TERMS OF SERVICE

Last Updated: **November 4, 2026**

1 Acceptance of Terms

> By accessing or using the Team Box Office platform, purchasing digital tickets, or registering an account, you agree to be bound by these Terms of Service. If you do not agree to these terms, do not use our services.

2 Ticket Purchases, Up-Front Pricing, and Fees

- **All Sales Are Final:** Unless explicitly stated otherwise by the hosting high school or school district, all digital ticket purchases made through Team Box Office are non-refundable and cannot be exchanged.
- **California Up-Front Pricing Compliance:** In compliance with California consumer protection and event ticketing laws, the total ticket price inclusive of all mandatory service charges, platform fees, and processing costs will be disclosed to you up front prior to selecting the ticket for purchase. No hidden mandatory fees will be added at the final checkout screen.
- **Event Cancellations:** If an event is canceled or rescheduled by the school, the refund or exchange policy is dictated entirely by that specific school or district's athletic department. Team Box Office will assist in processing refunds only if authorized and funded by the hosting school.

3 SMS / Text Messaging Program Terms

By checking the box to opt into our automated messaging program at checkout, you agree to the following Text Messaging Terms:

- **Program Description:** You consent to receive recurring automated marketing text messages (including event alerts, game-day reminders, cart abandonments, and promotional offers) from Team Box Office.
- **No Purchase Condition:** You acknowledge that consenting to receive marketing texts is entirely voluntary and is not a condition of purchasing any ticket or service from us.
- **Charges and Frequency:** Message and data rates may apply from your mobile carrier. Message frequency varies based on your local school's event schedules.

- **Opt-Out & Help:** You can cancel your subscription at any time by texting STOP to our shortcode/number. You will receive one final text confirming your unsubscription. Text HELP for customer assistance.

4 User Conduct & Acceptable Use

You agree that you will not:

- Use automated scripts, bots, or scrapers to purchase tickets or bypass ticket limits.
- Resell, duplicate, counterfeit, or commercially exploit Team Box Office digital tickets unless explicitly permitted by the school.
- Provide false information or impersonate a student, parent, or school official during checkout.

5 School Contracts and Education Code Compliance

When Team Box Office provides services to California K-12 public schools, public school districts, or county offices of education, these Terms incorporate the protections of California Education Code Section 49073.1. Pupils retain ownership and control of their education records, and Team Box Office will safely delete or transfer pupil records back to the school upon completion of the contractual relationship or upon request.

6 Limitation of Liability

Team Box Office is a ticketing service provider acting on behalf of participating high schools. We do not own, manage, or control the physical venues, athletic fields, or event operations. To the maximum extent permitted by law, Team Box Office, its officers, and affiliates shall not be liable for any direct, indirect, incidental, or consequential damages resulting from event cancellations, stadium entry denials, or personal injuries sustained at school events.

7 Governing Law and Venue

These terms shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of law provisions. Any legal action arising under these terms shall be filed strictly in the state or federal courts located within California.

8 Contact Information

Questions regarding these Terms? Reach us anytime.

tickets@scorebooklive.com