

Vesna Festival Incorporated
Ticket Policy
Effective as of December 2021

The Holder of this ticket ("Holder") is admitted to the 2024 Vesna Festival ("the Event") on the condition that He/She/They by use of this ticket agrees to the following:

1. General:

- a. Ticket policy requires that every patron must have a ticket for the Event. (excluding kids 11 and under.) Please note this excludes Volunteers and Entertainers.
- b. It is the responsibility of the purchaser to verify purchases at checkout, as mistakes cannot always be rectified.
- c. The ticket is a revocable licence; it may be withdrawn, admission refused, or Holder expelled from the premises at any time for any reason without a refund to or recourse by Holder.
- d. Only tickets obtained through Tickit.ca OR a Board Member OR the Board will be honoured. Tickets from other vendors are not valid and will not be accepted at the door.
- e. Please treat your tickets like cash.

2. Ticket Limits:

- a. We may restrict the sale of tickets to a maximum number per person (allocation). (Table of Eight counting as 8 tickets.) We reserve the right to cancel tickets bought in excess of this allocation. This is intended to get tickets to as many festivarians as possible, while limiting large purchases by scalpers.

3. Getting Your Tickets:

- a. All tickets for the 2024 Vesna Festival will be emailed (as PDF attachments containing a QR code) or held at will-call. With mobile delivery you will receive both a PDF ticket, which you can present on your mobile device for scanning at the Event, also presentable through a mobile app or by printing the ticket at home. Choose the option which works best for you. You will receive 2 emails: 1 confirming your order and 1 with your mobile tickets. By using QR code tickets, we aim to deter scalpers and avoid incidents of tickets lost in the mail.

- b. For venue pick up, you must bring a purchase confirmation number, the credit card used for the purchase and a piece of photo identification. Person whose name appears on the credit card can pick up the tickets, or otherwise authorise a third party to access their account.

4. Refund Policy:

- a. No refunds or exchanges: Lost, stolen, destroyed or damaged tickets will not be refunded or honoured in any way.
- b. If you need to apply for a refund, please email: tickets@vesnafestival.com
- c. The subject should read: "Vesna Festival Refund - (your name)". Please include your Ticket order number(s) along with exact details of your refund request. Please note refunds are dealt with on a Case-By-Case basis and are NOT guaranteed.
- d. Vesna Festival Tickets can only be refunded back to the same card that your tickets were purchased.
- e. The refund request deadline is May 4, 2024

5. Void Tickets:

- a. Resale of Vesna Festival Tickets for commercial gain OR more than face value is extremely un-festivarian and strictly prohibited unless authorised by Vesna Festival Incorporated.
- b. If we have reason to believe that tickets have been re-sold, they will be invalidated, and the holder will be refused admission.
- c. Neither the Event nor the Venue is responsible for invalid tickets due to user damage or unauthorised distribution.
- d. This ticket may not be used in any manner in connection with any promotion of merchandise or services of any kind or for any other commercial purpose (including contest and sweepstakes) whatsoever. Holder consents to the use by the producer of the Event, without compensation, of Holder's image or likeness incidental to any transmission or reproduction of the event.
- e. Defaced, altered, or duplicated tickets will become void and the holder will be refused admission.
- f. Vesna Festival Incorporated can not accommodate tickets bought through non-authorized sellers or scams. In the event you have purchased fraudulent tickets, contact your credit card company to dispute charges.

6. Cancellation and Postponement:

- a. If the Event is rescheduled or moved, the organiser will give you the options of either retaining or exchanging your tickets for the new date/location. If the Event is cancelled, you may be offered the option to transfer your ticket to a future event or a refund on your tickets. Please note that any Booking Fees and/or Transaction Fees are not refundable in these circumstances. For Further information please refer to our "Ticket Policy in the Event of Cancellation or Postponement.
- b. If the Event is rescheduled, changed, moved or cancelled the Organiser cannot be held responsible for any resulting costs you may incur for travel, accommodation and other related goods, services or compensation.

7. Ticket Price:

- a. Ticket prices and availability are subject to change without notice.
- b. In addition to the ticket price, your order may require payment of a booking fee per ticket, a transaction fee per order and/or other supplementary fees which may apply to the Event. Those fees are not refundable.

8. Questions:

- a. If you have questions about your ticket or want to know if you are eligible for refund please contact us. tickets@vesnafestival.com

Written By: Vesna Festival Incorporated Board of Directors

The issuer reserves the right to make changes to the rules at any time without prior Notice.

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