

TERMS AND CONDITIONS OF SALE – SEPHORiA

Version of 17/08/2026

Preamble

Sephora offers customers and other individuals the opportunity to participate in a “SEPHORiA” event on 16 and 17 October 2026, in London, during which they will be able to discover brands, attend masterclasses and enjoy beauty services.

For the purposes of these terms and conditions of sale (“**Terms and Conditions of Sale**” or “**TCs**”), the Buyer and Sephora are referred to individually or collectively as the “**Party**” or the “**Parties**”.

1. Definitions

- “**Attendee**” means any person using a Ticket to attend the Event.
- “**Buyer**” means any consumer purchasing a Ticket from Sephora.
- “**Event**” means the “SEPHORiA” event taking place in London, as described on the Site.
- “**Order**” means an order for Ticket(s) placed by the Buyer on the Site and confirmed under clause 3.
- “**Seller**” or “**Sephora**” means Feelunique International Limited, trading as Sephora UK, a private limited company with registered offices at Mowbray House, Castle Meadow Road, Nottingham, England, NG2 1BJ, registered in England and Wales under company number 07883226.
- “**Site**” means the website at <https://sites.weezevent.com/SEPHORIA-LONDON>
- “**Tickets**” means tickets for the Event, as available on the Site.

2. Purpose

These Terms and Conditions of Sale set out the terms on which Sephora sells and issues Tickets to Buyers and define the rights and obligations of Sephora, Buyers and Attendees in connection with such sales.

The TCs are accessible at any time on the Site, and Sephora invites the Buyer to download and retain them. Before making payment and placing the order, the Buyer must read and accept, by ticking a box, the TCs made available in a form that allows them to be stored and reproduced.

The Terms and Conditions of Sale applicable to an Order are those accepted by the Buyer at the time the Order is placed.

These Terms and Conditions of Sale are supplemented by the “**Privacy Policy**” available on the Site.

3. Formation of the Contract and Orders

3.1. Prices

The sale price of the Ticket, stated in GBP (£) and inclusive of all taxes, is the price in force at the time the Buyer places the Order.

3.2. Ticket Characteristics

The essential characteristics of the Tickets are described on the Site.

Each Ticket is valid only for the date and time slot selected at the time of purchase. Tickets are sold only to individual consumers for personal use and may not be purchased for commercial, promotional or trade resale purposes.

Subject to availability and these Terms and Conditions of Sale, a Ticket may entitle an Attendee to receive a gift bag. Gift bags may only be collected if the relevant Attendee is physically present at the Event on the selected date and time slot, and only in the dedicated collection area at the end of that Attendee’s participation in the Event.

The Ticket options are as follows:

3.2.1. Option 1 - Gold Customer reserved session

Buyers who hold a valid Sephora Gold loyalty card as at **13 August 2026** (“**Gold Customers**”) may purchase one booking only for the reserved Gold Customer session on **Friday 16 October 2026 from 1:30 pm to 4:30 pm**. If a buyer achieved the Gold status after this date, they will not be eligible to a Gold ticket.

That booking admits two named attendees only: the Gold Customer and one named guest. The Gold Customer must enter their valid Sephora Gold loyalty card number on the registration platform. Only the Gold Customer is entitled to receive a gift bag under this option; the guest is not entitled to a gift bag.

If a Gold Customer does not obtain a Ticket for the Gold Customer reserved session, they may purchase Tickets during the general public sale from 20 August 2026 for another available session at the applicable price.

3.2.2. Option 2 - General public sessions

Buyers who did not hold a Sephora Gold loyalty card as at 13 August 2026, and Gold Customers who did not obtain a Ticket for the reserved Gold Customer session, may purchase up to two (2) Tickets for any available general public session offered on the Site.

Sephora reserves the right, at any time before or during the Event, to verify the identity, age and eligibility of any Buyer or attendee, including Gold Customer status and, where applicable, the identity of any named guest.

If a Ticket has been purchased or used using inaccurate, misleading or fraudulent information, or if the attendee does not meet the applicable eligibility requirements, Sephora may cancel the Ticket or refuse entry without refund, except where required by law.

3.3. Ticket Availability and Resale

Tickets are offered for sale subject to availability.

Tickets purchased under Option 1 may not be resold or transferred.

Tickets purchased under **Option 2** (General public sessions) may be resold, but only through the official resale function available on the Site and **only until 15 October 2026 at 6:00 pm**.

The official resale process is as follows:

- log in to the Site;
- click the “Resell” button;
- enter the email address used to purchase the Ticket;
- complete the verification steps sent to that email address; and
- follow the instructions on the resale platform.

The Buyer may, where the functionality is available on the Site, choose either a public resale or a private resale using a private link. If the Ticket is successfully resold, the original Buyer will receive the original purchase price paid for the Ticket **less a 7.5% resale fee**, using the payment method used for the original purchase, usually within 2 to 3 days after completion of the resale. Another resale fee of 7.5 % will also be added to the purchasing price paid by the new buyer.

The resale price may not exceed the original purchase price.

No resale, transfer or advertisement for sale is permitted outside the official resale function on the Site. Any Ticket purchased, sold or transferred outside that process may be invalid, and Sephora shall have no responsibility for fraudulent or invalid Tickets obtained outside the official channel.

Once a Ticket has been successfully resold, the original Ticket shall be cancelled automatically and all rights attached to it shall immediately cease.

3.4. Order

Before placing their Order, the Buyer may check its details and correct any errors. The Buyer must also read the important information relating to the Event, including the minimum age requirements, the conditions for obtaining the gift bag and any identity verification required at entry to the Event.

The Buyer may also request an invoice by ticking the dedicated box and completing the necessary information.

Finally, the Buyer must expressly accept the Terms and Conditions of Sale, which they will be able to download and retain, by ticking the dedicated box.

The contract is concluded when the Buyer confirms the order by clicking the button labelled “Pay now” (or any equivalent button clearly indicating that the Order entails an obligation to pay).

Once this step has been validated, the Buyer may no longer cancel their Order.

The Buyer is responsible for ensuring that the email address provided when placing the Order is accurate and accessible. If the Buyer does not receive the Order confirmation email, they should contact customer support promptly. Sephora shall not be responsible for non-receipt caused by an incorrect email address provided by the Buyer or by the Buyer’s email settings, except to the extent caused by Sephora’s error.

Once the Order has been validated, Sephora shall be entitled to collect the full price corresponding to the Order, paid using one of the payment methods accepted on the Site.

Finally, Sephora reserves the right to suspend or cancel the Order in the event of non-payment of any amount owed by the Buyer.

3.5. Order Confirmation

After making their purchase, the Buyer will receive an Order confirmation email containing their Ticket at the address provided when placing the Order.

The Ticket must be presented on the day of the Event to be allowed access. **The Buyer holding a Sephora Gold loyalty card must attend the Event at the same time as their guest.**

For ticketing support, including invoice requests, the Buyer may request an invoice during the Ticket purchase process by ticking the relevant box or may contact sephoria@weezevent.com.

4. **Payment**

The Buyer may pay for their Order on the Site under the conditions set out below. The Buyer warrants to Sephora that they have the necessary authorisations to use the payment method selected to pay for their Order.

4.1. Ticket payment methods

The bank cards accepted on the Site are as follows: **Visa, MasterCard, American Express, Apple Pay, Google Pay and PayPal**. These payment cards must be issued by a banking or financial institution located in the UK, the European Union or Monaco.

4.2. Security of payment transactions

To ensure the security of card payments on the Site, the Buyer shall provide Sephora with their card security code (CVV) shown on the back of the payment card used by the Buyer.

As part of the fight against online fraud, information relating to the Buyer's Order may be sent to any third party authorised by law or appointed by Sephora for the purpose of verifying the Buyer's identity, the validity of the Order and the payment method used.

Following these checks, Sephora reserves the right to see a copy of the Buyer's identity document and/or any information relating to the Buyer's identity.

Information about how Sephora processes personal data, including the rights available to data subjects, is set out in the "**Privacy Policy**" available on the Site.

5. Sending of Tickets

The Ticket(s) ordered by the Buyer in accordance with these TCs will be sent to the email address provided when placing the Order.

Each Ticket has a **unique QR code** allowing access to the Event. Accordingly, in the event of loss, theft or duplication of a valid Ticket, only the first person holding the Ticket will be allowed access to the Event. The Buyer remains fully responsible for the use made of their Ticket.

6. No Refund or Exchange

Pursuant to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the statutory 14-day right to cancel does not apply to contracts for leisure services relating to a specific date or period of performance. Accordingly, Tickets are non-refundable and non-exchangeable except as expressly stated in these Terms and Conditions of Sale or where required by law.

Tickets may not be exchanged, refunded or transferred on the basis of loss, theft, inability to attend, travel disruption, illness, change of personal circumstances or failure to attend the selected session.

If Sephora cancels the Event and does not reschedule it, the Buyer will be entitled to a refund of the price paid for the Ticket.

If Sephora reschedules the Event, Sephora will inform Buyers of the revised arrangements and of any options available to them.

Sephora may make reasonable changes to the Event, including to the programme, participating brands, speakers, beauty services, masterclasses, venue layout and timings. Such changes shall not give rise to any right to a refund unless they materially alter the overall nature of the Event.

7. Intellectual Property

The Sephora brand, trademark, together with all figurative or non-figurative trademarks and all illustrations, images, logos and any content appearing on the Site (including but not limited to these Terms and Conditions of Sale), are and shall remain the exclusive property of Sephora or of the relevant intellectual property rights holder.

Any reproduction, in whole or in part, modification or use of these trademarks, illustrations, images and logos or any other content of the Site, for any reason and on any medium whatsoever, without Sephora's or the relevant intellectual property rights holder's express prior written consent, is strictly prohibited. The same applies to all copyright, designs, models and patents appearing and/or used on the Site.

8. Buyer's Conduct

The Buyer must use their Ticket in good faith and must not hinder, disrupt or otherwise interfere with the proper conduct of the Event.

Sephora and/or the venue operator reserve the right to refuse admission to, or remove from, the Event any person who:

- a) does not comply with these Terms and Conditions of Sale;
- b) cannot produce a valid Ticket and, where requested, satisfactory proof of identity, age or eligibility;
- c) behaves in a manner that is unsafe, abusive, offensive, disruptive, intoxicated or otherwise inappropriate;
- d) misuses the Event for propaganda, canvassing, unsolicited advertising, solicitation or proselytising, whether for professional, commercial or political purposes; or
- e) poses a security, health or safety risk.

In such circumstances, the Buyer shall not be entitled to a refund except where required by law.

9. Capacity

Prior to placing their Order, the Buyer declares that they have full legal capacity to enter into these Terms and Conditions of Sale. Sephora is not generally required to verify the legal capacity of its Buyers or Attendees.

Accordingly, if a person who does not have legal capacity orders Tickets, their legal representatives (including, in particular, parents or guardians) shall assume full responsibility for that Order, including payment of the price.

10. Customer Service

For any question relating to the tracking of an Order, a complaint relating to an Order or any request for additional information, Sephora Customer Service may be contacted by email at care@sephora.co.uk.

11. Liability

Sephora shall be responsible for losses suffered by the Buyer that are a foreseeable result of Sephora's breach of these Terms and Conditions of Sale or Sephora's negligence, but Sephora shall not be responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of Sephora's breach or if it was contemplated by the Buyer and Sephora at the time the contract was formed.

Sephora shall not be liable for any failure or delay in performing its obligations under these Terms and Conditions of Sale to the extent caused by events outside Sephora's reasonable control.

Nothing in these Terms and Conditions of Sale excludes or limits Sephora's liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be excluded or limited under applicable law.

12. Processing of Personal Data

Sephora collects the Buyer's personal data. The purposes, recipients, retention periods and conditions under which Sephora collects and processes personal data are set out in the Site's "**Privacy Policy**", which provides full information relating to the processing of personal data and the rights of data subjects in connection with such processing.

13. Amendments

Sephora may amend or update these Terms and Conditions of Sale from time to time for future Orders. Any such amendment will apply only to Orders placed after the updated Terms and Conditions of Sale have been published on the Site.

Sephora recommends that Buyers and other users read these Terms and Conditions of Sale regularly.

14. Severability and no waiver

If any provision of these TCS is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect. If either Party fails to insist upon strict performance of any obligation under these TCS, or fails to exercise any right or remedy, this shall not be construed as a waiver of that obligation, right or remedy.

15. Governing Law and Jurisdiction

These Terms and Conditions of Sale and any contract between Sephora and the Buyer shall be governed by English law, except that the Buyer shall retain the benefit of any mandatory provisions of the law of the country in which the Buyer is resident.

If the Buyer is a resident of England or Wales, they may bring legal proceedings in the courts of England and Wales. If the Buyer is resident in Scotland or Northern Ireland, they may also bring proceedings in the courts of Scotland or Northern Ireland respectively. Nothing in this clause affects any rights the Buyer may have under mandatory consumer law to bring proceedings in their country of residence.