment risk, account restrictions and Stripe action

Spool may suspend or restrict new ticket sales, publication, account access or platform features where reasonably necessary to address anticipated refunds, disputes, fraud, cancellation, unusually high or changed sales, incomplete verification, insolvency concerns, regulatory requests, suspected breach or another identifiable payment risk.

Spool may provide relevant information to Stripe, a bank, card scheme, regulator or payment provider and may request that they review, reserve, restrict or take other action under their own terms. Spool does not promise that it can control, delay or reverse a payout from a Stripe Connected Account. Any action Spool takes under this section will be proportionate to the identified risk and reviewed as circumstances change.

What this means: If there is a real payment, fraud or compliance risk, we can pause new sales or restrict use of Spool and can alert Stripe or another provider. We do not claim to control money already held in your own Stripe account, and withdrawing it does not remove your refund or chargeback responsibilities.

12. Print Credit

Print Credit is a non-cash promotional account reward that may be earned where the Organiser absorbs the standard Spool platform fee. It is not Customer money, cannot be withdrawn as cash and cannot be transferred unless Spool agrees in writing.

No Print Credit is earned where the Customer pays the standard Spool platform fee. The additional Venue Pro Service Charge and Stripe Fees do not qualify for Print Credit.

Print Credit is awarded at fixed paid-sales milestones. It is not calculated continuously against every ticket sold within a band. Reaching a higher milestone replaces the Event's previous total award rather than adding a separate second reward.

The milestone calculation, qualifying allocation, complimentary-ticket treatment, locked awards, availability, expiry and permitted use are set out in Schedule 2.

What this means: Organisers who absorb Spool's standard platform fee can earn up to 50% of the milestone fees back as Print Credit for eligible Spool print work. The reward jumps at fixed 25%, 50%, 75% and 100% paid-sales milestones rather than increasing with every ticket. Customer-paid fees, Stripe Fees and the Venue Pro Service Charge do not earn Print Credit.

13. Customer data, privacy and marketing

Spool and the Organiser may each act as an independent controller for personal data where each determines how and why that information is used. Where either party processes personal data solely on the documented instructions of the other, the applicable controller-processor terms in Schedule 3 and any linked Data Processing Schedule apply.

The Organiser may use Customer data through Spool's audience, campaign and communication tools for lawful Event administration and for marketing its own Events, venues and similar products or services where supported by valid consent, the applicable soft opt-in or another lawful basis permitted by law.

The Organiser must provide any required marketing choice when information is collected; use information only for purposes Customers agreed to or would reasonably expect; provide a clear unsubscribe facility; promptly honour opt-outs and withdrawn consent; maintain suppression records; restrict access to authorised users; and not sell, rent or disclose Customer information for another party's independent marketing without an appropriate lawful basis and any required consent.

Customer information associated with one Organiser will not be made available to another Organiser merely because both use Spool. An Organiser may access and use only information arising through its own Events, account or lawful audience collection, validly imported by it, or otherwise lawfully assigned or made available to it.

An Organiser may import Customer or subscriber information from another system only where it has the lawful right to hold and use it for the intended purpose. It must preserve relevant opt-outs and suppression records and, where requested, record the source, collection date and evidence supporting the import. Spool may reject, quarantine or delete an imported list where there are reasonable concerns about its source, accuracy, consent status or lawful use.

Spool may process information across the platform where reasonably necessary to operate, secure, analyse and improve its services, prevent fraud, understand aggregated trends and develop customer-controlled platform features. Where possible, trend reporting will be anonymised or aggregated. Spool will not make one Organiser's identifiable Customer mailing list available to another Organiser for independent marketing unless Customers have been clearly informed and an appropriate lawful basis, including any required consent, exists.

Spool may introduce customer-controlled features, including a Spool Person account, through which Customers can choose to follow Organisers, manage preferences and receive personalised recommendations from Spool. Any such use will be explained in the applicable Customer privacy notice and preference controls.

The parties must cooperate with data-subject requests, security incidents, complaints and regulatory enquiries. The Organiser must notify Spool without undue delay of a suspected breach affecting Spool-supplied data and provide information reasonably needed to comply with UK data-protection obligations.

What this means: Spool includes audience and email-marketing tools for contacting your own legitimate Customers and subscribers. You must have permission or another lawful basis, honour every unsubscribe and use the information responsibly. Your audience remains separated from other Organisers: you cannot use another promoter's mailing list, and Spool will not hand your identifiable list to them. Existing audiences may be imported only where you genuinely have the right to use them, including their opt-outs.

14. Content, intellectual property and publicity

The Organiser retains ownership of content it supplies but grants Spool a worldwide, non-exclusive, royalty-free licence for the duration reasonably necessary to host, store, reproduce, resize, crop, format, distribute, display and promote the Organiser, venue, series and Events through Spool, widgets, email, social previews, search and related marketing.

The Organiser warrants that it has the necessary rights and permissions for all names, logos, photographs, artwork, text, music clips and other supplied materials. It must not knowingly upload infringing, defamatory, misleading or unlawful content.

Spool may remove or restrict content following a credible rights complaint and may request evidence of permission. The Organiser must indemnify Spool for direct and reasonably incurred losses arising from a substantiated infringement caused by content supplied by the Organiser.

What this means: You keep ownership of your posters and words, but you let us use and resize them to list and promote the event. Please only supply material you have permission to use.

15. Shell profiles, catalogue listings and external links

Spool may create directory or shell listings from information supplied by an Organiser or from publicly available event information, including externally ticketed Events. Spool will provide a reasonable route for correction, claim or removal requests.

External ticket links and third-party websites are controlled by their respective operators. Spool does not guarantee their availability, accuracy, pricing, security or performance. A shell profile or public listing does not transfer ownership of historic payment records or imply that the organiser has adopted native Spool ticketing.

Where Spool notifies an organiser of a shell listing, the organiser should promptly report errors or material changes. Spool may retain an audit record of the source and correction history.

What this means: We may list publicly advertised events to make the directory useful, even when tickets are sold elsewhere. Organisers can ask us to correct or remove information, and external ticket sites remain responsible for their own service.

16. Reserved seating, admission and event operations

The Organiser is responsible for approving seating plans, capacities, accessible and companion seats, restricted-view information, standing allocations, venue zones and door procedures before sales begin.

Spool provides scanning and admission tools but the Organiser remains responsible for door staffing, device readiness, connectivity, manual backup procedures, safety, denied admission decisions and compliance with venue capacity.

The Organiser must promptly report seating-plan errors, duplicate allocations or operational issues. Spool may apply reasonable technical protections such as seat holds and orphan-seat rules, but these do not replace the Organiser's venue checks.

What this means: We provide the plan and scanner tools; you approve the room and run the door. Always check seating, access and capacity before selling.

17. Account security and authorised users

The Organiser must protect passwords, devices, API keys, scanner access and payment details; give access only to authorised staff; remove former staff promptly; and report suspected compromise without delay.

Actions taken through an authorised account may be treated as authorised unless Spool knew or reasonably should have known that the account was compromised. Spool may require password resets, multi-factor authentication or temporary access restrictions to protect the platform.

What this means: Keep account access controlled and tell us quickly if something looks wrong. We may take temporary security steps to protect your events and customers.

18. Partner referrals and rewards

Spool may operate a Partner referral programme under which Spool pays an ongoing reward from its own platform fees to a third party who directly introduced an Organiser to Spool. This does not increase the Organiser's fees or Customer charges.

To administer the programme, Spool may record a Partner reference against the Organiser account and use qualifying ticket activity to calculate rewards. Spool will not directly share ticket-buyer personal data, customer contact details, detailed Event sales information, Event-level turnover or confidential Organiser account information with the Partner. Partner statements will show aggregated reward information rather than an Event-by-Event or Organiser-by-Organiser breakdown.

Where a Partner has one or a small number of referrals, the Partner may be able to estimate some qualifying ticket activity from an aggregated reward amount. Any estimate may be incomplete or inaccurate because rewards may exclude refunded, disputed, chargeback, complimentary, test, fraudulent, externally sold, excluded or not-yet-confirmed tickets and may include adjustments or more than one referral. Spool does not provide or confirm an Organiser-level ticket-sales figure to the Partner and is not required to disclose the number or identity of the Partner's other referrals.

An Organiser may ask Spool to end future Partner Reward attribution connected with its account. Spool may apply the request prospectively from a reasonable effective date. It will not normally remove rewards properly accrued before that date, subject to refunds, reversals, disputes, fraud reviews and calculation corrections. Spool may tell the affected Partner that future attribution has ended but is not required to disclose the Organiser's reasons.

Spool may identify the referring Partner to the Organiser where reasonably necessary for transparency, account administration, a complaint, a legal obligation or a direct request. Spool may instead display a Partner reference in the account. A reference must not be used to mislead an Organiser about the existence or nature of the referral arrangement.

What this means: If someone directly introduced you to Spool, we may thank them with an ongoing reward paid from our platform fees. This does not add anything to your price. They receive only an overall reward figure, not your customer details or an Event-by-Event sales report. With very few referrals they might be able to estimate some qualifying activity, but we do not confirm it. You can ask us to stop any future rewards linked to your account.

19. Prohibited use, fraud and suspension

The Organiser must not use Spool for unlawful, fraudulent, misleading, unsafe, unlicensed or prohibited activity; infringement; fee evasion; counterfeit tickets; abusive use of complimentary tickets or discounts; malware; unauthorised data harvesting; or attempts to interfere with Spool, Stripe or another user.

Spool may investigate a credible complaint, request information, pause publication or sales, suspend access, preserve evidence, notify Stripe or authorities, or remove content where reasonably necessary. Where appropriate, Spool will provide an opportunity to respond and will restore access when the concern is resolved.

What this means: We can pause suspicious or harmful activity while we investigate. The aim is to protect customers and the platform, not to punish organisers without reason.

20. Service availability and third parties

Spool provides online ticketing, Event-management and associated operational tools and will take reasonable steps to operate and maintain them. Spool does not guarantee continuous, uninterrupted, error-free availability or compatibility with every device, browser, internet connection or mobile network.

Spool services depend partly on hosting providers, payment processors, email providers, internet and mobile networks, compatible devices and other third-party systems outside Spool's direct control. Maintenance, security work, unusually high demand, external outages and other technical circumstances may temporarily affect availability.

Scanning, guest-list and admission tools are provided to assist the Organiser with Event entry. They do not replace the Organiser's responsibility for managing admission or maintaining a reasonable backup process. The Organiser should download or print an attendance list before the Event and ensure that its devices, batteries, cameras, internet access and staff are suitable for use.

Temporary failure or unavailability of the website, checkout, dashboard, ticket delivery, scanning or another operational tool does not entitle the Organiser to recover lost or delayed sales, lost profit, reduced attendance, admission delays, queues, Event disruption, cancellation or postponement, venue or performer costs, supplier, staffing, security, printing, advertising or promotional costs, loss of opportunity, goodwill or reputation, or any indirect or consequential loss.

Where Spool directly and exclusively causes an identifiable ticket-payment error, Spool's responsibility is limited to correcting that affected transaction, subject to the liability provisions in these Terms.

What this means: Spool relies on hosting, Stripe, email services, internet connections and the Organiser's own devices. We will work to keep everything running and fix problems, but technology cannot be guaranteed never to fail. Scanning is an additional door-management tool, so organisers should keep a downloaded or printed guest list as backup. Spool does not cover lost sales, queues or wider Event costs caused by an outage or technical interruption.

21. Liability and indemnity

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, breach of data-protection liability that cannot lawfully be excluded, or any other liability that law does not permit to be excluded or limited.

Subject to the preceding paragraph, Spool is not liable for loss of profit, revenue, ticket sales, business, contracts, opportunity, anticipated savings, reputation or goodwill; venue, performer, supplier, printing, advertising, staffing, travel or accommodation costs; cancellation, postponement, abandonment, reduced attendance or disruption of an Event; or any indirect, special or consequential loss.

Subject to liability that cannot lawfully be limited, Spool's total aggregate liability arising from or connected with a particular Event will not exceed the greater of £250 or the total Platform Fees and Venue Pro Service Charges actually retained by Spool for that Event.

The Organiser will indemnify Spool against direct and reasonably incurred losses, liabilities and costs arising from the Organiser's unlawful or unsafe Event, inaccurate material information, breach of licensing or insurance duties, supplied-content infringement, unlawful marketing, unpaid refunds or disputes, Stripe liabilities, or material breach of these Terms, except to the extent directly caused by Spool's own breach.

What this means: Spool does not insure the wider commercial success or costs of an Event. Where Spool is legally responsible for a direct loss, its liability is normally limited to £250 or the fees retained for the affected Event, whichever is greater. We do not cover lost sales, venue hire, performers, printing, advertising or wider Event disruption. This does not limit responsibilities that the law says cannot be limited.

22. Ending the relationship

Either party may end the relationship on reasonable written notice where no live Event, Customer obligation, unresolved Stripe or payout matter, refund, dispute, debt or investigation prevents closure. Spool may suspend or terminate immediately for serious breach, fraud, illegality, safety risk, non-payment or conduct likely to cause material harm.

Ending the relationship does not remove obligations relating to existing Customers, refunds, disputes, debts, confidentiality, data, intellectual property, audit records, liability or any Event already sold. Spool may retain records where required by law, tax, fraud prevention, dispute handling or legitimate business need.

Where reasonably possible, Spool will provide access to appropriate historic reports and data export, subject to security, legal restrictions and unpaid undisputed sums.

What this means: You can leave, but existing customers, refunds and debts still have to be dealt with. We can act quickly for serious problems while preserving the records needed to finish matters properly.

23. Changes to these Terms

Spool may update these Terms for legal, regulatory, security, payment, operational, product or commercial reasons. Material changes will be issued with a new version, effective date and reasonable notice where practicable, together with a summary of the change.

Material changes may require re-acceptance before publication of a new Event or activation of new sales. Existing Events and completed transactions will continue under the terms applicable to them where reasonably necessary to avoid retrospective unfairness, unless law or payment rules require otherwise.

Spool will not use this clause to impose an unrelated retrospective charge, remove already-earned Print Credit or avoid existing customer obligations.

What this means: We can update the rules as the platform or law changes, but important changes are versioned, explained and accepted again. We will not use an update as a blank cheque to rewrite the past.

24. Notices, disputes and governing law

Official notices may be sent to the email address recorded in the account or another address notified in writing. The Organiser must keep contact details current. An email is treated as received on the next working day after sending unless the sender receives a delivery failure or evidence shows otherwise.

The parties should first try to resolve a dispute through reasonable written escalation and, where suitable, mediation. Nothing prevents urgent court action, debt recovery, customer protection or regulatory reporting where necessary.

These Terms and any non-contractual dispute are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction, subject to any mandatory legal rights that apply.

What this means: We will use the account email for formal contact and try to resolve problems before court where sensible. English law applies.

Schedule 1 - Payment and Payout Summary

What this means: This schedule gathers the key money points into one place. The full legal sections above still apply.

Topic	Position
Ticket proceeds	Processed by Stripe through the Organiser's Connected Account or the disclosed payment structure; Spool does not ordinarily hold, safeguard or manually release the Organiser's proceeds.
Standard Spool platform fee	50p per paid ticket, regardless of ticket price. This is the standard customer-facing Spool booking fee.
Stripe Fees	Normally deducted by Stripe from the Connected Account under the intended Direct Charge model; final cost can vary by payment method and optional Stripe services.
Payouts	Stripe determines fund availability and sends payouts under the Organiser's Connected Account settings. Spool does not ordinarily hold or manually release ticket proceeds, and does not guarantee a payout or bank-arrival date.
Refunds and disputes	Funded by the Organiser.
Negative balances	The Organiser is responsible for negative balances, refunds, chargebacks, dispute fees and other Event-related payment liabilities. If Stripe or another provider charges or debits Spool for those amounts, the Organiser must reimburse Spool.
No surprise customer bill	A Customer pays the amount confirmed at checkout; later Stripe adjustments normally affect the Organiser's connected balance, not the Customer.
Venue Pro Service Charge	Optional additional 25p per paid ticket paid by the Organiser for managed setup, venue and seating-layout work, priority support and available venue-operation tools. It is not added as a second Spool booking fee at customer checkout.

Schedule 2 - Print Credit Schedule

What this means: Organisers who absorb the standard Spool platform fee can earn up to 50% of the applicable milestone fees back as a 12-month, non-cash credit for eligible Spool print work. Rewards are unlocked at fixed paid-sales milestones, with every award and spend recorded in the ledger.

Rule	Detail
Maximum reward	Up to 50% of the standard Spool platform fees represented by the applicable fixed sales milestone.
Customer-paid fees	No Print Credit.
Organiser-absorbed fees	Eligible for the fixed milestone rewards shown below.

Rule	Detail
25% paid-sales milestone	10% of the standard Spool fees attributable to 25% of the qualifying allocation.
50% paid-sales milestone	20% of the standard Spool fees attributable to 50% of the qualifying allocation.
75% paid-sales milestone	35% of the standard Spool fees attributable to 75% of the qualifying allocation.
100% paid-sales milestone	50% of the standard Spool fees attributable to 100% of the qualifying allocation.
Fixed milestones	Awards are fixed and non-cumulative. Reaching a higher milestone replaces the Event's previous total award. Credit does not increase ticket by ticket within a milestone band.
Qualifying allocation	The initial genuine ticket allocation or the highest genuine allocation later released, whichever is greater. Reducing capacity does not reduce the allocation used for the calculation.
Locked awards	Once a milestone cash-value award has been earned, it will not be reduced because additional genuine capacity is later released. A greater award is due only where a later milestone calculation against the increased allocation exceeds the amount already locked.
Qualifying sales	Paid, completed and non-refunded tickets sold through Spool.
Complimentary tickets	Complimentary, guest-list, staff, performer, sponsor and other free tickets remain part of the qualifying allocation but do not count as paid sales towards a milestone.
Other excluded sales	Refunded, disputed, charged-back, test, fraudulent, failed, externally sold or otherwise unpaid tickets do not count as qualifying paid sales.
Venue Pro and Stripe	The additional Venue Pro Service Charge and Stripe Fees do not qualify for Print Credit.
Availability	Credit is added after the Event and applicable settlement, refund and dispute checks.
Expiry	Credit expires 365 days after becoming available. Pending credit does not begin expiring until released.
Spending order	Oldest available credit is used first.
Use	Eligible Spool print products and services at the prices and ordering conditions applying when redeemed.
Cash and transfers	No cash withdrawal or transfer to another account.
Future changes	Prospective only; Print Credit already validly earned will not be retrospectively removed merely because the Schedule later changes.

Schedule 3 - Data and Marketing Responsibilities

What this means: This is the practical privacy split. A separate detailed Data Processing Schedule and Privacy Notice should be linked from the website before launch.

Area	Spool	Organiser
------	-------	-----------

Area	Spool	Organiser
Ticket administration	Provides platform, delivery, support and transaction records.	Uses data to operate the Event and assist Customers.
Marketing	Provides audience and campaign tools and records consent, preference and opt-out signals available to the platform.	Uses only its own lawful audience, honours consent and unsubscribes, and does not sell or use another Organiser's list.
Security	Maintains reasonable platform controls and manages its subprocessors.	Controls staff access, exports and any copied customer data.
Rights requests	Handles requests concerning Spool-controlled processing and cooperates where records overlap.	Handles requests concerning its own event and marketing use and cooperates with Spool.
Breach response	Investigates platform incidents and notifies as legally required.	Reports suspected incidents affecting Spool-supplied data without undue delay.
Retention	Retains data under the Privacy Notice, legal duties and legitimate operational needs.	Keeps copied data only as long as lawfully necessary.
Partner rewards	Uses qualifying activity internally to calculate aggregate Partner Rewards and shares only limited aggregated reward information directly with the Partner.	Is informed that referral attribution may apply and may request that future attribution ends. No ticket-buyer details or Event-level sales breakdown is provided to the Partner.

Schedule 4 - Acceptable Use and Prohibited Events

What this means: Spool is designed for genuine, lawful Events and organisations. We may refuse, suspend or remove an Event where it is unlawful, unsafe, misleading, abusive or likely to harm Customers, other Organisers, Spool or the wider platform. Where appropriate, we may investigate first and ask for evidence before deciding what action to take.

1. General standard

The Organiser must use Spool honestly, lawfully and in a way that does not expose Customers, third parties or the platform to unreasonable risk. Spool may refuse, suspend, restrict or remove an Event, account, listing, ticket type, campaign, integration or other content where it reasonably believes this Schedule has been breached or continued use may create legal, financial, safety, security or reputational risk.

2. Unlawful, unsafe or unauthorised Events

The Organiser must not create, promote or sell tickets for an Event that is unlawful; lacks a licence, permission, insurance, venue agreement or other approval reasonably required to operate; materially breaches capacity, safety or admission requirements; creates a credible risk of harm; or is prohibited by Stripe, a card network, payment provider or applicable law. Spool may request evidence of licences, insurance, authority to use the venue, safety arrangements or other permissions.

3. Fraud, misleading information and misrepresentation

The Organiser must not create a false or fictitious Event; misrepresent the Organiser, venue, performer or supplier; publish materially false dates, prices, locations, capacities, line-ups or descriptions; conceal important conditions; create artificial scarcity; process sham transactions; manipulate attendance, sales or reward calculations; or provide false or misleading information to Spool, Stripe, Customers or another party.

4. Counterfeit, duplicate and unauthorised tickets

The Organiser must not knowingly create, issue, sell or facilitate counterfeit tickets; duplicate tickets intended for unauthorised reuse; tickets exceeding genuine authorised capacity; tickets for an Event it has no right to sell; admission products designed to bypass another organiser's legitimate system; or any arrangement intended to evade Platform Fees, Venue Pro charges or Stripe Fees.

5. Harmful, abusive or prohibited content

The Organiser must not use Spool for terrorism or violent extremism; unlawful hate activity; exploitation, abuse or harassment; threats or incitement to violence; malware, phishing, scraping or unauthorised access; unlawful gambling,

prohibited financial activity or illegal goods; infringement of copyright, trade marks, privacy or other rights; or activity reasonably considered harmful, deceptive or incompatible with the safe operation of the platform.

6. Misuse of tickets, refunds and promotions

The Organiser must not misuse refunds, complimentary tickets, discount codes, guest lists, scanner access, ticket transfers, Print Credit, Partner Rewards or another feature to create false activity, avoid fees, manipulate sales milestones, conceal actual capacity, obtain an improper benefit or mislead Customers. Complimentary and free tickets remain subject to the Print Credit Schedule and do not count as qualifying paid sales.

7. Customer data and account access

The Organiser must not access another Organiser's Customer data; sell or share Customer data unlawfully; use data for unrelated third-party marketing; ignore opt-outs; share credentials with unauthorised persons; interfere with another account; scrape or extract platform data without permission; or bypass access controls, audit logs or security restrictions.

8. Platform security and technical misuse

The Organiser must not introduce malware or malicious code; probe or test vulnerabilities without permission; interfere with the website, checkout, scanning tools or services; overload or disrupt the platform; reverse-engineer protected systems; automate access in a way that damages performance or security; or use Spool for unsolicited bulk messaging outside the permitted tools and rules.

9. Investigation and protective action

Where Spool has a reasonable concern, it may request information or evidence; pause publication or ticket sales; restrict platform tools or account access; preserve records; contact Stripe, a venue, payment provider, authority or affected party where reasonably necessary; require corrections; or remove the relevant content or Event. Spool may act immediately where delay could increase loss, harm Customers, compromise security or breach legal or payment-provider requirements.

10. Existing Customers and live obligations

Suspension or removal does not remove the Organiser's responsibility for existing Customers, refunds, chargebacks, Event communication, legal obligations, Stripe liabilities, outstanding fees or cooperation with an investigation. Where reasonably possible, Spool may preserve limited access needed to manage refunds, customer support and historic records.

11. Outcomes

Following review, Spool may restore the Event or account; require amendments; place conditions on continued use; permanently remove the Event; suspend or terminate the account; report unlawful activity; or recover losses and costs under these Terms. Spool will normally explain the reason for material action unless doing so would prejudice security, fraud prevention, legal compliance or an investigation.

What this means: Spool can step in where an Event or account appears unlawful, unsafe, dishonest or abusive. We may ask for proof, pause sales while checking, require changes or remove the Event. Urgent action may be taken first where Customers, funds, security or the platform are at risk. The Organiser still remains responsible for existing Customers, refunds and other obligations.

Platform details

Spool Ticketing Ltd Company number: 17151219 Registered office: Suite RA01, 195-197 Wood Street, London, E17 3NU	Partner support email: info@spooltickets.co.uk Legal notices email: info@spooltickets.co.uk Effective date: 04/08/2026 info@spooltickets.co.uk info@spooltickets.co.uk
--	---

Publication checklist: complete all placeholders; publish the Privacy Notice, Customer Ticket Terms, Data Processing Schedule, Refund/Event Change Policy and Partner Programme Terms; configure the current Terms version, summary and unticked acceptance checkbox within Super Ops; and obtain focused UK commercial legal review before publication.