EU CONTACT AG LTD

General Terms and Conditions

Artistic engagements · Agency services · GTC 2.06
19. 10. 2026 · en-GB

01 Purpose, scope and parties

1.1 These General Terms and Conditions (“Terms”) govern the search, consultation, arrangement and administration of artistic engagements provided by EU CONTACT AG LTD, a company registered in England and Wales under number 08725618, with its registered office at 71–75 Shelton Street, Covent Garden, London WC2H 9JQ, United Kingdom (the “Agency”). Contractual correspondence: info@tancovani.com.

1.2 These Terms apply to the Agency’s relationships with artists, venues/organisers, collaborating agents and partner agencies only where properly incorporated into the relevant contract. They do not, by themselves, create obligations between persons who have not accepted them. Employment, recruitment, consumer and regulated placement activities are subject to the mandatory rules applicable to their nature and may only be undertaken where lawfully authorised and expressly agreed.

1.3 The Agency ordinarily acts as an intermediary rather than the artist’s employer or the organiser of the performance. Any exception must be expressly stated in an individual agreement and must reflect the parties’ actual legal and factual relationship.

02 Definitions

2.1 “Artist” means an individual who meets the age and legal eligibility requirements for the specific lawful activity in the country where the Engagement is actually performed, as well as the registration conditions under Clause 4. “Venue” means a club, organiser, operator or another recipient of the engagement. “Agent” and “Partner Agency” are independent collaborators whose authority to bind the Agency must be evidenced.

2.2 “Engagement” means a specific agreed assignment with a location, dates, scope of activities, remuneration and other terms. “Booking System” means the Agency’s approved electronic environment, including INTEA.dance. “Engagement Confirmation” means an identifiable electronic or paper record of the agreed parameters.

2.3 “Operating Night” means a night on which the Venue schedules and carries out business under the confirmed roster. Only Operating Nights actually performed under the Engagement count towards the Agency’s fee unless an individual contract expressly and lawfully sets a different basis. The departure date and any night when the Venue is closed do not count merely because they fall within the calendar period.

03 Documents, order of precedence and language

3.1 In the event of inconsistency, the individually accepted Engagement Agreement and its annexes prevail over these Terms, followed by the Venue-specific terms expressly accepted on approval, and then these Terms. Applicable mandatory law always prevails.

3.2 The Agency will provide access to the current text, including its version identifier, in a reasonably durable form before acceptance. Multiple language versions are intended to be substantively equivalent. As between professional contracting parties, the Czech text controls interpretation of these Terms unless mandatory law or an express agreement provides otherwise. An ambiguity cannot be conclusively resolved by the Agency alone.

3.3 Where the Artist and Venue enter into an employment relationship or another relationship requiring a separate instrument or prescribed information, those requirements must be met independently of these Terms and any electronic booking.

04 Registration, age and user accounts

4.1 Artist registration on the Agency's platform is available only to persons aged 18 or over. Each Engagement is additionally subject to the age of majority and minimum-age rules of the country of performance under Clause 4.4; stricter legal and venue requirements remain applicable. Users must provide accurate, current and proportionate information, protect their credentials and promptly report material changes affecting bookings, entitlement to perform the activity or contact details. A request may be put on hold until information genuinely necessary for its processing is provided.

4.2 The Agency may request proportionate verification of identity, entitlement to work or other legally required documents. Original identity documents must not be retained. Copies may be taken only for an identified lawful purpose and legal basis explained in the privacy notice.

4.3 Accounts are personal. Representation by an Agent, social sign-in and linking multiple login methods do not change the legal identity of a contracting party. Security restrictions, suspensions and account recovery must follow a proportionate procedure with a record of reasons and an avenue to contact support.

4.4 An Artist's age of majority and age-related eligibility for a particular Engagement are assessed under the laws of the country in which the Engagement is actually performed. Any additional age requirements for the type of artistic activity, night work, the serving or consumption of alcohol, and admission to the venue must also be met. Statutory restrictions on work by minors cannot be waived by contract or another person's consent. The Agency's minimum registration age of 18 remains unchanged.

05 Engagement offer and pre-approval information

5.1 Before making a binding request, the Artist must have access to material terms, including the Venue and location, nature of activity, expected schedule, operating days and nights, remuneration and payment arrangements, applicable commissions, accommodation, travel, legal status of the engagement, permissions and material restrictions.

5.2 Information not known at the time of the offer must be clearly identified as provisional and resolved before a binding contract is concluded. Once approved, the Venue may not unilaterally worsen agreed pay, scope of activity or other material conditions.

5.3 The expected number of nights is not automatically the number worked. The System must distinguish the calendar period, the Venue's opening days, planned shifts and Operating Nights actually performed.

06 Application and formation of a binding commitment

6.1 An application may be submitted by the Artist or by an authorised Agent on the Artist's behalf with demonstrable consent. Submitting an application alone does not amount to acceptance by the Venue. The System records who agreed, when, and to which version of the terms.

6.2 A binding Engagement is formed only upon approval by an appropriately authorised Venue representative or a person expressly authorised by the Venue (including the Agency where so authorised), the Artist's acceptance of the required terms, and communication of a confirmation capable of being retained, without prejudice to mandatory form, employment-document or internal-authorisation requirements. The status "Approved" has one consistent meaning in the System; the identity of the approver remains in the audit history.

6.3 Where a document legally requires a signature or another formal electronic process, a click or status change does not automatically replace it. The Agency may generate and archive several language versions, each linked to a single Engagement identifier.

07 Changes, extensions and early completion

7.1 A change to material agreed terms requires the affected parties' consent. An approved change is recorded as a new revision identifying the reason, time, approver and scope of the amendment. The original confirmation remains archived.

7.2 Requests for an extension, shift change or early completion must be communicated promptly via the System or the designated contact. Genuine medical, safety, family or other serious circumstances are assessed individually, sensitively and under mandatory law; they must not automatically be characterised as fraud.

7.3 A unilateral amendment by a Venue without the required consent does not oblige an Artist to accept the amended terms. The parties will first attempt to resolve the matter with the Agency's assistance.

08 Agency duties and support

8.1 The Agency acts in good faith and provides reasonable assistance with negotiation of terms, communications with the Venue, documentation and problems directly relating to an Engagement. The scope of specific assistance and any third-party charges are disclosed in advance.

8.2 The Artist may first contact the designated Agent, but may contact the Agency directly, and approach the competent public authorities, in emergencies, if the Agent is unresponsive or if safety is at risk. This right cannot be contractually excluded.

8.3 The Agency is not automatically responsible for every act of an independent Venue or carrier, but this does not exclude its own liability for breach of its duties, wrongful conduct or liabilities imposed by mandatory law.

8.4 Throughout an ongoing Engagement, the Artist may contact the Agency about matters related to that Engagement at any time (24 hours a day, seven days a week). During night-time hours at the place of performance, this facility must be used only for genuinely urgent matters that cannot reasonably wait. The 24/7 contact facility does not guarantee an immediate response or the continuous availability of any particular person.

8.5 Misuse includes, in particular, demonstrably malicious, deliberately harassing, knowingly groundless or manifestly unnecessary night-time calls to the Agency which are not connected with the urgent management of the Engagement. The fact that a reported concern later proves less serious does not itself establish misuse. Reporting an actual or reasonably suspected threat to health or safety, seeking necessary assistance or making a good-faith contact shall not be penalised on this ground.

8.6 Where the obligation not to misuse Agency contact under clause 8.5 has been properly and validly agreed with the Artist as an independent contracting party and is permitted by applicable law, a contractual penalty of **EUR 1,000** is payable for each separately established breach. For each further separately established breach occurring after the Artist has received a written warning about prior misuse, the contractual penalty is **EUR 2,000**. Multiple calls relating to a single continuous incident constitute one breach. Statutory limits, proportionality and the protections in clauses 17.2 and 17.3 remain applicable.

09 Artist rights and duties

9.1 The Artist undertakes only the lawfully agreed activities and follows reasonable safety and operational rules disclosed in time and consistent with law. The Artist promptly reports inability to start, material availability changes and serious incidents affecting the Engagement.

9.2 The Artist is entitled to agreed remuneration, legally required rest, a safe environment, dignified treatment, respect for privacy and the right to refuse unlawful or unagreed conduct. Any personal contact with guests remains subject to the agreement, freely given consent and applicable law. Sexual services are not part of the Agency's offerings and may not be required as a condition of performance.

9.3 The Artist may report harassment, violence, coercion, retention of documents or another serious incident without penalty merely for making the report. In immediate danger, the Artist may stop working and seek assistance.

10 Venue and organiser duties

10.1 The Venue must observe the approved financial and operating terms, provide legally required information and documents, maintain an appropriate and safe workplace, and fulfil all employer duties where it is the employer under the actual relationship and applicable law.

10.2 The Venue must not retain travel documents, demand unagreed work, pressure anyone to provide sexual services, tolerate violence or harassment or require the consumption of alcohol or other substances. Health needs and legal rights must be respected.

10.3 The Venue is responsible for its personnel and agreed services to the extent required by law. It must inform the Agent and Artist promptly of proposed changes to shifts, scope or pay and may not impose such changes by unilateral entry in the System.

11 Legal status of the work

11.1 Before commencement, the parties determine whether the activity is genuinely self-employment, employment or another lawful arrangement. The labels “self-employed”, “artist” or “booking” do not determine its true legal nature. Mandatory rules on worker protection, minimum pay, working time, insurance and work authorisation must not be circumvented by contract.

11.2 The Venue and Artist must fulfil the obligations imposed by the law of the country of performance and other applicable law according to their actual status. Any allocation of administrative tasks must be in writing and cannot relieve a legally responsible person of liability.

11.3 Where a service constitutes regulated employment placement, it may be provided only with the necessary authorisations and subject to relevant prohibitions, including no placement fee charged to the individual and no unlawful deductions. These statutory requirements prevail over any inconsistent term.

11.4 The actual performance of an Engagement is subject to the mandatory legal requirements of the country where the activity physically takes place, including permits, health and safety, working conditions, working time and rest periods, regulation of the venue, and protection of young people. The parties must also comply with any other overriding mandatory provisions applicable to their particular relationship. This does not, by itself, change the law governing a separate Agency services contract under Clause 22.

12 Artist remuneration and payments

12.1 The amount, currency, components, due date and payer of the Artist’s remuneration are determined by the confirmed individual agreement and mandatory employment or other applicable law. The terms must clearly distinguish guaranteed pay, revenue shares, voluntary tips, legally required deductions and other items.

12.2 No contractual penalty, Agency commission or damages claim may be automatically deducted from the Artist’s remuneration. Deductions and set-off are allowed solely to the extent permitted by applicable law and any valid separate agreement. A prohibited placement charge cannot be relabelled as another fee.

13 Agency remuneration, consultation and booking fee

13.1 The Agency’s engagement arrangement fee (“booking fee”) is normally paid by the Venue at a rate individually agreed in advance and invoiced on an appropriate document. The rate, currency, payer, applicable taxes and calculation method must be confirmed beforehand in the offer, contract or a price list properly incorporated into the contract.

13.2 Unless expressly agreed otherwise, the booking fee is calculated from the Operating Nights actually performed by the particular Artist. Closed nights, unperformed shifts and the departure date alone are excluded. Disputed counts are assessed against confirmed shift records, correspondence and other reliable evidence; a unilateral system entry is not conclusive proof.

13.3 Where multiple agencies or agents participate, their division of the fee is governed by a separate agreement and must not increase any Artist or Venue obligation without prior consent.

14 Travel and accommodation

14.1 Individual terms must specify before confirmation who pays travel, local transport, accommodation, deposits and any other charges. Mere assistance with finding travel does not make the Agency a carrier, package organiser or payer of travel expenses. Separate statutory rules apply if the Agency itself sells or organises a regulated travel service.

14.2 Accommodation provided or arranged by the Venue must meet the confirmed terms and applicable safety and privacy requirements. It must be clear in advance whether it is free, shared, charged or subject to a refundable deposit. Incidents and damage are documented and dealt with according to each person’s liability under applicable law.

15 Cancellation, no-show and inability to perform

15.1 Cancellation of a confirmed Engagement is primarily governed by the cancellation deadline disclosed and accepted in the Venue’s or Organiser’s specific terms. Where no other deadline is specified, an Engagement may generally be cancelled without a late-cancellation penalty no later than three calendar days before commencement. Notice must be given promptly and provably to the Agency and the relevant Venue. Any deadlines, fees or recovery of costs must have been clearly specified before confirmation and comply with applicable law. A contractual penalty not validly agreed in advance cannot be imposed unilaterally afterwards.

15.2 Liability for a no-show, early termination or cancellation is assessed by reference to a specific breached duty, proven actual loss, causation, mitigation, any excusing event and mandatory employee or consumer protection.

15.3 Illness, injury, genuine safety risks, unlawful demands from a Venue or other serious circumstances cannot automatically be treated as a wilful contractual breach without assessment. The parties must cooperate to find a proportionate solution.

15.4 Once an individual contract has been concluded, the Artist is required to attend and perform the agreed Engagement unless it has been validly cancelled in time, the parties agree otherwise or a justified serious impediment occurs. A wilful no-show or early departure without the Agency’s prior knowledge and consent may be subject to a contractual remedy only where the specific penalty and its conditions were validly agreed in advance and are permitted by applicable law. Urgent medical or safety reasons do not automatically amount to breach.

15.5 The Artist must promptly report the grounds for cancellation, failure to attend or early departure and may provide an explanation and supporting evidence through a secure system. In the event of a family bereavement, the deceased person’s name, relationship and date of death may be requested; for a birth or family wedding, the relevant person's identification, relationship and date of birth and, for a wedding, the ceremony date, but only where proportionate and necessary for verification. A road accident, vehicle breakdown, public transport closure, cancellation or delay should be identified by incident, route, service and impact on arrival. Where justified, the Agency may courteously ask: “Please provide supporting evidence…”. Supporting documents must be proportionate and protected.

15.6 The System may flag repeated or inconsistent explanations and suggest checking public transport disruptions against public information sources. An automated flag is neither proof that an excuse is false nor, by itself, grounds for a penalty. Where there are substantiated doubts, the Agency may seek an explanation or evidence and must review the circumstances individually. A penalty for knowingly false or wilful conduct may only be sought upon proof of a breach of an obligation validly agreed in advance and a valid, certain and proportionate contractual penalty; its amount may not be set unilaterally afterwards. Private and sensitive information is accessible only to authorised persons and retained only as necessary.

16 Protection of business relationships and non-circumvention

16.1 A Venue and a professional Agent or Partner Agency must not deliberately bypass the Agency when contracting for the same or a directly successive Engagement of an Artist demonstrably introduced or materially placed by the Agency for the purpose of avoiding a validly agreed booking fee. This duty continues during the particular Engagement and for six months after it ends unless a different reasonable period is agreed in an individual B2B contract.

16.2 This clause does not generally prohibit an Artist from practising a profession, seeking other work or entering into employment; it does not restrict mandatory worker rights and does not apply to independently existing relationships predating the proven introduction. Any Agency claim must arise from a specific valid contract and demonstrable intermediation.

16.3 Confidential business information is protected only within a necessary, defined scope. Confidentiality does not prevent reporting unlawful conduct, protecting health, speaking to public authorities or legal advisers, or exercising statutory rights.

16.6 Restitution and mandatory legal limits. In both cases above, EUCA retains any right to restitution of unjust enrichment that actually arises under applicable law; the amount is not automatically equal to the contractual penalty. The contractual penalties apply only to the extent validly agreed with the particular Artist and permitted by applicable law, including mandatory employment, consumer and other protections. This provision does not apply to independently established relationships existing before EUCA’s original introduction.

16.5 Introduction of another Artist or intermediary. If an Artist, during an Engagement with a Venue to which EUCA originally introduced the Artist or within six months after that Engagement ends, without EUCA’s prior knowledge and express consent brings, introduces, recommends or places any other Artist, agent or agency with that Venue for the purpose of establishing an artistic or commercial relationship with the Venue, the Artist agrees, where this obligation has been validly incorporated into the contract, to pay EUCA a contractual penalty of EUR 10,000 for each individual breach. This prohibition applies whether or not the other person is registered with or already works with EUCA. Registration alone is not EUCA’s consent. It is not necessary to prove an intention to circumvent EUCA or that a subsequent Engagement was actually concluded.

16.4 An Artist’s own subsequent Engagement without EUCA. Where EU CONTACT AG LTD (the “EUCA”) demonstrably arranged an Artist’s initial Engagement with a particular Venue, and the Artist, during that Engagement or within six months after its completion, arranges a further Engagement with that Venue directly or through another agent or agency for the purpose of circumventing EUCA, the Artist agrees, where this obligation has been validly incorporated into the contract, to pay EUCA a contractual penalty of EUR 5,000 for each individual breach.

17 Liability, loss and contractual remedies

17.1 Each party is liable for loss to the extent provided by applicable law and its specific contract. A claimant must provide reasonable evidence of the breached duty, occurrence and amount of loss, and causation. A disputed claim does not automatically permit withholding pay, documents or personal possessions.

17.2 A contractual penalty is enforceable only if clearly and validly agreed in advance with the person against whom it is claimed, proportionate and permitted for that type of relationship. The Agency may not set its amount unilaterally after the event. Special penalty schedules or caps applicable to Venues must be set out in a separate B2B contract.

17.3 Nothing in these Terms excludes liability that cannot lawfully be excluded, including, where applicable, deliberate wrongdoing, gross negligence, injury to fundamental personal rights or other statutorily protected harm.

17.4 As a rule, the Agency is not the Venue operator, event organiser or accommodation provider. Accordingly, the Agency is not, merely by acting as an intermediary, responsible for interpersonal relationships, disagreements, conflicts or other difficulties within the team at the place of performance; for independent conduct of the Venue, organiser, their personnel or an accommodation provider; or for the Artist's private

incidents outside the performance of the Engagement, during personal time or in accommodation provided by a third party. This does not apply to the extent that the Agency has itself assumed a specific duty, breached its own legal or contractual duties, or is liable under mandatory law.

17.5 Where a problem is materially relevant to the particular Engagement, the Agency is prepared, within its actual capabilities, to provide reasonable assistance, guidance or cooperation in dealing with the Venue, organiser or accommodation provider. Such assistance does not of itself mean that the Agency assumes liability for the conduct of others, nor does it restrict the Artist's right to contact emergency services, the police, medical assistance or any other competent authority directly.

18 Electronic system, records and contract verification

18.1 The System retains, for each Engagement, at least an identifier, the parties and authorised representatives, relevant timestamps, template version, document language, revisions of terms, approval status and audit events necessary to demonstrate formation and performance, subject to lawful retention limits.

18.2 A verification QR code or link may establish the identifier, status and integrity of an issued agreement; it is not, by itself, a qualified electronic signature, public registry or proof of the bearer’s identity. Public verification must not expose personal data or confidential content without lawful authority.

18.3 Authorised users may request access to their relevant agreements and amendment history. Technical logs are access-controlled, appropriately secured and retained only as justified by their purpose; earlier contract revisions are not silently overwritten.

19 Data protection, images and confidentiality

19.1 Personal data are processed under applicable data-protection rules, including the EU GDPR and, where relevant, UK data-protection law. A separate, up-to-date Privacy Notice must identify the controller, purposes, legal bases, recipients, international transfers, retention periods and data-subject rights.

19.2 Photos, profiles, document copies and contact details must not be disseminated beyond authorised recipients or the stated purpose. Disclosure to a Venue for reviewing an application must be proportionate and transparent. Publishing photos or videos for marketing requires a separate appropriate legal basis and respect for copyright and personality rights.

19.3 Third-party information and credentials are confidential, without limiting legal disclosure duties, the right to legal assistance or legitimate safety reports. In the event of an incident, the Agency will follow applicable notification and remediation duties.

20 Safety, prohibited activities and incidents

20.1 The Agency does not arrange sexual services or any other unlawful activities. Violence, threats, trafficking, forced labour, drug offences, coercion and unlawful retention of documents are prohibited. The prohibition on narcotic and psychotropic substances does not apply to medication taken in accordance with a doctor’s instructions. An Artist must not perform where their health condition or the effects of medication compromise safety. If prescribed medication entails a restriction relevant to the safe performance of the agreed activities, the Artist must promptly notify the club, event organiser or Agency of that restriction, particularly where the medication rules out alcohol consumption. Notice must be given before the Engagement begins, or without undue delay during the Engagement if the restriction arises or becomes known later. An Artist is not required to consume alcohol and must not be compelled to do so. If such a restriction arises or becomes apparent during the Engagement and prevents the safe performance of a substantial part of the agreed activities, the Engagement may be temporarily suspended or ended early, after reasonable adjustments have been considered and in accordance with the individual agreement and applicable law. Taking prescribed medication or declining alcohol does not, in itself, automatically constitute a breach of contract or trigger a penalty. Where justified and permitted by law, a medical certificate confirming fitness to perform may be requested or, if necessary and legally permissible, evidence of the medication having been prescribed. Notification may be limited to the relevant functional restriction; there is no blanket requirement to disclose diagnoses, medication names or medical records. Health data may be processed only where necessary and subject to applicable legal requirements. An Artist must not be prevented from seeking medical, police or other necessary assistance.

20.2 In a serious safety incident, an Engagement may be interrupted and necessary protective action taken without waiting for a formal complaint. The Agency will document material circumstances, take proportionate action and will not obstruct contact with police, labour inspectors or other authorities.

21 Complaints and amicable dispute resolution

21.1 Complaints about an Engagement or a partner’s conduct may be sent to info@tancovani.com stating the Engagement identifier and event details. The Agency will acknowledge receipt and communicate proportionate next steps. Urgent safety matters take priority.

21.2 The Agency may coordinate an amicable solution but is neither a court nor an arbitrator and may not impose a binding decision unilaterally. The right to approach courts, inspectors, data-protection authorities or other competent bodies is unaffected.

22 Governing law and jurisdiction

22.1 For business-to-business contracts concerning the Agency’s services, the parties choose the substantive law of the Czech Republic to the extent permitted by private international law. This choice does not displace overriding mandatory rules of another state or protections that an employee or consumer cannot be deprived of under applicable law.

22.2 Jurisdiction is governed by applicable international rules and any individually valid choice-of-court agreement. The Agency does not reserve a unilateral right to select the court after a dispute has arisen. Special protective jurisdiction rules apply to employment and consumer matters.

22.3 The requirement to comply with the law of the country of performance primarily concerns the activity itself and mandatory local obligations. It does not exclude other applicable overriding mandatory provisions or special conflict-of-laws rules, in particular those protecting employees, posted workers and consumers.

23 Amendments, archiving and final provisions

23.1 Every published version of these Terms has a version number, language, effective date and accessible archive of earlier versions. A particular Engagement is governed by the version properly accepted on formation unless a later change is expressly and validly agreed. Changes may not be applied retroactively to diminish accrued rights.

23.2 For ongoing contractual relationships, amendments are notified in advance in a retainable form. Any unilateral amendment mechanism may be used only where lawful and subject to the required rejection and termination rights. A material change of price or contractual rights and duties cannot take effect merely by posting a revised page online.

23.3 If a provision is invalid, the remainder will survive where severable without changing the agreement’s substance. These Terms, version 2.06 / en-GB, are approved with effect from 19 October 2026. They apply only where validly incorporated into a contractual relationship and do not by themselves amend agreements concluded earlier.