

# **E.U.A. (Egyptian United Artists) Official Website Policies**

# 1. About Us: The Soul and Vision of E.U.A.

**E.U.A. (Egyptian United Artists)** is a premier, officially registered theatrical and media production powerhouse headquartered in the Arab Republic of Egypt. Commercially and legally known as “**El Bohy Company**” per our official trade license, our institution is founded upon the philosophy of “Holistic Theatre”—an artistic creed that views performance not as a mere commercial product, but as a living, breathing ecosystem.

We specialize in the holistic creation, strategic management, and commercial execution of large-scale artistic ventures that transcend traditional entertainment boundaries. Our diverse portfolio encompasses professional musical theatre, cinematic productions, television broadcasting, and high-concept immersive events. We function as a critical commercial bridge, merging the ancient weight of Egyptian cultural narratives with the sharp, cutting-edge edge of global production standards to create experiences of unparalleled depth and emotional resonance.

## **The Friday Show:**

The **Friday Show** is the crown jewel of the **E.U.A.** portfolio. Under the visionary direction of Ahmed ElBohy, this high-concept musical theatre experience has redefined modern audience engagement by dismantling the “fourth wall” entirely. If traditional theatre is a static painting, the **Friday Show** is a cathedral you walk through.

**Products & Services:** **E.U.A.** offers various tiers of theatrical admission, specialized event access, and curated production-related artifacts. A complete description of the specific goods or services provided, including technical specifications for physical artifacts and seat-specific benefits for event tickets, is available and accessible to the customer on the relevant booking and transactional pages prior to the finalization of any purchase.

**Legal Ownership Statement:** This website is exclusively owned and managed by **E.U.A. (Egyptian United Artists)** in strict accordance with the provisions of our official Egyptian Trade License. All commercial transactions, including the global sale of tickets for the **Friday Show** and merchandise, are governed by the commercial regulations and legal jurisdiction of the Arab Republic of Egypt.

## 2. Privacy Policy & Data Integrity

**E.U.A.** is deeply committed to protecting the privacy and personal data of our patrons. This policy applies to everyone who uses our services, including our website ticketing system, call center, or walk-in customers. By using our services, you are accepting the terms and conditions described herein.

- **Information Collection and Identification:** We collect personal information that can identify you, such as your name, email address, and contact details when you register on our site. This collection is essential for the issuance of unique digital credentials and the fulfillment of physical artifacts.
- **Cookie Policy and Personalization:** We may provide your computer with cookies which help you personalize your experience on our site by remembering your preferences, seat selections, and cart contents.
- **Minor Protection:** We assume that all of our users are above the basic legal age of consent. We do not knowingly collect information from children under the age of 13 and we fully comply with international standards for child privacy. However, for the purposes of financial transacting on this site, **Minors under the age of 18 are strictly prohibited from registering as a User or transacting.**
- **How We Use Information:** **E.U.A.** utilizes data to fulfill your requests for our services and products, suggest theatrical events that may interest you, customize advertisements, and improve the usage of our site. Crucially, we use data to identify our users and protect against falsified transactions and misuse of our site.
- **Payment Security (Mandatory CBE Clause): All credit/debit card details and personally identifiable information will NOT be stored, sold, shared, rented, or leased to any third parties.** Our internal infrastructure is audited to ensure that zero sensitive financial data remains on our servers post-transaction.
- **Direct and Secure Processing:** All payment details are provided directly to our authorized payment provider (CIB Bank) via a secured, 256-bit encrypted connection. We maintain an updated SSL certificate across the entire domain to ensure a hardened security environment.
- **Third-Party Transparency:** Third-party advertisement networks may advertise on our website. While we do not share PII with them, these advertisers may use cookies to understand your interests. **E.U.A.** does not have access to, or control over, the data collected by these third parties.
- **Policy Updates:** The Website Policies and Terms & Conditions may be changed or updated occasionally to meet requirements and standards. Customers are encouraged to frequently visit these sections. Modifications will be effective on the day they are posted.

## 3. Terms of Use

### 3.1. Acceptance & Domicile

By using or visiting the Site, you expressly agree to be bound by these Terms and to follow all applicable laws and regulations governing the Site. **Egypt is our country of domicile.** Any dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of Egypt. **E.U.A.** reserves the right to change these Terms at any time, effective immediately upon posting. Violation of these terms may result in the termination of site access, cancellation of existing ticket orders, and/or appropriate legal action.

### 3.2. Permitted Use and Intellectual Property

You are only authorized to visit, view, and retain a copy of pages of this Site for your own personal use. You shall not duplicate, download, modify, or otherwise distribute the material on this Site for any purpose other than to purchase tickets or review event information. You agree not to deep-link to the site unless specifically authorized. All content and software on this Site are the property of **E.U.A.** and are protected by Egyptian and international copyright laws.

### 3.3. Truthfulness and Accuracy

You represent and warrant that all information you provide—including name, contact details, and age—is true, complete, and correct. You acknowledge that complying with laws is your responsibility, and you agree not to hold **E.U.A.** liable for your failure to comply with any law. We will comply with law enforcement and may provide all information you submit to assist in any investigation or prosecution.

### 3.4. User Content & Prohibited Content

**E.U.A.** is not liable for any User Content contributed to the Site. Users can be held liable for illegal or prohibited User Content, including content that:

1. Is patently offensive, promoting racism, bigotry, or physical harm.
2. Harasses or advocates harassment of another person.
3. Involves "spamming" or unsolicited mass mailing.
4. Promotes false, misleading, or illegal activities.

5. Infringes upon copyrights or trademark rights.
6. Displays pornographic or sexually explicit material.
7. Soliciting passwords or personal identifying information for unlawful purposes.

### **3.5. Access, Interference, and Abusive Use**

You agree not to use any robot, spider, or automatic device to monitor or copy our web pages. You shall not access, reload, or "refresh" transactional pages more than once during any three-second interval. It is a violation for any individual to request more than 500 pages of the Site in any twenty-four hour period ("Abusive Use").

### **3.6. OFAC Sanctions**

**E.U.A.** will NOT deal with, or provide any services to, individuals or entities located in any OFAC (Office of Foreign Assets Control) sanctioned countries in accordance with the law of Egypt.

## 4. Purchase, Delivery, Refund & Liability Policies

### 4.1. Purchase & Ticket Policy

- **Currency:** All ticket prices for events are listed in **Egyptian Pounds (EGP)**.
- **Pricing and Availability:** **E.U.A.** acts as the primary provider. We set ticket prices and inventory. Once an order is placed, prices are locked; however, we reserve the right to cancel orders resulting from pricing errors.
- **Order Confirmation:** After any order, the system generates a confirmation page or email. If you do not receive a confirmation number, it is your responsibility to contact Customer Service to verify the status of your order.
- **Recording, Search, and Ejection:** You may not record or transmit the event. You grant permission to use your image/actions in any mass medium without compensation. You allow searches of your person and items upon entry. **E.U.A.** reserves the right to refuse admission or eject any person whose conduct does not comply with event rules, without refund.

### 4.2. Delivery & Shipment Policy

- **Digital Goods:** Tickets are delivered instantly via email/SMS upon successful payment verification.
- **Physical Goods:** Bespoke production artifacts and merchandise are dispatched from our Cairo fulfillment center within **3 business days**. Domestic delivery within Egypt typically takes **3–5 business days**. Tracking numbers will be provided upon dispatch. Physical items are delivered in curated packaging appropriate to the production's aesthetic.

### 4.3. Refund, Cancellation & Exchange Policy

- **Refund Methodology:** In strict adherence to CIB regulations, **all refunds will be done only through the Original Mode of Payment**.
- **Eligibility:** Refunds are granted exclusively if a performance is officially cancelled by **E.U.A.**, or if physical goods are found to be defective or damaged in transit.
- **Transaction Error Statement:** In the event that a transaction error has occurred while making the payment, a refund in most cases will be issued to the same credit card you used for the original purchase.
- **No-Refund Clarity:** Tickets are non-refundable for instances of "change of mind," personal schedule conflicts, or denied entry due to late arrival. Lost, stolen, or damaged tickets are not eligible for refund.

## 4.4. Disclaimers and Limitation of Liability

**E.U.A.** does not promise that the Site will be error-free or uninterrupted. The Site and its content are delivered on an "AS-IS" and "AS-AVAILABLE" basis. **E.U.A.** DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT WILL **E.U.A.** BE LIABLE TO YOU FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, EVEN IF **E.U.A.** HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## 5. Contact Us & Support

At **E.U.A. (Egyptian United Artists)**, we believe your journey begins the moment you interact with our platform. Our dedicated support teams ensure every issue is resolved with artistic precision and professional care.

### 5.1. Customer & Ticketing Support

For inquiries regarding ticket orders, QR code delivery, or general information:

- **Email Support:** [ticket.support@fridaymusicalshow.com](mailto:ticket.support@fridaymusicalshow.com)
- **Landline Assistance:**
  - Dokki Office: **+20 2 33366345**
  - Zamalek HQ: **+20 2 27356161 / +20 2 27356222**

### 5.2. Operational Hours

- **Sunday – Thursday:** 9:00 AM – 5:00 PM CLT
- **Fridays & Saturdays:** Event-Specific Support Only.

### 5.3. Official Registered Details

In compliance with the Central Bank of Egypt and CIB Bank requirements:

- **Official Registered Name:** E.U.A. (Egyptian United Artists)
- **Registered Office (Dokki):** 19 Makkah Al-Mukarramah Street, Ground Floor, Apt 2, Dokki, Giza, Egypt.
- **Production HQ (Zamalek):** 29 Ahmed Heshmat Street, 3rd Floor, Zamalek, Cairo, Egypt.
- **P.O. Box (Egypt):** Dokki: 12311 | Zamalek: 11211
- **Email Address:** [info@elbohy.com](mailto:info@elbohy.com)