

Revision 1: Jem asked to change the copy of the file I have provided on Electric Boogaloo pt 4 and fixed the spacing because it's pageless now spacing got fked

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Hoo boy this electric boogaloo caused my hair to fall more than usual

To the organizers of Nijipop, I hope not to cross paths with you again, and I hope you lose the platform you have so you wouldn't have any victims of this fiasco.

**DISCLAIMER:** OUR ART CIRCLE "THE BROKE GALLERY" DID NOT PUSH THROUGH BOOTHING. This is my experience; from registration till the lose-lose situation of refund; and some things i've observed days before the event. Other artists may speak up regarding the issue but this is mainly my perspective in things.

## REGISTRATION

We registered way back in 2023 when we saw an announcement for it. My friend and I had high hopes kasi this was our first convention outside Luzon and there's a lot of months ahead for preparation. **Take note that their first advertisement was for IEC CONVENTION CENTER.**

We paid for it ON TIME kasi they were adamant with the reminders. **FULL PAYMENT** agad yung dinedemand nila but we weren't able to question it before.



Important Reminder

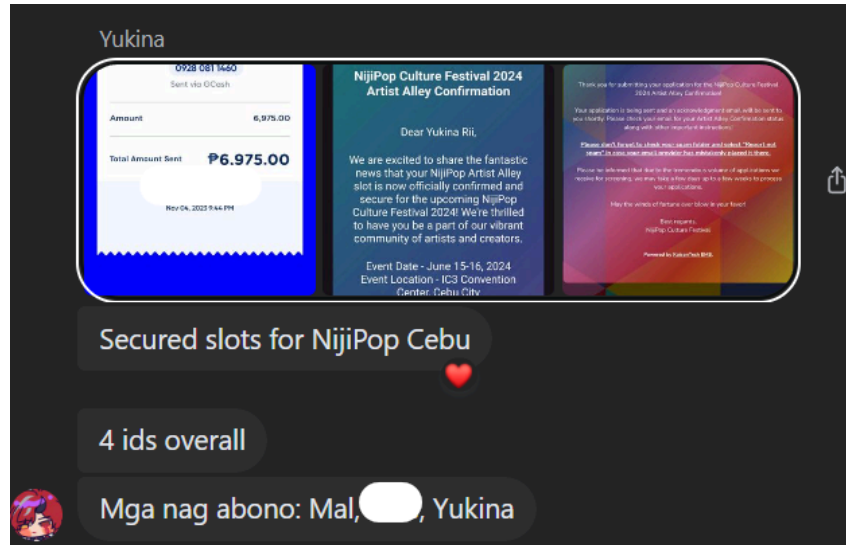
### Artist Alley Confirmation

We hope this message finds you well and buzzing with excitement for NijiPop Culture Festival 2024! We're reaching out to you because your application for the Artist Alley was successfully accepted, and we're thrilled to have you on board.

However, we've noticed that we haven't received your confirmation yet, and we wanted to remind you that slots are filling up fast. To secure your spot in the Artist Alley, please confirm your participation as soon as possible.

Your **Application Reference Number** needed for your confirmation can be found at the first email acknowledgement of your screening application.

NijiPop Artist Alley Confirmation

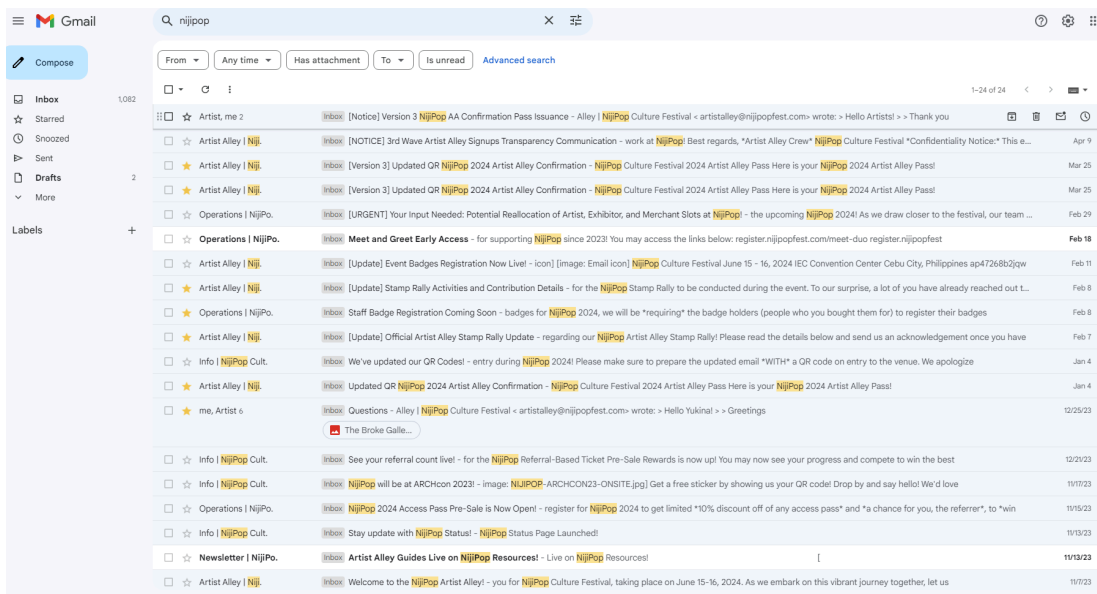


At this point we were happy because **a) Website was nice b) They look like they know what they're doing ( HAHAAHA NO )** and **c) They look organized**. So we gave it a shot.

## EMAIL BLASTS

Time passed by for us since we were boothing back to back at some Manila conventions so we did not find that much time to look at emails. My friend kept on getting a lot of emails from Nijipop a la newsletter style so we were confused as to what is and what not.

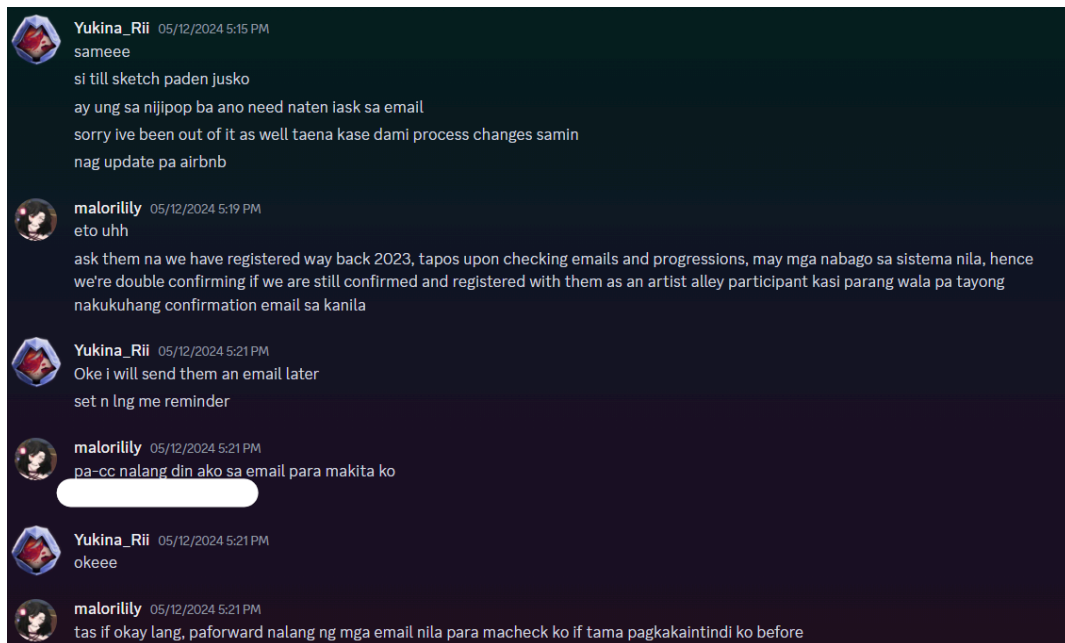
This is how many emails they have sent in the span of November till March 25. Admittedly medyo may pagkukulang kami ni Yukina kasi hindi namin natitingnan yung emails; but can you even blame us on missing out when the whole newsletter thing they decided to do looks like spam mail? For reference, the emails are shown below:



After submitting the logo and the artist name that we have last December 26, there was no response from them to confirm that they have received the logo. Heck, **we weren't even included on the artist alley reveal** on their pubmat so we don't know if we were still a part of their event lols

Since the event is nearing, We have checked EVERY EMAIL they sent to make sure we did not miss anything. We have decided to send them an email regarding the confirmation because we were so confused with the QRs because they sent **SO MANY VERSIONS OF ARTIST QRs**.

Below are me and Yukina's conversation with how we understood the emails since we tried to check the timeline to see if we missed anything nga.





malorility 05/12/2024 6:44 PM  
eto yung confirmation nung nov 4 23,



tapos meron silang website ng timeline nila  
<https://status.nijipopfest.com/>



Yukina\_Rii 05/12/2024 6:45 PM  
feels like deciphering asdfghjkl



malorility 05/12/2024 6:45 PM  
chineck ko naman yung timeline nila sa site, nagka-outage lang yung server pero eto yung backend outage

<https://status.nijipopfest.com/website-backend-outage-2024-02-26/>

Nag reopen sila ng Registration Reopening (?) nung feb 27

Status | NijiPop Culture Festival

#### [Fixed] Website Backend Outage (2024-02-26)

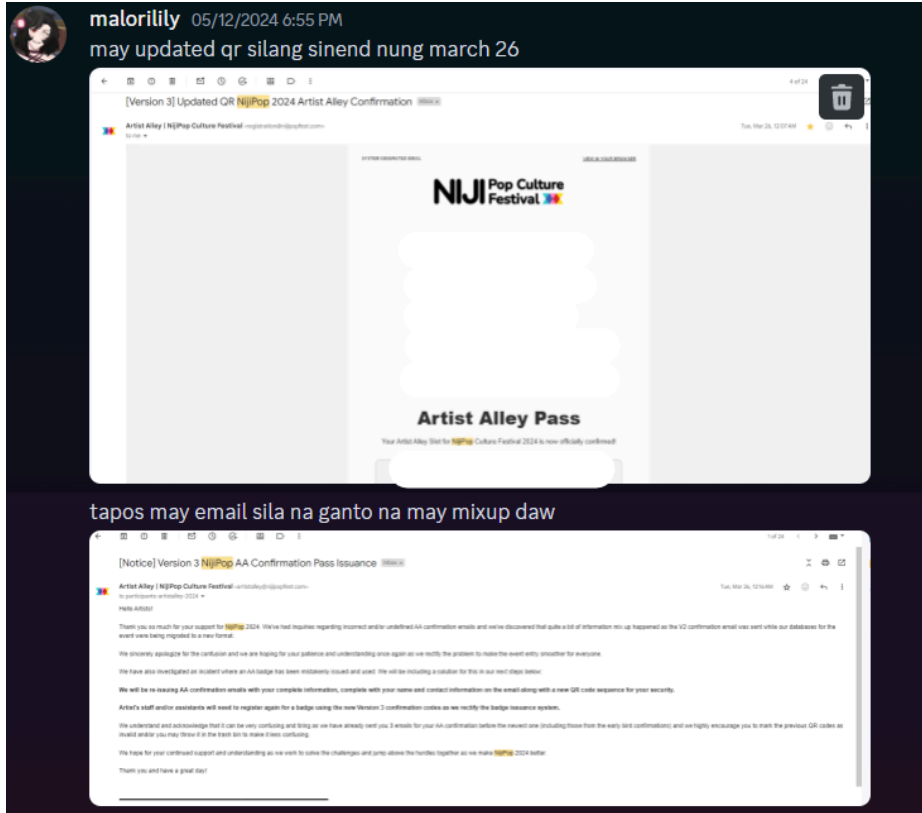
Hello NijiPop fam! Our website backend is currently experiencing an unforeseen outage from our event management system provider. Please rest assured all transactions are safe. If you are affected by this outage, please send us an email to [support@nijipopfest.com](mailto:support@nijipopfest.com) with your proof of transaction. We...



im crosschecking pa sa emails

nagbigay sila ng artist alley guidelines sa email na sinend mo reg. discord nila and they reverted back keme keme tapos nagreply naman tayo nung need nila ng logo, pero wala nang acknowledgement sa kanila





malorilily 05/12/2024 7:02 PM  
so i guess yung email natin would be

Hi Nijipop Artist Alley Team,

Good day!

We would like to ask if there has been any development regarding the re-issuance of AA Confirmation emails?

Prior email regarding AA confirmation pass issuance indicated there has been a mixup regarding the confirmation emails + QR codes. May we ask if we are still yet to receive our QR codes, or does the re-issuance applies to us? We have not receive any updated QR Codes after March 26, so we are concerned with our registration status.

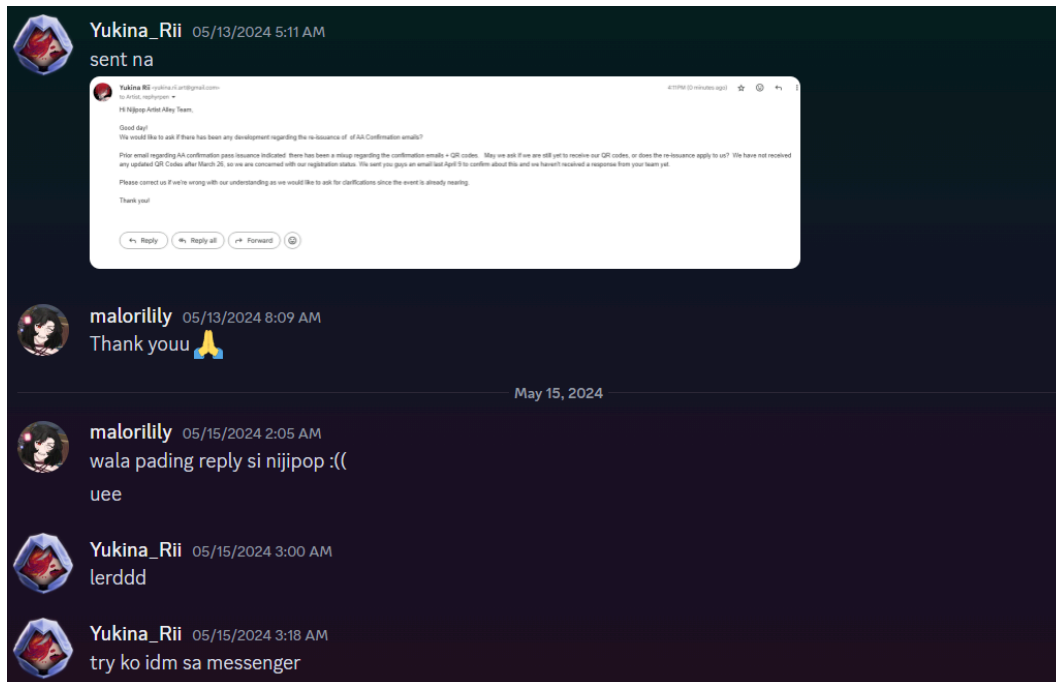
Please correct us if we're wrong with our understanding as we would like to ask for clarifications since the event is already nearing.

Thank you!

May 13, 2024

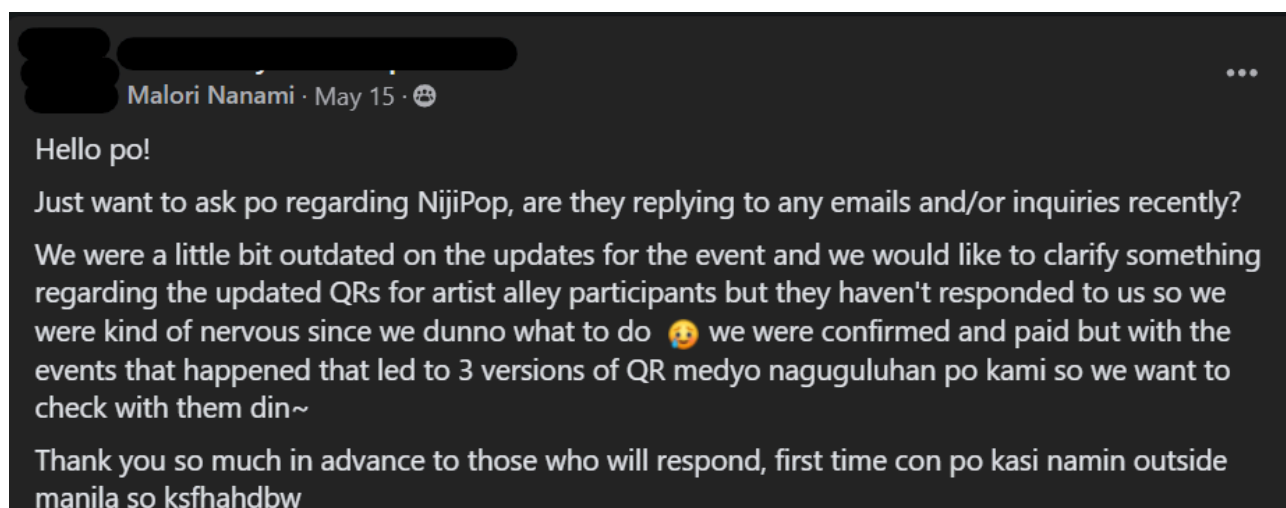
malorilily may updated qr silang sinend nung march 26

Yukina\_Rii 05/13/2024 4:30 AM  
slr. gagi dito ako nalito kase dba may sinend na tas nag send nyan pero ung dates doesnt match up asdfhjkl but ye email ko sila in a bit imma eat lng



## INQUIRY FOLLOW UP and RADIO SILENCE

We have sent our inquiry kasi yun lang naman talaga problem namin. Kaso days passed and they were radio silent without any replies. I tried asking on a local artist alley group if they have encountered any issues din with regards to the organizers being unresponsive and they were saying na they wouldn't respond until they spammed with follow up.






This was the email given to one of the artists that replied to my post:

We have noticed your concern and we are terribly sorry for the delay of confirmation! We are going up to speed as of this moment. We will be sending individual emails to the Artists in the Artist Alley!

In regards to venue confirmation and tabling details, we will be sending them as soon as possible. We are currently still confirming and finalizing everything behind the scenes. We apologize for our shortcomings, as we, the core staff, can only do so much within our scopes. There's only a small number of people within the core team. We promise to get back to your queries very soon!

After we sent an email, we didn't receive anything from them. May 13, we followed up May 15; then I sent another email last May 20, with response to no avail as well.



**Yukina Rii** <yukina.rii.art@gmail.com>  
to Artist, rephyrpen ▾

Mon, May 13, 5:11AM ☆ 😊 ↩ ⋮


Hi **Nijipop** Artist Alley Team,

Good day!  
We would like to ask if there has been any development regarding the re-issuance of AA Confirmation emails?

Prior email regarding AA confirmation pass issuance indicated there has been a mixup regarding the confirmation emails + QR codes. May we ask if we are still yet to receive our QR codes, or does the re-issuance apply to us? We have not received any updated QR Codes after March 26, so we are concerned with our registration status. We sent you guys an email last April 9 to confirm about this and we haven't received a response from your team yet.

Please correct us if we're wrong with our understanding as we would like to ask for clarifications since the event is already nearing.

Thank you!



**Rexus** [redacted]  
to artistalley@nijipopfest.com, me ▾

Wed, May 15, 10:40 PM ☆ 😊 ↩ ⋮


Hi team,

A gentle nudge on the inquiry as we would like to clarify things since the event is nearing.

Thank you!

...

ARTIST ALLEY - Broke Gallery - CLARIFICATION QUESTIONS REGARDING REISSUANCE OF QR Inbox x ✕ 📄 📧



**Rexus** [redacted]  
to artistalley, me ▾

Mon, May 20, 8:08 AM ☆ 😊 ↩ ⋮

Hi **Nijipop** Artist Alley Team,


Good day!  
We would like to ask if there has been any development regarding the re-issuance of AA Confirmation emails?

Prior email regarding AA confirmation pass issuance indicated there has been a mixup regarding the confirmation emails + QR codes. May we ask if we are still yet to receive our QR codes, or does the re-issuance apply to us? We have not received any updated QR Codes after March 26, so we are concerned with our registration status. We sent you guys an email last April 9 to confirm about this and we haven't received a response from your team yet.

Please correct us if we're wrong with our understanding as we would like to ask for clarifications since the event is already nearing.

**We have been following up since May 13 and it doesn't comfort us that you are not replying when the event is already nearing. We really appreciate you replying to our inquiry since there has been a lot of confusion regarding this matter.**

Thank you!



**Yukina Rii** <yukina.rii.art@gmail.com>  
to Artist, rephyrpen ▾


Tue, May 21, 2:33 PM ☆ 😊 ↩ ⋮

Good afternoon,

We would like to follow up on this inquiry and have answers ASAP. The event is nearing and me and my team need to prepare for the convention. Thank you!

## CHANGE OF LOCATION

After their radio silence they have decided to post on their page. Yipee? Nah. This was regarding the change of venue from **IEC CONVENTION CENTER to Gmall of Cebu**. We have already secured our flight, and booked our lodging for the event; so as other people would do; we booked near IEC. We were “Let’s just get a taxi or grab” at first because it’s not that much of a distance, but little did we know that we opened a can of worms after this change in location.

 **NijiPop Culture Festival**  
May 21 at 10:29 PM · 🌐

**EYES HERE!!!**



**!!! Apologies for the LONG Wait! !!!**

We are thrilled to announce our new venue for hosting  
**NijiPop Fest 2024: GMall of Cebu**

📌 **Located At:** A. Soriano Ave, Cebu City or in front of Queen City Memorial

📅 **Head on to the Ground Floor Atrium to experience our line up of Artists and Special Guests! See you there! Please check our page for further updates! 🙏 !**

**#Nijipop2024**

They have sent this notice on email as well, with very much **POSITIVE** information regarding the Gaisano Mall of Cebu when our Cebuano friends were very **reluctant** about it when they informed us because it's akin to an isolated mall.

Oh my god the choice of background. Not to nitpick pero we get that this is an announcement and an urgent one upon that but you don't have to go **WOE FLASHBANG UPON YE** this is giving J&T express jkjk (copium.)

Dear Artist Alley Participant,

We're thrilled to announce a change of venue for NijiPop Culture Festival 2024! Based on overwhelming community feedback about IC3 Convention Center, we've listened to your concerns and are moving the event to Gaisano Mall of Cebu (GMall).

We understand your frustration with IC3, and while the community didn't give us a chance to improve the experience there, your feedback is reflected in our event pass sales metrics. To make NijiPop more accessible and enjoyable for everyone, we've chosen Gaisano Mall of Cebu as our new home!

This decision wasn't made overnight. We began exploring alternative venues in March and actively pursued this move since April. We ultimately chose GMall due to its fantastic accessibility – right next to a major road – and its cool, spacious indoor atrium.

#### Here's what to expect:

**Enhanced Accessibility:** Gaisano Mall's location will make it easier for attendees to discover and participate in the event.

**Exciting Opportunities:** Our partnership with GMall opens doors for increased engagement with attendees, potentially attracting a wider audience to your artistry.

#### Here's what to expect:

**Enhanced Accessibility:** Gaisano Mall's location will make it easier for attendees to discover and participate in the event.

**Exciting Opportunities:** Our partnership with GMall opens doors for increased engagement with attendees, potentially attracting a wider audience to your artistry.

**Event Program & Floor Plan:** We're finalizing the event program and working on a detailed floor plan, which will be available by Sunday.

**Ingress & Egress Info:** We'll share information on entry and exit points once the mall finalizes their requirements.

#### Transparency Regarding Venue Costs:

GMall typically requires a 10% cut of all sales made during the event. We understand this may be a concern. However, NijiPop will absorb this cost entirely to ensure convenience and apologize for any previous inconvenience caused by the venue change.

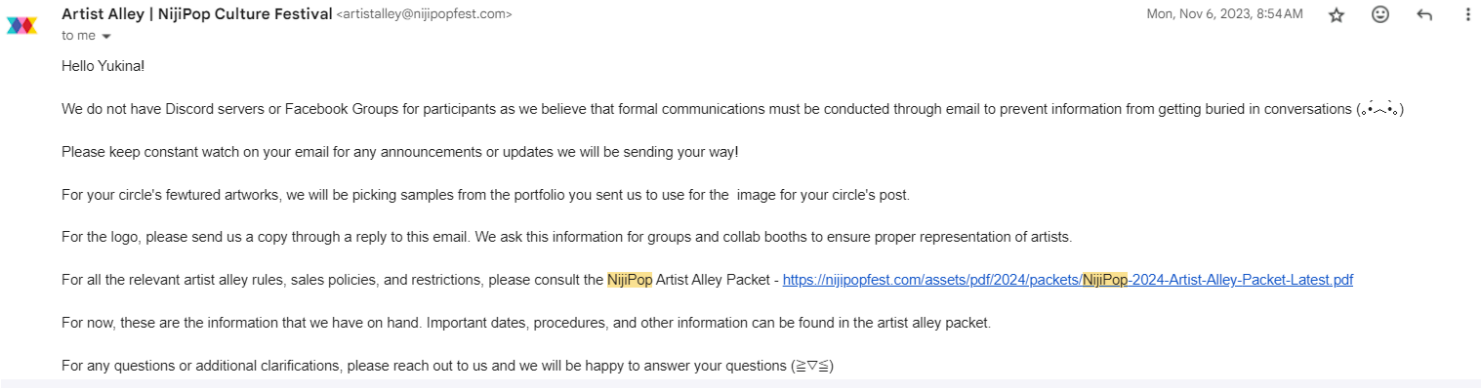
**Sales Reporting:** We'll request a sales report after the event to accurately calculate and pay the 10% fee to GMall on your behalf.

We truly appreciate your patience and understanding as we work tirelessly to improve the NijiPop experience for everyone! We're confident this venue change, along with exciting new opportunities, will make NijiPop 2024 an incredible success.

## DISCORD SERVER

They have opened a discord server for **INTERIM COMMUNICATIONS** when they said they won't LMAO  
And I quote from the email that my friend sent them:

“We do not have Discord servers or Facebook Groups for participants as we believe that formal communications must be conducted through email to prevent information from getting buried in conversations (◡‿◡)”



Perhaps with the overwhelming emails regarding concerns, they decided to open a Discord Server.  
Lo and behold, there's no one there but **SEAN** and a volunteer.



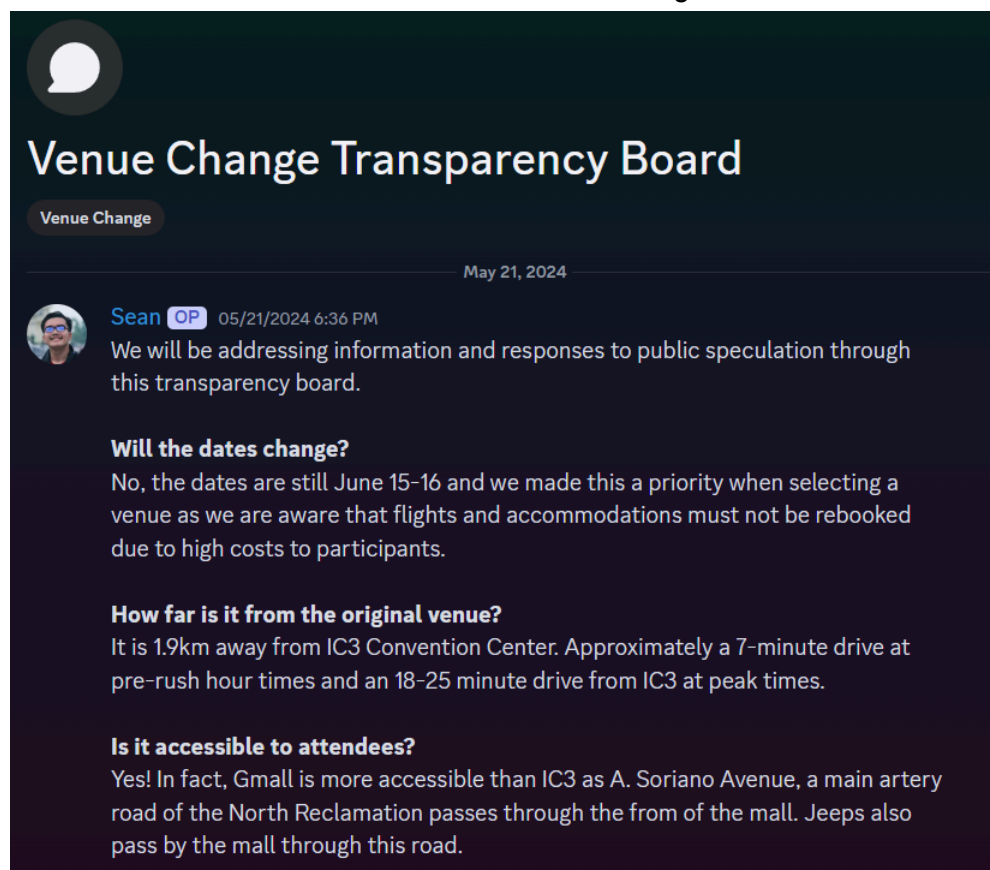
Artists and Merchants alike (actually I'm not sure of Merchants because I've been notified they're actually left out but I can neither deny nor confirm they're in the discord server); even some congoers got access to the server and we aired out our frustrations. We wanted to know the reason why they changed venues and if we can get a refund.

Hooo boy.

## ELECTRIC BOOGALOO PT 1 - THE IC3 CURSE

"What the fuck is IC3 curse?" kami din, we dunno. But get some snacks because this is a stressful ride.

There was a thread designated for concerns. Of course, there was a **VENUE TRANSPARENCY BOARD** wherein **SEAN** notified us of the change.



The screenshot shows a Discord thread titled "Venue Change Transparency Board" with a "Venue Change" tag. The thread is dated May 21, 2024. The author is Sean, marked as OP (Original Poster). The message content is as follows:

**Sean OP** 05/21/2024 6:36 PM

We will be addressing information and responses to public speculation through this transparency board.

**Will the dates change?**  
No, the dates are still June 15-16 and we made this a priority when selecting a venue as we are aware that flights and accommodations must not be rebooked due to high costs to participants.

**How far is it from the original venue?**  
It is 1.9km away from IC3 Convention Center. Approximately a 7-minute drive at pre-rush hour times and an 18-25 minute drive from IC3 at peak times.

**Is it accessible to attendees?**  
Yes! In fact, Gmall is more accessible than IC3 as A. Soriano Avenue, a main artery road of the North Reclamation passes through the from of the mall. Jeeps also pass by the mall through this road.

**Why has the venue changed in the first place?**

The venue change has come mainly from community feedback with IC3 Convention Center as a venue. It's negative reputation precedes NijiPop and unfortunately, people have been put off in purchasing event passes due to a mindset that events at IC3 do not usually end up being the most optimal location for events. This concern is also evident in our event pass sales and we do not want everyone to run into the red as the sales of participants are also going to be affected if not too many people are going to attend in the first place. Therefore, we've resolved to find a better venue for the event rather than risk a "foreseen loss" if we pushed through with IC3.

**Why is the venue change very last-minute?**

Discussions for a venue change have been in the works since March and communications with malls started on April. However, malls are known to be slow in communications and responses which delayed our announcement until today. We decided to announce the venue only when we have proper negotiations and agreements in place for responsible disclosure of information. We do not wish to confuse participants with changes such as the venue because we know and we are aware of the stress and frustrations it can bring, particularly for participants with an existing itinerary.

You should take note of the "Why is the venue change very last minute" and maybe get some popcorn while you're at it. :D

**Why Gaisano Mall of Cebu out of all malls and event places?**

The staff has contacted SM City Cebu, SM Seaside City Cebu, and surveyed places such as Playground at Crossroads, Oakridge Business Park, Robinsons Galleria, Ayala Central Bloc Activity Center, and Ayala Terraces. However, SM City Cebu does not have the facilities we need (especially booth space) and SM Seaside has June 16 unavailable for the Sky Hall and the Cube Wing is unavailable for both June 15-16. We did start discussions since April for the use for SM Seaside Maze Garden but we realized that the capacity is too large for NijiPop and its price tag does not justify its use for an event the size of NijiPop. The weather is also a problem with Maze Garden due to it being an outdoor venue and to top it all off with bogged down communications with SM in the last 4 weeks, we finally decided to push through with our Plan C at Gmall because we are also aware that we cannot keep our participants waiting for much longer and Gmall is the most responsive venue we have to our queries.

**How is the foot traffic at Gmall?**

Unlike IC3 where there is no other foot traffic other than event attendees themselves, Gmall does have existing foot traffic. However, foot traffic density is not at the level of SM Seaside or SM City as Gmall is relatively new with relatively smaller number of stores. Its foot traffic is in smaller numbers but this is a 90,000 sqm complex and it has the capacity to handle large inflows of crowds. (edited)



The advertised venue was IC3. We **PAID** for IC3. Then this venue change comes in; of course there will be unhappy artists and merchants talking about it.

According to some Cebuano artists and friends alike, Traffic in GMALL is almost **NONEXISTENT**. If they highlighted “Unlike IC3 where there is no other foot traffic other than event attendees themselves”, I’d say kahit hindi kami tumuloy sa pag bo-booth it mirrors what they have said with IC3 na “**there is no other foot traffic other than event attendees themselves**”. Topography wise it’s surrounded by SM (Cebu and Seaside), Robinsons, Ayala and the like.

More concerns were raised and they were pretty transparent the very first few conversations, until the validity of their reasons got questioned because IT IS QUESTIONABLE in the first place.

\*\*\*\*\***FOLLOWING SCREENSHOTS BELOW HAVE THE ARTISTS AND GUESTS CENSORED DUE TO PRIVACY AND TO PROTECT THE ARTISTS FROM EXPERIENCING BACKLASH**(should the organizers have white knights or supporters or something of the sort). Please note that the artists are in a disagreement with the organizers because **WE WERE LEFT IN THE DARK** and **WE WERE NOT ADVISED OR CONTACTED ABOUT THIS**.





Sean 05/21/2024 6:38 PM

Hello! We've opened a transparency board to address the concerns you have mentioned here. In response to the refund policy that we have, we offered an alternative to artists that wish to withdraw by allowing them to resell their slots to another artist.



05/21/2024 7:25 PM

Hello, I also share the same sentiments. I also want to opt out but I share a table with another artist. If we have to resell our table to another artist, we really couldn't find anyone else amongst our network due to the high table fees. It doesn't help either that other artists are very skeptical with the venue since it's hard to travel there as well as unsure if they'll be able to break even with sales.

So, basically the artists who already paid for the table are stuck. We HIGHLY request for the possibility to have the option to refund our table. (edited)



Sean 05/21/2024 7:30 PM

I will raise these concerns to the core staff and we will be sure to deliberate on this matter within the next week.

However, I would also like to clarify that our attendance numbers have not changed and GMall does have non-attendee traffic compared to the previous venue which did not have any extra foot traffic at all 😊

Our partnership with Gmall will also see potential promotions on the way that will lower the bar for entry for attendees to join the event. I cannot comment on possible discounts and promotions, but one thing we are actively looking into is walk-in event pass issuances (edited)



05/21/2024 7:40 PM


I don't think I can really see any positive light into the possibility of guaranteed foot traffic since the event still has not happened pero as what I know with experiencing venues that are hard to travel to, us artists will be struggling financially (myself included).

It would be very nice if we saw stronger marketing by partnering with local news outlets and non-profit organizations but it seems like there is none. A lot of people still don't know about this event.

I would've given IEC a chance (especially with the high table fees) but now it's Gmall, and I've personally been there myself. I don't know anymore. So I hope your team will consider the possibility for refunds. (edited)

Here comes the much awaited reasoning that they have “**based on some concerns they’ve received from the community and DATA THEY’VE GATHERED FROM IC3 EVENTS SINCE AUGUST 2023**”


**TAKE NOTE, LAST YEAR DATA.**

 **Sean** 05/21/2024 7:48 PM

Based on the comments and concerns we've received from the community and also data we've gathered from IC3 events since August 2023, we believe that Gmall is a better prospective venue. The "IC3 Curse" sentiment runs high in the community and it is really making attendance look grim. Meanwhile for Gmall, the last time an event was held here was on June 18, 2023 and we believe that the mall has gone through changes since then and that it's in a better position to be given another chance as a venue than IC3 where most people are really against to going in the first place 🙄


We wanted to stick with IC3 but the majority of the community really did not want to attend an IC3 event and we did not see it right to stick to a venue that the local community has decided to forego. Sticking with it will only discourage more attendees from joining and attending is what we believe 🙄


**The data got questioned. Of course, why would you change a venue adamantly just because of a curse???**

 05/21/2024 7:55 PM

I understand where you are coming from but where is the data coming from? From my knowledge, we have never been asked on what our thoughts of IEC is about especially that us artists have dealt with IEC so many times being there. From the beginning of promotions of this event, we started to be open to the idea of being in IEC especially with how much you guys were promoting the event along with the guest line up.

I don't think it was a good idea to stick to the idea of the "IEC Curse" even knowing that you guys look like you had the resources and power to promote your event to this extent.

 I understand where you are coming from but where is the data coming fr...

 **Sean** 05/21/2024 8:01 PM

The data came from Cebu Con Tracker with more than 250+ responses logged from regular event attendees alongside feedback coming in from community leaders, fellow event organizers, and comments from people on and around social media. We are aware that participants that signed up are open to giving IC3 a chance, but the community-at-large is the key to the event being a success for everyone and we believe that we'd rather be open to change if it means the community will be more enticed to join the event

I don't think it was a good idea to stick to the idea of the "IEC Curse" even...



Sean 05/21/2024 8:06 PM

For resources and manpower, NijiPop is actually a student-led community event, including the core staff. Our resources are pooled from our own person and we're doing our best to work with what we have 🧐



05/21/2024 8:09 PM

But you didnt survey the artists as well who paid much more than a ticket but a table thats nearly 5k , hotel rooms and flights just to come here for your event.

You should also consider what we (artists /exhibitors) think to your change of venue as well



05/21/2024 8:09 PM

The data collected from Cebu Con Tracker wouldn't be accurate enough since the sample size of Cebuano congoers would be larger than 250 (It's ideal to have 1k+, before coming to a decision).

I commend your efforts with handling this event with the abilities you all have but it all boils down to marketing. Reaching out to other student organizations within different universities in Cebu would've helped rake in more attendees. It would've been great if you ventured into other modes of media may they be traditional and non-traditional in order to make Nijipop's presence become more prominent in Cebu.



The data collected from Cebu Con Tracker wouldn't be accurate enough ...

Sean 05/21/2024 8:12 PM

I agree with the statement that it all boils down to marketing. We did reach out to local schools and universities in Cebu and across the Philippines, we have the school organizations below partnered for promotions and also for discounts to their member students:

--- Luzon ---

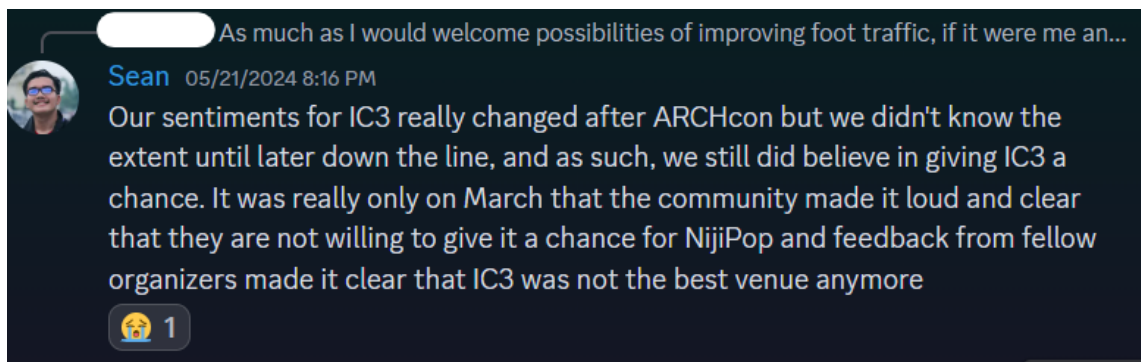
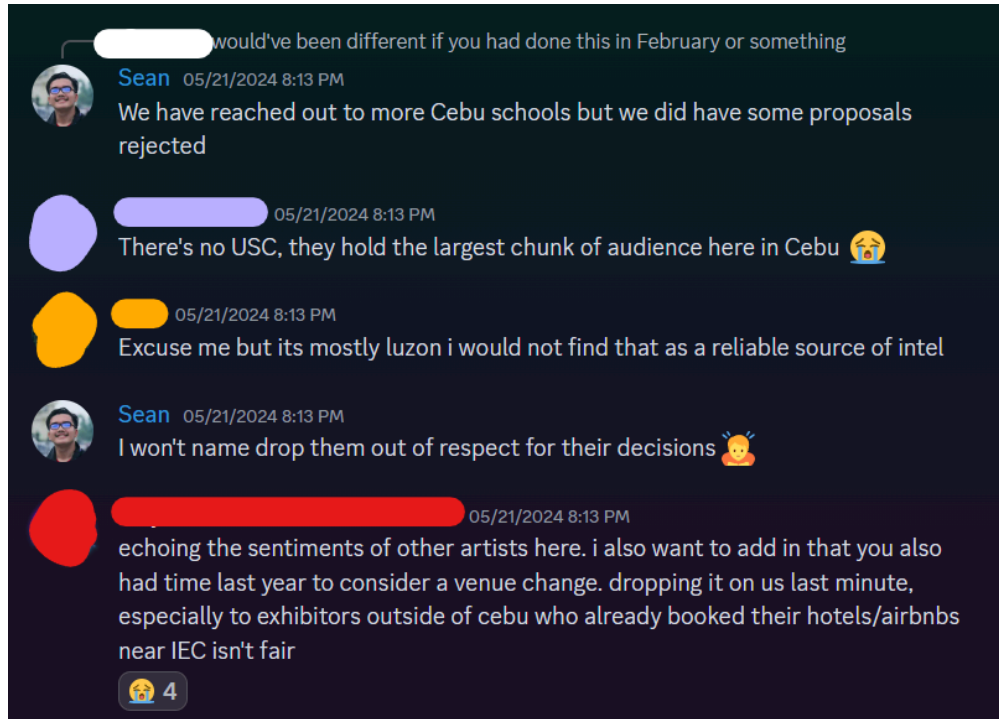
Cosplay University (Far Eastern University)  
Cosplay University (Far Eastern Universty Institute of Technology)  
Cosplay University (University of Santo Tomas)  
Cosplay University (Centro Escolar University)  
Cosplay University (Philippine Normal University)  
Cosplay University (Mapúa University)  
Cosplay University (De La Salle University)

--- Visayas ---

Yamaneko Cosociety (Cebu Institute of Technology - University)  
Cobra Esports (Southwestern University PHINMA)  
Fukurou CosGuild (Cebu Normal University)

Please select your affiliation.





Where did they get the data again, you ask?

More concerned artists are questioning the validity of this decision because they did this WITHOUT CONSULTING THE ARTISTS AND MERCHANTS. I'm not sure if the guests know as well but who am I to comment on that.



05/21/2024 8:40 PM

**This is not a cupsleeve event.** This is a large-scale convention. Please treat it accordingly, and not as if we are made to feel like the money that we are putting in for contributing to your event is being treated so lightly.



Sean 05/21/2024 8:41 PM

I am aware with that, I have people assigned in marketing that are capable of handling the higher demands of the convention

I'm handling mainly the logistics for the event, just to clarify 🧐



05/21/2024 8:44 PM

For the purposes of transparency as well, when was the last public survey held by Cebu Con Tracker?

May we ask why artists and other boothing participants were not informed of this decision as well prior to the announcement?



May we ask why artists and other boothing participants were not informed of ...

Sean 05/21/2024 8:45 PM

We sent the detailed venue information the moment the mall gave us the go-ahead to inform participants



05/21/2024 8:46 PM

I am not asking about the detailed information on the confirmation. I am asking if you had asked the existing participating pool of confirmed artists of your intention to change the venue.





Sean 05/21/2024 8:48 PM

I believe we could not be in a position to announce intent because if we did announce our intent way back March and only gave participants an answer now, it will make tensions run even higher

We wanted to be responsible in our disclosures and only announce once things have been finalized to prevent speculations and cliffhangers



Sean 05/21/2024 8:51 PM

their last public dataset was published on March 2023 -

[https://docs.google.com/spreadsheets/d/1ZPMiG7\\_CtFm2ht617AmPOn6qqtMBIN0ceAq2l4Q6yj0/edit?pli=1#gid=2116016646](https://docs.google.com/spreadsheets/d/1ZPMiG7_CtFm2ht617AmPOn6qqtMBIN0ceAq2l4Q6yj0/edit?pli=1#gid=2116016646)

Google Docs

### Cebu Con Tracker Public Feedback Dataset [2023-04-06]

Form Responses 1

Timestamp, Do you agree to the Privacy Policy?, Do you agree to give your Consent to Gather and Collect Data?, Name of Event, Type of Attendance, General Event Rating, Event Venue, Event Organization and Management, Event Accessibility, Event Ticket Pricing (if applicable), Common Compla...

But not all of our decision making was made based off of that, it was a mix of all data sources that made us decide to change venues

CCT only gave us pointers on what can be improved on, and not about the reputation of IC3 in general

BEHOLD! THE OUTDATED DATA.  
There you have it! The IC3 CURSE.

Concerned artists also let them know that in contrast to the new venue, they should signal boost **RELEVANT** information posted in their page, not just memes.



Sean 05/21/2024 8:29 PM

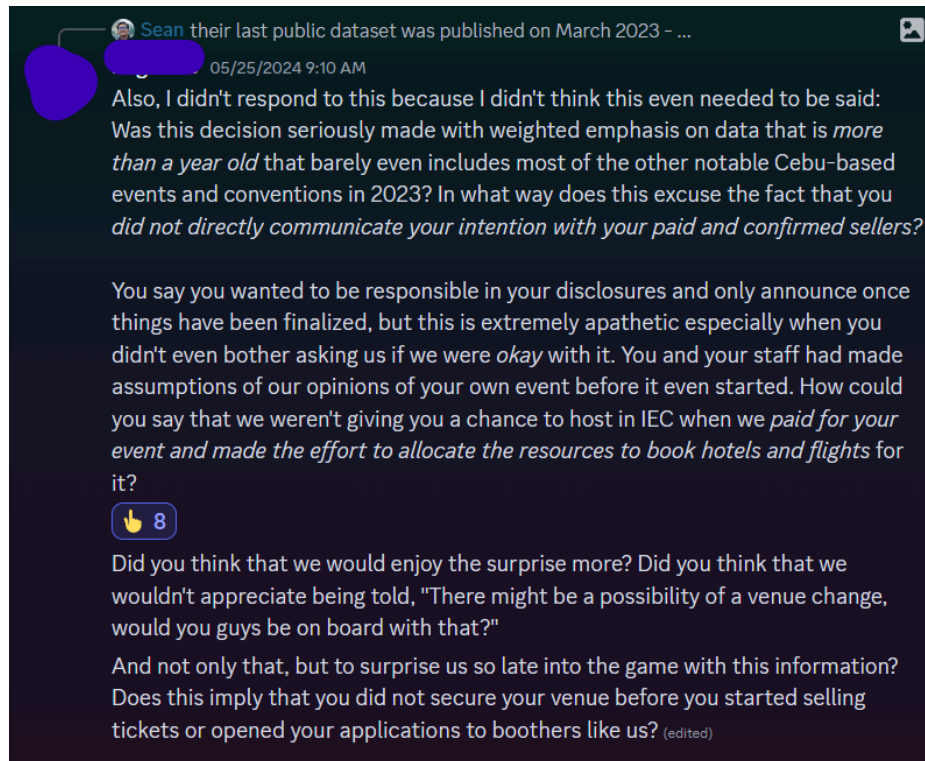
I admit that we only started posting memes when it was clear that IC3 wouldn't be our venue since we didn't want to publish activities or a schedule without a proper venue secured



## ELECTRIC BOOGALOO PT 2 - CONCERNED ARTISTS AND THEIR FEEDBACK WITH THE VENUE CHANGE

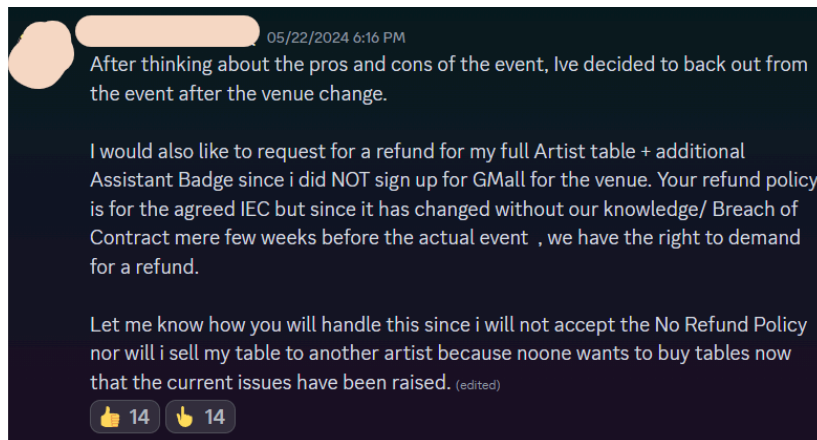
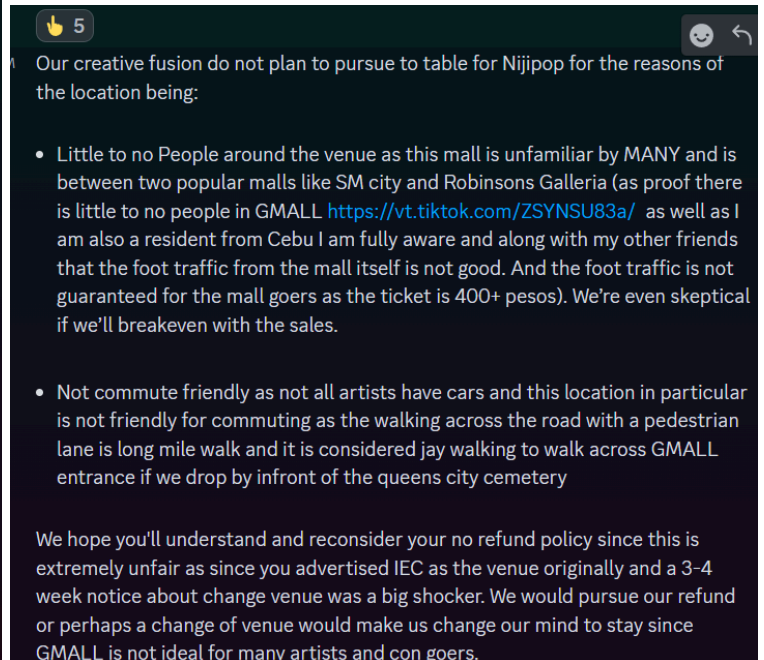
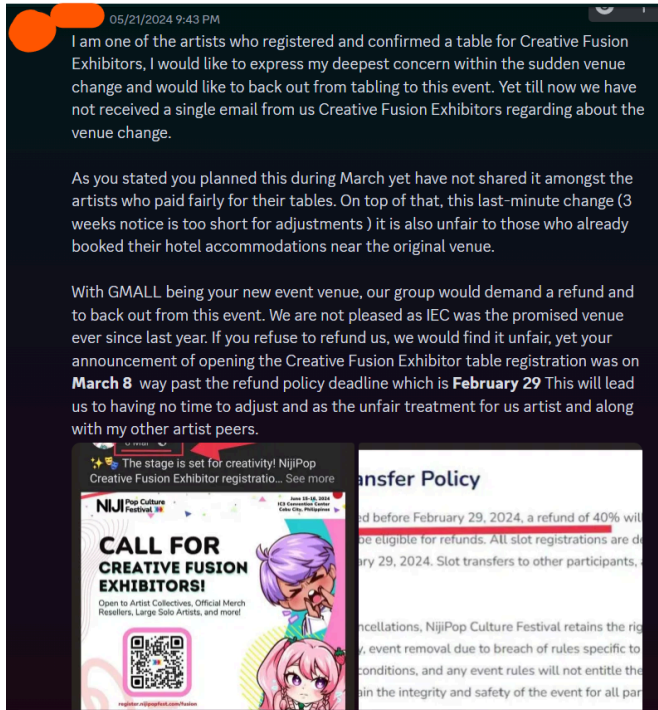
Again, hindi nila kami sinabihan sa gagawin nilang pagpapalit ng venue. We would have understood if it was done earlier i.e december/january, but they did this MONTHS BEFORE THE EVENT. WITH RADIO SILENCE.

Sa dami ng email nila, hindi man lang sila nag blast ng newsletter to ask for concerns, survey or opinions with a venue change. Wala talaga. Nada.

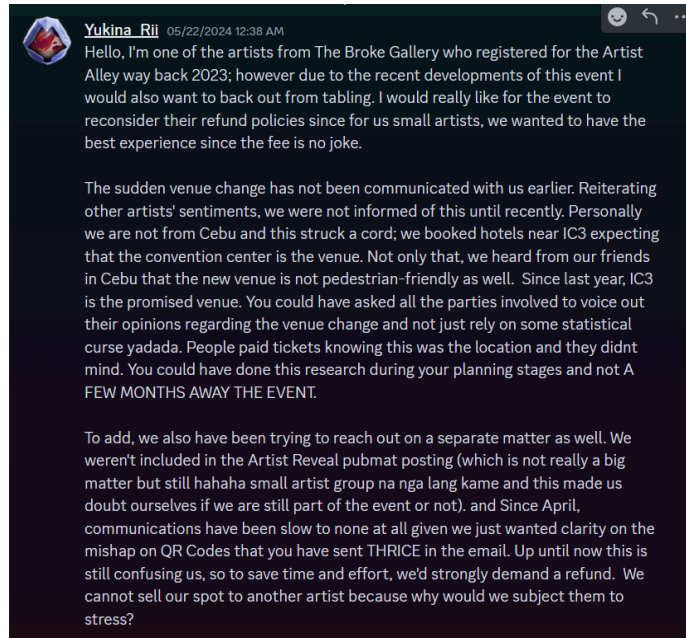


A lot of artists are already wanting to opt for refund because this wasn't the venue they promised.





Of course, kami din. We said our opinion because we want to cut our losses. We had to reschedule our flight and cancel our B&B. We can't cancel our flight due some restrictions but we didn't want to go to Cebu to the event itself as well.

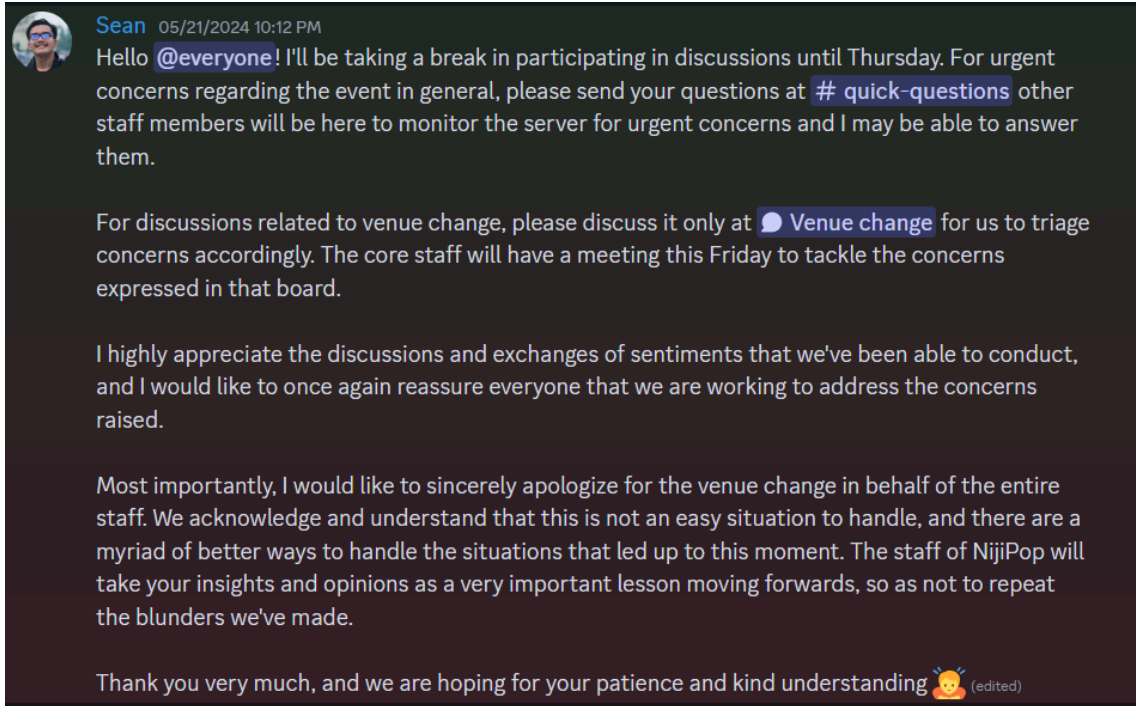


Frankly speaking, the rates for the event is not worth it for the current venue as it is open to the public for being a mall. CON-GOERS AND ARTISTS DID NOT PAY FOR A MALL EVENT. Looking at the social media rn and people want to opt out as well which highly affects us artists as well.

**We hope you understand and reconsider your no-refund policy because again, this is unfair for us who registered since last year, wasn't accommodated properly in the email, and has been left in the dark with the developments of the venue change. As much as possible, we would need answers this week so we can still cancel flights, hotel reservations, and reconsider filling for a work leave to not inconvenience ourselves even further. Thank you!** (edited)

👍 15


There are a lot more artists who opted out, as well as guests because they were not treated fairly. Some cannot even back out because they're students and they pre-planned their flights and lodging.




Oh and did you know, after all of the concerns raised in the concerns board and the general chat, SEAN took a break from answering inquiries? Take that as you will lol

## ELECTRIC BOOGALOO PT 3 - REFUND AND SHITTY COMPENSATION FOR ARTISTS WHO PUSHED THROUGH


After SEAN took a break from answering inquiries, we were being promised left and right that THEY WILL HOLD A MEETING WITH THEIR ORGANIZERS. I don't know how genuine or sure that is but a lot of us are not happy with the results. Sinabi din samin na Staff ang sasagot ng concerns BUT WE DON'T SEE ANY STAFF ASIDE HIM and a VOLUNTEER.



 **@Sean** Hello **@everyone**! I'll be taking a break in participating in discussions until Thursday. For urgent conc...  
05/22/2024 8:19 PM

 **@Staff** you guys need a better sense of urgency. You said there will be someone to still field inquiries today but so far no communication. There's barely 3 weeks left to prepare, some have earlier flights than others. At this point ALL inquiries are urgent.



Don't make us wait pa till FRIDAY for u to have ur meetings. You have internet connections and Zoom is free you can have your meetings now so we can get info as soon as possible.


Arranging possible cancellations is time sensitive for us who purchased flight/hotel. We need responses ASAP.

 11

  05/22/2024 8:27 PM


We were promised faster communication and updates when you sent us the invitation to this server, yet not one of the staff members in the server has been replying to *any* of the concerns today. (edited)


 4  8


 **Mal | The Broke Gallery** 05/22/2024 10:43 PM



**@Staff** hopefully we can get a response from you in the latest. Also if there are other staff here as you claim them to be, kindly assign them on the same role as you since we only see one staff in the member list.

Please do know that your response is really important for us since not all of us hail from Cebu and expenses are no joke in terms of the amenities we availed for our stay. Wag nyo napo sana paabutin sa legal actions if ever 😊

 4


 **@Mal | The Broke Gallery** **@Staff** hopefully we can get a response from you in the latest. Also if there are o...  
05/22/2024 10:44 PM

other staff is  but they always marked themselves as offline so they don't show up on the staff roster and they don't respond here

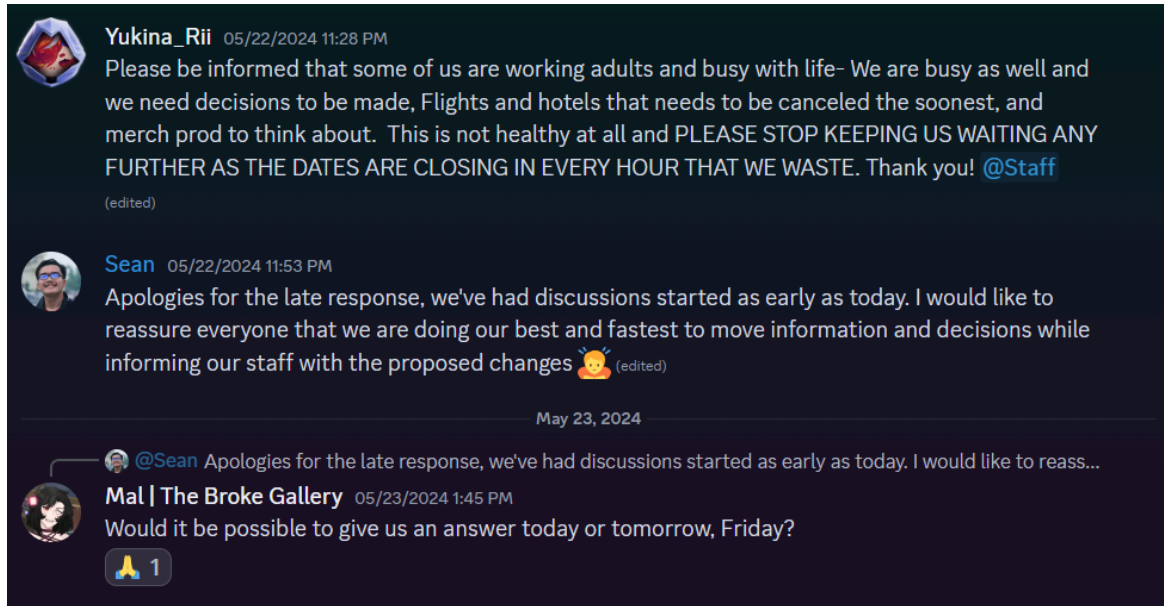
 her staff is  but they always marked themselves as offline so they don't show up on the st...

 **Mal | The Broke Gallery** 05/22/2024 10:46 PM

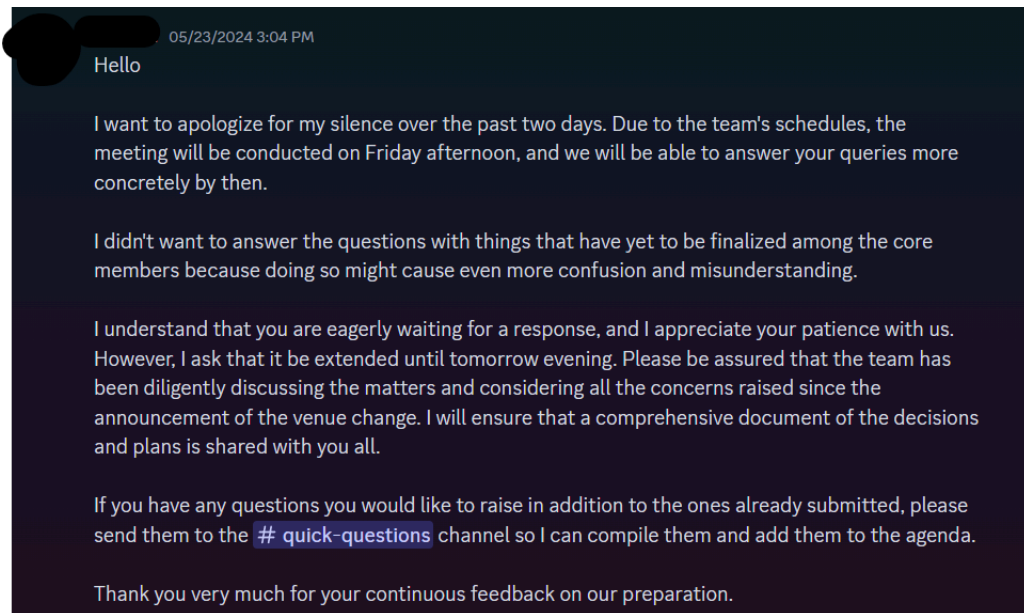
Thanks for the heads up! Si Sean lang kasi nakikita ko so I thought wala na. Hopefully they can reply din on our queries since it's dead silent today

 **@Mal | The Broke Gallery** Thanks for the heads up! Si Sean lang kasi nakikita ko so I thought wala na. Hopef...  
05/22/2024 10:48 PM

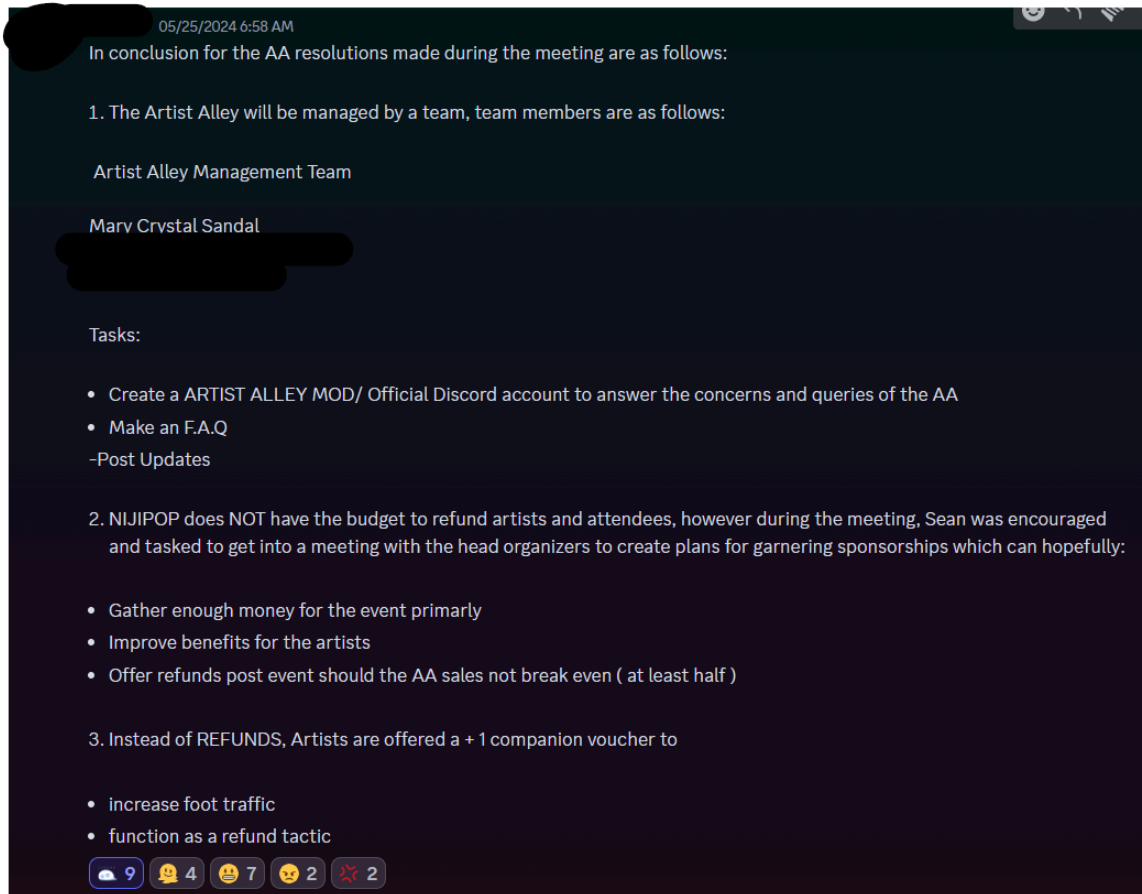
yeah staff role is blue so just look out in the members list for a blue username, even under the offline list, and that's a staff member 🙏



The volunteer then sent a message regarding their silence. The meeting daw will be conducted friday afternoon.



At this point, okay sig. We waited; only to get a Minutes of the meeting?? Of what the resolutions are?? And???



We get the message that **THEY DO NOT HAVE THE BUDGET TO REFUND ARTISTS AND ATTENDEES, TAPOS DOGSHIT NA COMPENSATION.** More reasons not to push through.

Two names were censored above kasi I'm not sure if they are volunteers.

Artists expressed their disappointment on this dogshit compensation because


- A. Some artists are already backing out because of the changes that are just relayed on to us so what's the sense of the companion voucher??
- B. This is stupid because they're not gonna book IC3 anymore, **WHERE DID THE MONEY GO?** The venue is changed into a mall without foot traffic and BARELY HAS ANYTHING. WHERE DID THE MONEY GO??

It was at this point a **BREACH OF CONTRACT AND A LAWSUIT WAITING TO HAPPEN.** They did not want to refund us and they were not transparent on what was going on. Change of venue nga hindi pa narelay samain what more pa kaya refund? WHERE DID OUR MONEY GO? Almost 25k for merchants and at least 4-5k for artist alley??


Artists are upset at this point. I won't compile everything that we have told them but they were deaf to our concerns.




Based on observations, SEAN is selective on who to reply to. I think we were even lucky that we get responded upon.


 **Sean** 05/25/2024 1:12 PM  
Our AA team will be issuing a statement by today regarding the decision of the core team and what we will be doing moving forward. We understand that your concerns are urgent and that answers are needed and I would like to reassure everyone that we will be answering them by today. Our meeting with the core team has produced a few solutions to help clarify the current situation, but issuing a statement myself would be sidestepping our AA team. I would like to ask for your patience and kind understanding as we do our best to help resolve the situation 🙏

→ **NijiPop Culture Festival** hopped into the server. 05/25/2024 1:16 PM

 **Yukina\_Rii** 05/25/2024 1:16 PM  
Thank you for the response @Sean. Everyone's inputs above are very significant and shouldn't be disregarded on the side, so please take the time to READ THEM ALL.

This was the time that they created another discord account; but that account BARELY responds to us as well.

 **Sean** 05/25/2024 2:06 PM  
Hello! I've posted [# faqs](#) in the appropriate channel to help address general concerns related to the event. As for the specific concerns with AA, the AA team will be the ones to address them later today.


 **Sean** 05/25/2024 2:27 PM  
I am also going to backread more on concerns being posted.


I will also humbly ask participants to please be not too rough on our staff as they are also doing their best to help us improve the current situation. Your concerns are valid and we understand your frustrations on the matters raised, and we are continuing to actively listen to your concerns as we work together on a solution. [redacted] gave the quickest rough updates we can patch together regarding the AA as my PR assistant while I was in the core staff meeting, but a more fleshed-out plan is on the works by the AA team to properly address the concerns raised by artists.

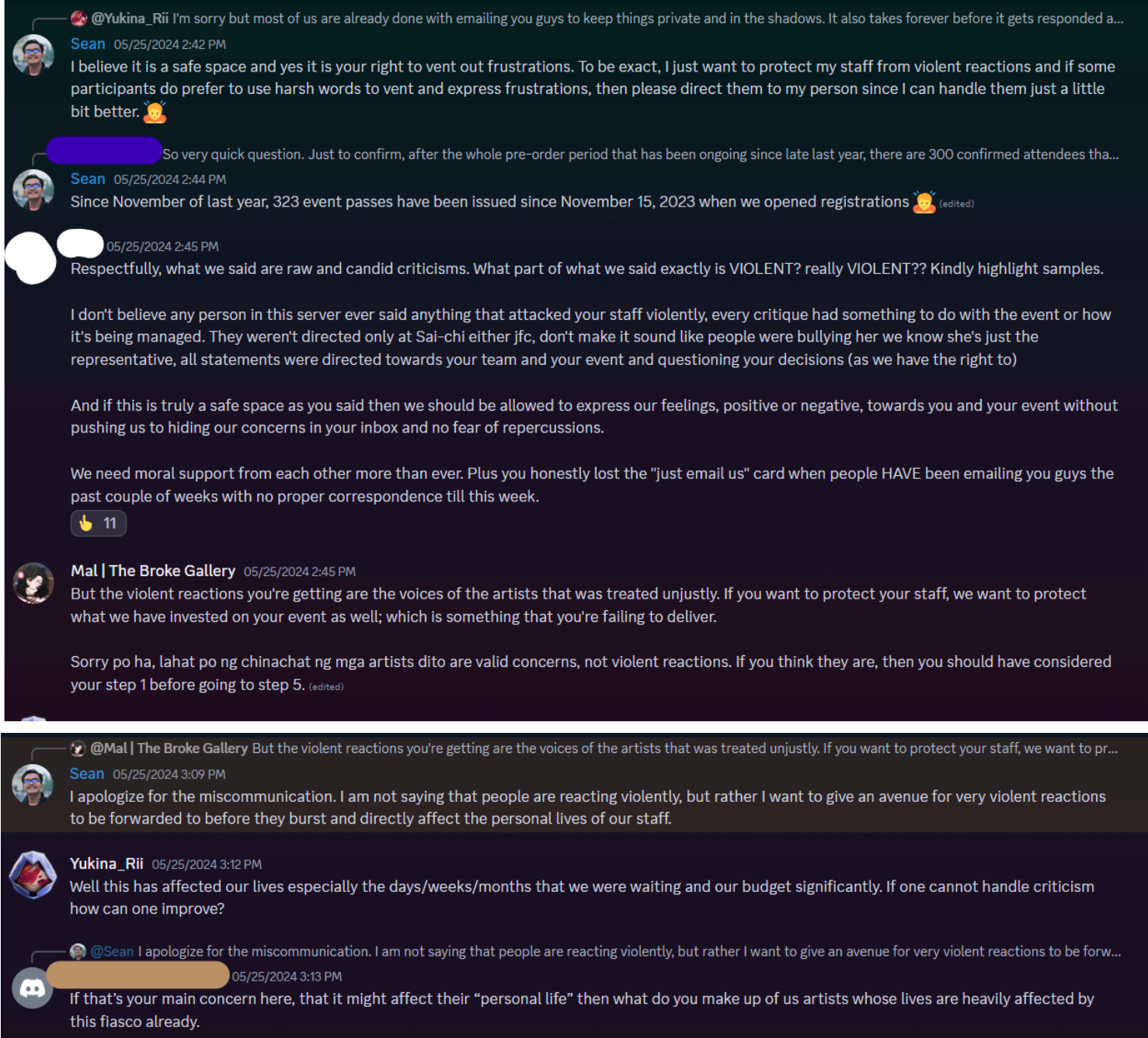
Furthermore, I would like to keep this communications server as a safe space to have discussions. If you would like to have a space to vent out frustrations regarding the event without filters, please send them directly to my email at [sean@nijipopfest.com](mailto:sean@nijipopfest.com). I will treat all emails sent with full confidentiality. (edited)

What staff? WHAT DO YOU MEAN WE'RE ROUGH ON YOUR STAFF? We were voicing our concerns and that's considered being rough?

Artists have been voicing their opinion how dogshit the compensations are; and because they want the FULL REFUND because some of them will not push through due to the developments of the event.

 **Yukina\_Rii** 05/25/2024 2:37 PM  
I'm sorry but most of us are already done with emailing you guys to keep things private and in the shadows. It also takes forever before it gets responded at. I believe that all opinions and frustrations that you can see above are all valid discussions and also for transparency. Of course I cannot speak for everyone but if its really a safe space for discussions/communications then we should have the right to vent it out here especially if its about the event. (edited)

 10



The FAQs SEAN posted are not helpful at all as well.





Sean 05/25/2024 2:00 PM

**Concerns to Venue Change:**

**How many people can GMall Atrium cater to?**

At most, max capacity is at 800 people but recommended capacity is 600 people. Upper floors will be blocked off to prevent people from peeking into the event. Only the main atrium floor will be used for the event.

**How much is the estimated foot traffic of Gmall?**

[To be determined within the next 48 hours]

**Are there seats and resting areas for attendees, If YES, how many? If NO, what can NIJI do to secure resting areas?**

Yes, there are seats in the food court but no specific resting area for cosplayers.

**Because it is a mall, assuming that NijiPop will not be guaranteed exclusivity, will NijiPop be taking means to make the event "seem" exclusive?**

The atrium will be surrounded by decorative tarpaulins to give off the "exclusivity factor"

**We suggest that the event accept WALK-INS as walk-ins will improve foot traffic.**

Yes, Walk ins will be Accepted. Official announcements will be made soon.

**Will there be parking granted to attendees, if so, how much is the mall charging, and for how long?**

Gmall has free parking for visitors and attendees.

**How many comfort rooms are accessible to the attendees?**

Two known comfort rooms (information to be updated)

**Attendees Concern:**

**Based on how many sold tickets NijiPop currently has, how many attendees is NijiPop expecting?**

An estimate of 300 attendees ; however artists will receive a free + 1 companion voucher to increase foot traffic alongside partnership promotions with Gmall that will give discounted ticket prices and walk-in admission for general foot traffic to increase within the atrium.

**Ticket Prices Concern**

**As the venue has now been changed, how will this affect the current event pass price?**

Our partnerships with Gmall is enabling plans to give discounts to attendees that are yet to avail an event pass. Discount promotions are set to run within the next 7 days.

**Due to the change of venues, will the meet and greet prices for guests change?**

Unfortunately, the meet and greet prices will not change as the prices have been set in coordination with their talent managers. However, there are inclusions to the meet and greet pass holders that will give more value to their meet and greet passes.

**Guests Concerns:**

**Where will the guests be located?**

Their booths will be located at the center of the Atrium

**Since the M&G prices are quite high, will there be exclusive rooms for the M&Gs?**

Work in progress. There are backup plans on the ready such as utilizing cinema spaces and constructing a small private space in the event area but we are looking to partner up with coffee shops in the mall to host the M&G in their spaces.

**VIP Lounge Concerns**

**Where will the VIP lounge be located when the only place mentioned so far is the atrium?**

A closed-space VIP lounge will be created inside the atrium.

**Food Stall Concerns**

**No plans for a food court have been made, moving forward, what will NijiPop do about the lack of food and beverages?**

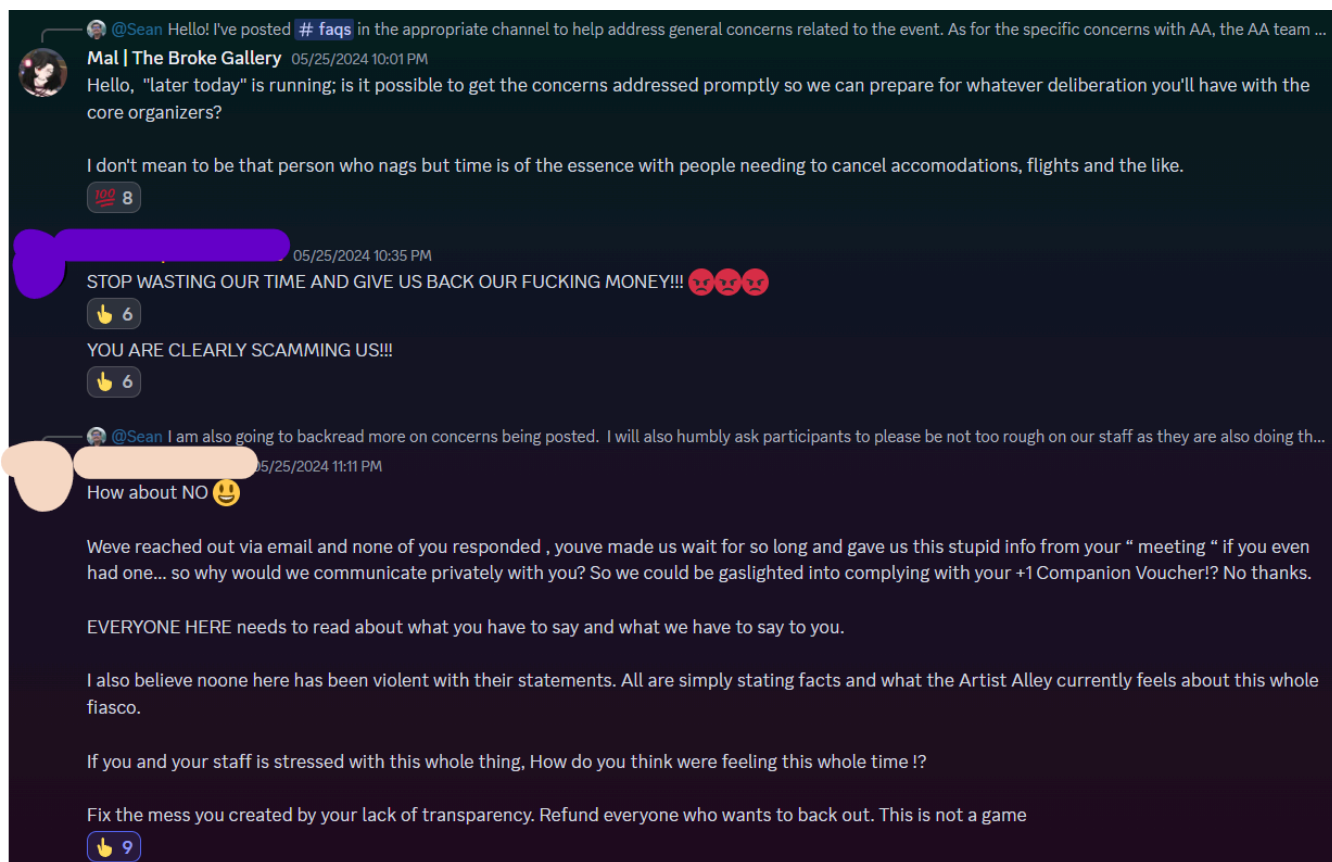
We have an expected main food concessionaire for the event but we are also working on other solutions with interested local businesses to help address the concerns. However, the mall does have an existing food court which will allow people to still order and buy food.

**Baggage Counter Concerns**

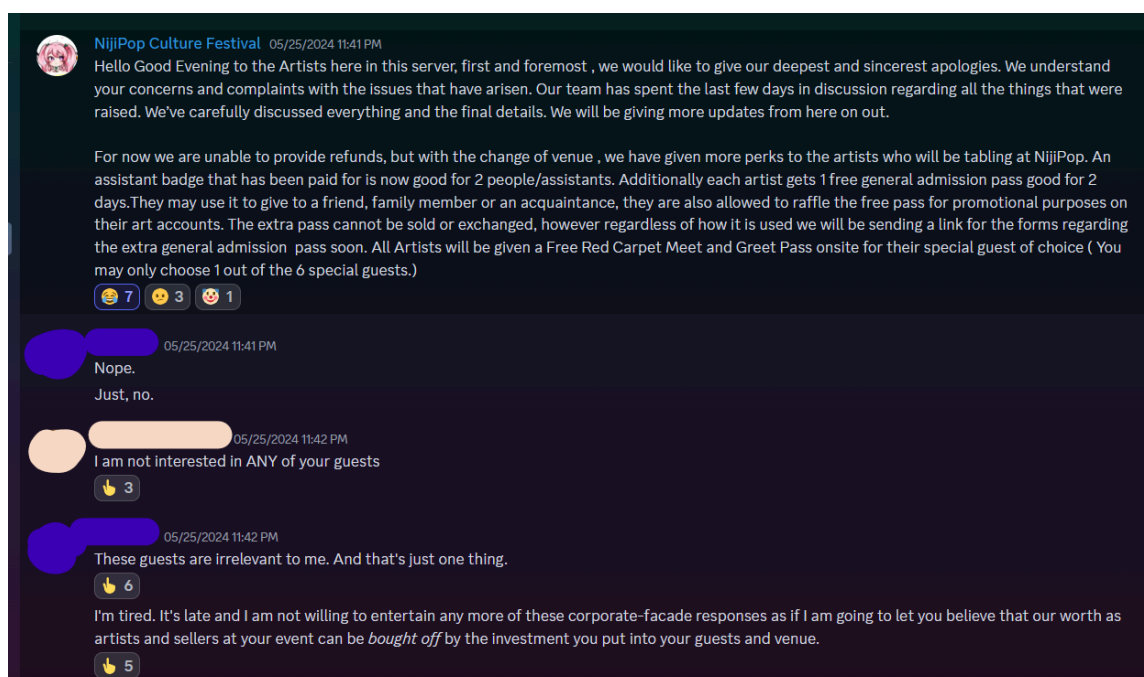
**Since we are now partners with GMALL, people would expect that baggage counters are provided. Is it? Or is it not?**

Baggage counters are provided by the mall which can be used by attendees on a first come, first serve basis while available space last. (edited)




It was NOT HELPFUL for all of the concerns we've voiced.







Another compensation was offered to us; and not listening to our demands again. At this point we wanted transparency on where the money went because they cannot refund us.




After all the “discussions and meetings” this is what they can offer. Wow.

 05/26/2024 12:06 AM  
Hope you guys also know that every time you come forward with some "solution" or that you are "understanding" and "listening" to our concerns, it gets so much harder to believe every time. And hiding behind a faceless staff account so you can "protect yourselves" is *sooo reassuring (/s)* that you guys are actually committed and accepting of the extremely valid criticism that we are spending hours out of our days agonizing over communicating to you, as if we didn't spend enough time and effort already into just preparing for your event.  
 4  4



 05/26/2024 12:07 AM  
I feel so bad for Manila Artists who wanted to experience amazing events here in Cebu , Honestly i apologize for everything even though i am also someone affected by this.  
  
Cebu Events are not like this at all. This kind of issue puts our Local Events in a bad light. Nakakahiya talaga  
 7


 05/26/2024 12:08 AM  
Legit. I swear. If I see another "We understand" and that "Our team is working hard to solve this", and then it's followed up by anything other than "We are fully refunding you", I don't think I can actually spare any more time with this in the dead middle of my exam week.  
 7


 Sean 05/26/2024 12:18 AM  
I acknowledge the feelings of the participants who are not satisfied with the options we are able to offer as of the moment. We are currently ringing up our core staff to urgently reopen discussions. We are charting possible courses of action and I will ensure that a response will be given by 12 noon tomorrow.




Another discussion na naman. “Urgently reopen discussion” again.

Merchants were not even informed or offered “any solutions” albeit the solutions being unusable/stupid.

 05/26/2024 12:33 AM  
i am begging the staff to also please keep other merchants in loop, especially those who signed up for the creative fusion, not just the artist alley ive stated earlier that our group did not receive an email update regarding the venue change (prior to it being posted publicly on your page) and had to get information about said venue secondhand via our artist peers  
 3

 05/26/2024 12:34 AM  
I want to believe that this will get better, that this will somehow end up without the convention scene reputation stained, but just when I think the bar is in hell, you find excavation drills.

 05/26/2024 12:36 AM  
we're a group of 7 artists who signed up for your creative fusion, and the person who signed up for us told us earlier that he didn't receive an email update regarding the new venue still. hell, we even had to ask someone in the community for the link to this server so we could be in loop real time the poor/lack of communication is just frustrating and the event is only 2 weeks away

 05/26/2024 12:47 AM  
And it's not just us artists. Our merch con friends have not had updates either. From what we've heard, they have not been offered any "solutions" despite them paying 25k to be part of this event. There is so much more that needs to be dealt with here, and our reactions will only get more "violent" the longer you make us wait.  
 8  6



**Mal | The Broke Gallery** 05/26/2024 1:00 AM

I just got word from a friend that merchants didn't have this kind of communication as well. What's going on o(-(

Paulit ulit at paikot ikot nalang tayo sa "discussions" and "meetings" utang na loob as someone na nagtatrabaho for a corporate company nakakabwisit na hindi nyo makuha sa isang upuan at sa isang meeting lang yung issue

Inaaddress nyo ba talaga o nagsstall lang kayo???

Honestly at this point it's just going on circles that it's annoying; we ask for updates, you give us half-baked response, you ask us to wait as if hindi makakapagsingit ng 1-2 oras na masinsinang meeting yung mga dapag icover.

This is a shitshow. A lawsuit waiting to happen. (edited)



At this point di nako magugulat kung sasabihin nyo naling "sike we scammed you haha ggs" feel ko mas matatanggap ko pa yon kumpara sa "we will urgently reopen discussions". Lordt



After some silence yet again (idk baka mainipin ako) Sean comes up with a message. They WILL OFFER REFUNDS HOWEVER IT'S A FRIKKING LOSE-LOSE.



**Sean** 05/26/2024 12:00 PM

Thank you for your patience, our meeting has produced the following options for participants to take:

### 1. Adding value to your event experience

For participants that are looking to add value to their event experience, our initial offer will still stand:

- Paid assistant badges can be used for a second time
- Free admission pass good for two days to giveaway
- Carpet meet and greet for one special guest of their choice

We will be asking you to fill up a form available within the hour for interested participants.

### 2. Immediate partial refunds

For participants that are looking to withdraw with immediate refunds preferred, we can offer a 30% refund effective within 7 days of notifying us of your intent to receive immediate refunds.

### 3. Full refunds on a payment plan basis

For participants that are looking to withdraw and seek full refunds, we can offer full refunds on a payment plan basis starting from the last week of June for 24 weeks.

A refund request form will be available within the hour. We once again sincerely apologize for the inconveniences caused.



IMMEDIATE PARTIAL REFUNDS - imagine if you paid for your booth + assistant badge. Assume it costs you 7-8k with your assistant. You'll only get 2.1k or something.

## FULL REFUNDS ON A PAYMENT PLAN BASIS - FULL REFUND PERO FOR 24 WEEKS

What's the guarantee na hindi nyo kami tatakbuhan?? 24 weeks is a lot and some corporate workers can already earn that money after a while. Pero 24 weeks?



Sean 05/26/2024 12:10 PM

As the PR coordinator for NijiPop, I am legally bound to inform participants that the refund request is possible due to special considerations. I am also bound to remind participants that they have agreed to a **Participant Liability Waiver and Disclaimer Policy** both on screening and on confirmation that gave us the grounds to defer refunds in the first place. The full wording of which is included in the screenshot below:



### Participant Liability Waiver and Disclaimer Policy

NijiPop Culture Festival is not liable for any illnesses, damages, or losses incurred by participants during ingress, event duration, or egress. Participants are responsible for their property and valuables. Participation in the event implies acknowledgment and assumption of any associated risks. Participants should secure their belongings, equipment, and merchandise. NijiPop Culture Festival reserves the right to modify or cancel any part of the event due to unforeseen circumstances. By participating, participants agree to release NijiPop Culture Festival from any liability, claims, demands, or causes of action arising from such occurrences. It is the participants' responsibility to take precautions and ensure their own safety, as well as the safety of their belongings, during the entire event. In no event shall either party be liable to the other party for any incidental, consequential, indirect, or punitive damages (including but not limited to lost profits) regardless of whether such liability is based on breach of contract, tort, strict liability, breach of warranties, failure of essential purpose or otherwise and even if advised of the possibility of such damages. Notwithstanding anything else in this Agreement, NPCF's liability for any claim against NPCF shall be limited to the funds available in its own bank account at the time of the claim.

As a person, I really didn't want to send that out, but I had to in order to clarify the situation and why we were deferring refunds in the first place 🙄

They were STILL HESITANT on giving us the refunds although they were the ones who breached our trust first. NOT INFORMING US OF VENUE CHANGE tapos they can still defer the refunds.



 @Sean As the PR coordinator for NijiPop, I am legally bound to inform participants that the refund request is possible due to special considerations. I am also bou... 

05/26/2024 1:29 PM

Genuine question.

## Why is this only brought up now?

You mean to tell me that you've been having discussions for these past few days, all of them amounting to "well we can't *exactly* give you a refund, but here's useless alternatives!" when in reality, you mean to say that there is a *policy* that states that you're allowed to breach your own contract and reserve the right to change things from under our noses that has been in place this whole time?



Sean 05/26/2024 1:34 PM

Participants have agreed to the packets when they applied for screening and another for confirmation.

I will send all our artist alley packets from v1.0 until the latest one available for transparency 🙄

05/26/2024 1:35 PM

That is not what I am asking. I am asking you why amidst our call for refunds, you did not just *remind* us of this policy existing, and instead gave us the hope to try and waste our time asking for fairness.



Sean 05/26/2024 1:35 PM

We assumed that people have read and agreed to the terms and conditions when they signed up

It was a required question on both the screening and confirmation forms




Yukina\_Rii 05/26/2024 1:37 PM

"assumed" just like when you guys assumed that we are ok with the sudden venue change?

Never change i guess



5

 Mal | The Broke Gallery At this point di nako magulat kung sasabihin nyo nalng "sike we scammed you haha ggs" feel ko mas matanggap ko pa yon kumpara sa "we ...

05/26/2024 1:40 PM

Honestly. This. Echoing this statement again. It is increasingly clear that asking for refunds is some great burden to your team. Wasting our time like this and making us think that we could, at any point, even ask for full upfront refunds.



1:41 PM

And when you say things like "Nijipop reserves the rights to change its refund policies" on your site and packets, what of those 24 months?

What if you suddenly invoke your right again to stop giving those installments?



1

How can we trust you with this after you've dropped the ball so many times just in these past few days alone?

05/26/2024 1:43 PM

New refund policy was just published today, I don't think they had it before. (edited)

Sean Ernest Siega

Published: May 26, 2024 Updated on: May 26, 2024

100 3

This was their old refund policy:

### Refund and Transfer Policy

For cancellations requested before February 29, 2024, a refund of 40% will be granted. Cancellations beyond this date will not be eligible for refunds. All slot registrations are deemed final and non-refundable beyond February 29, 2024. Slot transfers to other participants, attendees, or subsequent years are not permitted.

In cases of registration cancellations, NijiPop Culture Festival retains the right to reassign or resell the vacated slots. Additionally, event removal due to breach of rules specific to their event component, the general booth terms and conditions, and any event rules will not entitle the registrant to a refund. This policy is in place to maintain the integrity and safety of the event for all participants and attendees.

👍 2



Sean 05/26/2024 1:44 PM

The refund and transfer policy is specific only to the participants they apply to

The Refund Policy on our webpage is specific for this circumstance as we make it more accessible for people to read our policies

Sean kept on “ASSUMING” things i.e participants reading and reviewing prior discussions. They expect us to be kept updated on the changes when they aren’t informing the artists that changes have been done. **THEY HAVEN’T UPDATED US AND YUNG MGA CHANGES NOT UNTIL REFUND WAS BROUGHT UP RECENTLY. Personally what we have is the packet we got nung Screening + Confirmation, but the updates were not EMAILED OR INFORMED WITH US and HE EXPECTS US TO BE UPDATED when they weren’t letting us know about it.**



05/26/2024 1:54 PM

not that i dont mind going back previous emails, but has there been written indication that the contents of the AA packet have been changed? throughout all your correspondence with every participant?

05/26/2024 1:55 PM

Can you please next time update people that there are changes? What if they agreed to the previous one but not the current one? Saying we agreed but there are changes way later... What if you change it all over again the next time around?

throughout all your correspondence with every participant?

migraine 05/26/2024 1:55 PM

(Even though a handful of creative fusions didn't even get emails about the venue change.)

Can you please next time update people that there are changes? What if they agreed to the previous one but not the current one? Saying we agreed but ...

Sean 05/26/2024 1:56 PM

I believe this section also applies to participants:

### Packet Changes and Modifications

We reserve the right to revise and review the content, and it is the participant's responsibility to ensure they stay updated regarding any alterations.

2024 Artist Alley Packet | Version 2.4

21

@Sean I believe this section also applies to participants: 📎

05/26/2024 1:56 PM

We understand this part

but we need to be updated as to *when* there are changes

👍 3

05/26/2024 2:01 PM

Just to be clear, I'm going to reiterate this is not about assumptions. This is about you opening up a space for us to share our genuine concerns and feedback, telling us "We'll have immediate discussions with this with our team" over and over, and then just now bringing up your policy as if to say "Here's a reminder, by the way, that we weren't even SUPPOSED to give you a refund on account of our team's breach of contract. You're welcome for that."

Not a good PR move btw to imply to us "It's your duty to stay updated" regarding the revisions of your guidelines, especially when these packets are just randomly updated without our knowing or any heads up.

Isn't this a big problem, how can we agree to something we can't open



**Sean** 05/26/2024 2:03 PM

I believe that it is the responsibility of the participants when signing up to check the agreements in the first place. We have made our participants confirm twice: on screening, and on confirmation (edited)



**Yukina\_Rii** 05/26/2024 2:03 PM

there are also other sentiments that i added earlier that i believe is still not answered 🙄 ah reminds me of those many emails

all left ignored

🙄 5

@Sean I believe that it is the responsibility of the participants when signing up to check the agreements in the first place. We have made our participants confirm twice...

05/26/2024 2:05 PM

again, understandable. However, you can't say "You agreed to these terms" when in fact those specified terms weren't even added until a version that none of us were aware existed

👍 3

you made us confirm twice, but from what we can tell, version 2.4 was weeks or months AFTER screening and confirmation

Yukina\_Rii there are also other sentiments that i added earlier that i believe is still not answered 🙄 ah reminds me of those many emails all left ignored

**migraine** 05/26/2024 2:06 PM

If only this could be circumvented by a more comprehensive and understanding responses that take time to integrate our feedback instead of having barely sensible non-answers dangled over our heads.

**Sean** 05/26/2024 3:20 PM  
Version 2.4 was made on October 2023 (edited)  
We have logs on canva for the edit history for reassurance:

1

05/26/2024 3:26 PM  
I'd like to suggest a change in the refund policy. For 5, instead of saying 'by accepting a refund' it would assure me more if you say it as 'by the time you accept the complete refund'. For 7, instead of 'nijipop reserves the right to update this refund policy' say that 'nijipop reserves the right to update this refund policy as long as it is agreed by both parties'. Someone might have a better idea but I just hope that before I agree to the policy, 1) people can be assured that they will get their refunds as promised; 2) we will not be in the dark when there are unfavorable changes in the policy midway. (edited)

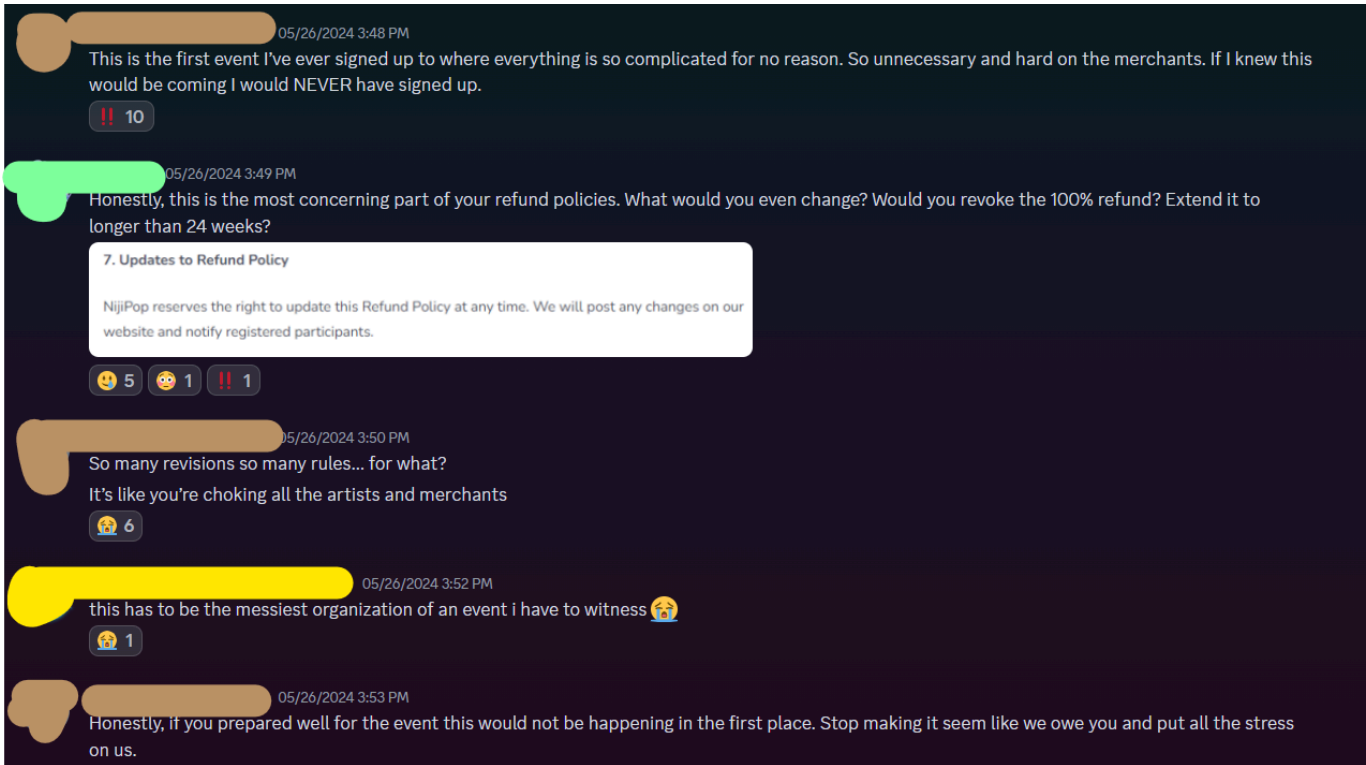
2

05/26/2024 3:39 PM  
even if you have a clause stating you can change your policies at any time without warning, that doesn't mean you shouldn't inform us of any changes

6

All of this for a broken promise of a good venue, switching venues to a ghosted mall that has barely anything; and dangling the hopes of refund for the artists with a lot of policy changes on the go.

They have readied forms for refund but we were reluctant to furnish it given na may mga magulo pa sa clauses nila. What if they change the policies without warning tapos di na marefund yung mga dapat magrefund? At this point I have accepted we won't be refunded but heck the organization is so messy.



Still no response from them after that.

## ELECTRIC BOOGALOO PT 4 - WHERE DID OUR MONEY GO?

One “recent” member of the core staff reached out to us outside the Nijipop discord account. They were recently added to the core staff WITHOUT THEIR CONSENT.

May 28, 2024



jodgepodgery 05/28/2024 12:25 AM

Hello, I'm jodgepodgery, one of the recent members of the Nijipop core staff. I apologize for hiding behind the avatar of Nijipop, but after careful consideration, I don't want to hide further and evade anymore questions as I'm in disagreement with their recent decisions. I believe that all of the artists should receive 100% refund, after they've continuously emailed you in the last year asking for payment for the artist/merchant tables. In regards to transparency with your money, I actually don't have access to that information as I was added to the core staff only February of this year without my consent. I am unable to say with full confidence where the money went to, but I do know that they were unable to secure IEC and I advised that it was unfair of Sean to blame the community for not giving it a chance because we gave KawaiiExpo and ArchCon a chance didn't we? I had no idea about the venue change as well, and found out about G Mall the same day you did. I honestly thought the new event would be in SM Seaside as well, as it's what I was told when they informed me they weren't able to secure IEC.

I had no official position within the core staff until recently when I was told to help manage the Nijipop Interim Comms but even then, I wasn't told how or what to respond to you guys. Which is just fair as the decisions with regards to not just the Artist Alley but everything else concerning the event goes against my conscience especially for those out of Cebu.

One of the main volunteers who has been with the group longer than I have will be coming out with a more comprehensive list and details of what happened, which I'll be sending here. I truly apologize for the shitshow that is happening, and I'm sorry it's taken so long and too close to the event, but none of you deserve this treatment from Nijipop.

This is the document from Jem, the main volunteer who tried her best to organize her thoughts into this document.



According to them and another volunteer who worked hard supporting us,

**THEY WERE NOT ABLE TO SECURE IEC.**

**Jem, the main volunteer came to us and gave us a document to answer “WHERE DID OUR MONEY GO”.**

***screenshots from the file are provided below***

Hello everyone~

First of all, I would like to apologize for this sudden emergency letter. (I hate Discord 🙄)

This document is made to clear up our names and to also be transparent to everyone about what is happening behind Nijipop 🙄😭😭

First of all, I am Jem, the head admin of One Touch Club (Haikyuu cupsleeve org) and I am an artist for Unnamed Drawers.

I understand everyone's frustrations and they are all valid and this is why I am here to tell you all what has happened 🙄

Why do I know this? Because Sean reached out to us cupsleeve organizers to help 🙄  
I did not drag my members into this (OTC is my priority and I don't want to drag people into things without assurance) because all he has said to us are red flags from the start 🙄😭

I would like to clarify that I am one of the main volunteers that should be handling the Artist Alley but they kicked me into Marketing volunteer work and I know nothing about Marketing 🙄

I am seething and angry because we just got information that he is using the CSE credits as his excuse. And no, he does not handle Cupsleeve Events 🙄

I love my CSE and Artist Community so I am here to commit arson 🙄❤️

Let's go back to the start before everything went down hill 🙄

This event has been planned for over a year 🙄

This is an event planned by Sean, Crystal, Jan and BLN since earlier of last year  
They have been scouting and checking events here in Cebu (PsyCon, LitFest, Kawaii Expo and ArchCon) they KNOW what the concerns for IEC were 🙄

They still want to push with IEC so we gave them our comments, suggestions, concerns and thoughts on why not use IEC. We have given this as a point of view of people part of the community but did they listen???? Naurrrr 🙄😭  
(And to think they are blaming the community for not giving them a chance????? It was the community, especially artists and merchants, who helped first) 🙄



We told them if you want to push with IEC, they should lower their ticket prices since this is a first time event or go with Seaside as it's one of the places with a decent sized hall for events and for free advertising 🙌

Ayaw makinig ng mga fersons 😬

So they pushed with IEC and did a meeting on how much this and that will cost and how much they can cater 😬

---

Note that this is before they have published their dates and venue 😬

They also mentioned that Jan and BLN will bring in sponsors for the event through talks and communication (this is why we don't trust verbal agreements without contracts especially for a big events)

We main volunteers were confused when they released their ticket prices because:

- 1) it's too expensive for a first time event
- 2) Cebu Coscomm will not spend that amount for a 5-6 hour event

We told them to lower that to 300 and told us "we'll put that into mind" 🙌

They pushed their ticket prices because they said, "If Manila can do it, why can't Cebu?"

(Maybe because Cebu and Manila aren't the same?) 😬😬😬

So shut up nalang kami 🙌

Here comes the pricing for the tables... We (I highly) suggested 2K for both days as this is a first time event and to also give a chance to the community because of the LitFest fiasco that also happened in IEC.. Did they listen???? Naurrrrr 🤔

They stated that since there are still no sponsors from Jan and BLN and were waiting for updates, they can use the artist payment for booking the IEC halls 1 and 2.

Then they released their promotional video 🤔

Yay! Nijipop is in the works 🤔

I was waiting for their artist alley list so that I will know who to assist and cater but not a single happened and they assigned us to different tasks 🤔

What happened tho was they used the artist payments for a big portion of the event 🤔  
(Akala ba namin sa venue mapupunta ang pera? 🤔)

They assured us that the remaining artists who didn't pay can still pencil book the venue, so okay, yay! We'll be booking IEC 🤔🤔

Until this point, friends (who were also volunteers) and I stopped with the communication as we were busy with classes. It is true that most of the main volunteers are college students, some graduating this year, and they have little experience handling events as big as this one. We trusted them blindly as the head organizers kept reassuring us that they have all of this under control. We agreed to this as they had a year to plan and map out the event, and

assured us we didn't need to do any heavy lifting for the event but then were given specific roles that are beyond our capacity and qualifications without our consent. We initially agreed because we knew some of the head organizers personally.

We thought the core team had slowly done their work as this is (at most) 3 months of progress for them while we were busy with university.

Cue end of March and surprise, surprise 😬

IEC is not yet booked 😭😭😭 We were never informed about this until the announcement end of March.

Apparently they used the money paid by the artists for the guests' plane tickets 😭

We stopped checking and got our hopes down to the negative because of what is happening 🙄

We thought the venue was already paid for 🙄

They had the nerve to put IEC in their pubmats but it's not yet secured???

And to think we told them to prioritize the venue since everything will follow and they did not listen.

Apparently there is still no news about the said sponsorships from Jan and BLN at this point and the Communications Manager decided to push with what the funds can handle 😭😭

Crystal, who was supposed to help manage hospitality and the graphics stepped down a few months ago, leaving the team to pick up her responsibilities.

And now for the band aid solutions that everyone has already read 😭😭😭

Nijipop cannot issue refunds as of the moment because:

1) They don't have sponsors to cater to all the damages that have been already caused 🙄

Hence the "installments" they have stated 😞

2) They have already paid GMall for the venue 😞

3) We told them to prioritize sponsorships if they will push with refunds because people paid for IEC 🙄

4) Not all artists are from Cebu, they won't like the "extra passes" 😞

What we added, AS I HIGHLY SUGGESTED BECAUSE THEY NEED TO LISTEN AT THIS POINT:

- Return at least 40% of what the artists spent for their tables

---

Early birds return - 1,300

Regular artists return - 2,000

Artist fusions return - 4,000

This is aside from the perks discussed last Friday.

These will be additional return of funds as compensation and will be returned after the event



As much as we disagree with these bandaid solutions, it is true that the funds are insufficient and we, the team and staff, have not received full transparency and liquidation of the funds as well.

**Artists cannot be refunded because they used our money to pay for the plane tickets for international guests WHILE NOT PAYING ATTENTION TO THEIR LOCAL GUESTS AND KEEPING THEM ON THE DARK AS WELL.**

Quick question, as a featured guest, were you informed about the venue change or plans of it?

05/28/2024 1:56 PM

Nope, was left in the dark. I only knew about it because of others 😊



Man even a featured guest was out of the loop 😞 The level of unprofessionalism

05/28/2024 2:01 PM

Ah, to make things clearer pala.

We were told Seaside daw, but got jumpscared when the GMall post was up. Because in our featured guests GC, Seaside was the next venue. Then bam, saw some people (Artist Alley ppl) mention GMall, I thought it was fake, then the official page posted 😞



**Artists cannot be refunded because they don't have sponsors ALTHOUGH the organizers has promised to bring in sponsors.**

**One involved in the organization has left their team in the dark.**

**These are the organizers in their website before.**

Key Persons

## Event Organizers



Jan Marc Menaslavas

Head Organizer

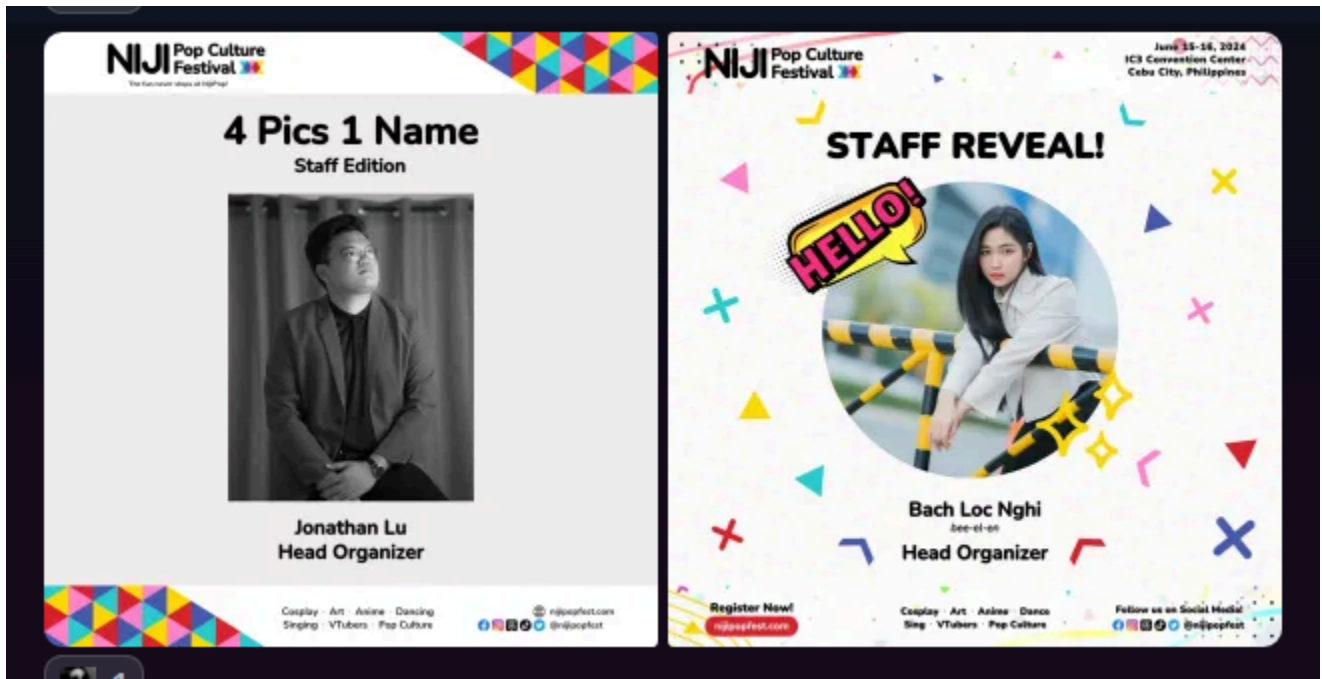
f



Bạch Lộc Nghi

Head Organizer

f



But they are nowhere to be found. Only Sean talks to us, heck sometimes he doesn't.



**BONUS: 6 days after the venue change, HOBBY HORIZON, one of the events being organized by BLN as well posted this, and the venue is still in IEC. All these miscommunication and ghost orgs i kenat**



[redacted] Have those 2 organizers take accountability also not only Sean...  
05/28/2024 3:38 PM  
i will be transparent to you guys.


So I'm one of the featured guests, together with [redacted] as [redacted]. And Jan has personally met with us way way back & hyped us up about Nijipop during its early months pa. (we're friends since before nijipop bc he genuinely supports us bitaw..)

So I straight up confronted him about this through chat, telling him how concerned we were about the issues piling up na, and also to make a statement & take accountability unta as **head org.** I reached out to him like lastttt wednesday pajud.

But unfortunately, im just left on read/seen, which really disappointed us.

I just want to say lng jud na we tried confronting him :c but ayun (edited)

👍 15 🗨️ 9

 jemkun 05/28/2024 11:08 AM  
Henloo everyone 🙋  
This is Jem 🙋

If people want to call out, do HEAVILY mention Jan and BLN in your posts as they have been telling that they will bring in sponsors since last year 🙋

Sean's fault in this shit is him being blinded by their words and doing things without confirmation from the others 🙋🙋  
And now both BLN and Jan are leaving the child without guidance 🙋🙋🙋


We have been convincing him to LISTEN to us as part of the community and as people who KNOW what the Cebu cosplay community is about 🙋

We could've dodged this fiasco is he listened to us and not the other 2 head organizers 🙋

SEAN YOU LEGIT HAVE 4 CSE ORGANIZERS ASSISTING YOU AND YOU'RE NOT LISTENING TO US. We may be small but at least we have handled lots of people with all the events we did 🙋🙋🙋🙋

🙋 9

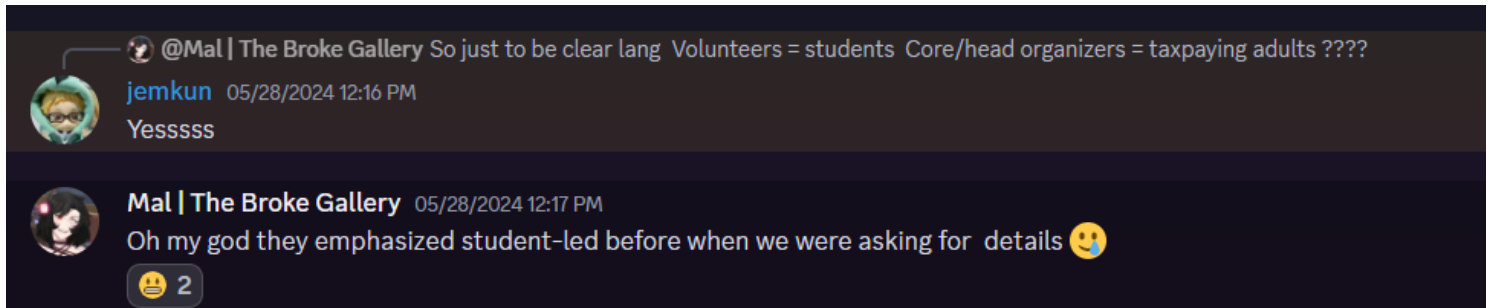
**They were claiming that Nijipop is student-led WHEN IN REALITY THE VOLUNTEERS ARE THE STUDENTS.**

 Mal | The Broke Gallery 05/28/2024 12:16 PM  
So just to be clear lang

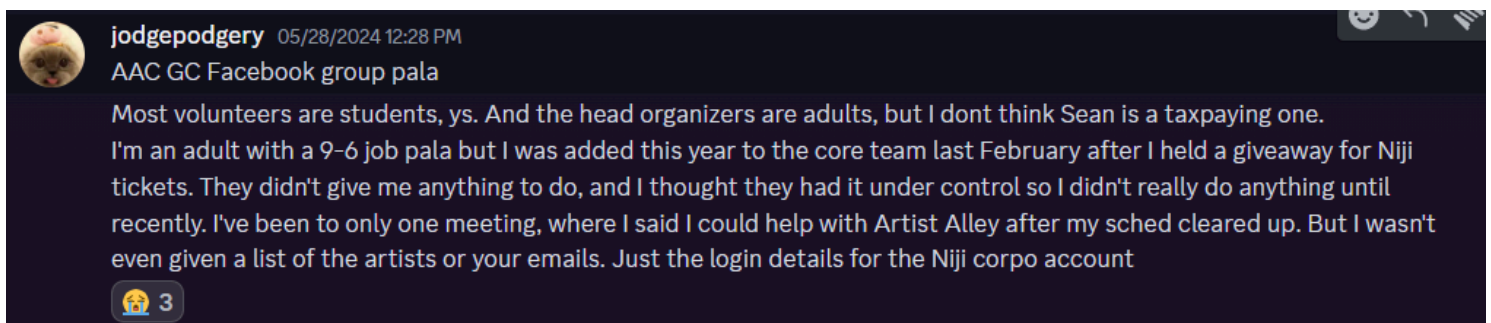
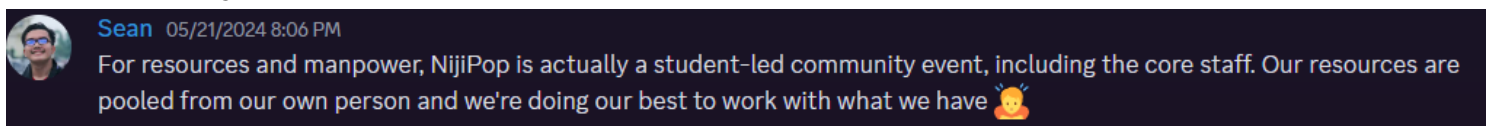
Volunteers = students

Core/head organizers = taxpaying adults ????

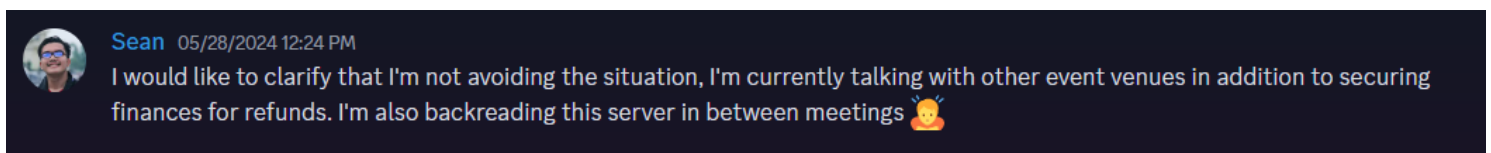
🙋 2



This is what they had said before:



After knowing this situation, more artists opted out. Without the reassurance that we will get the refund as well, Yukina and I opted out too. This was too stressful for us to handle. Knowing ARTISTS ARE USED AS CASH COWS YET AGAIN just makes it painful to trust blooming organizers. And they're not blooming organizers.



He said he was not avoiding the situation but he replies when it benefits him or corrects some misinformation on their behalf, BUT NEVER THE ISSUE. At this point Artists are frustrated, tired and traumatized with what they presented; dangling over the Refund policy over our heads and with this new information we received it's just plain stress.

He was talking with other event venues when one of the volunteers already revealed that GMALL WAS ALREADY BOOKED. There were no venues available so till the end it stuck with GMALL.



**Yukina\_Rii** 05/28/2024 12:40 PM

Do we still have no breakdown on where the money went?



@Yukina\_Rii Do we still have no breakdown on where the money went?



**Sean** 05/28/2024 12:41 PM

We do have audits, but we are still preparing the information in a way that is easy to read

Up until now we don't have this information.

Jodge and Jem were still helping out until the event; Jodge created a poll in discord and a form so they can headcount those who will opt for refunds.



**jodgepodgery** 05/28/2024 12:51 PM

Hello, for the artists this is the poll for me to help the core team get a headcount of those who will still be attending to help map out the floor plan and at least get a shortlist of those wishing for a refund. No clauses or legal jargon here. I'm also working independently from Nijipop as the waiting around is also making me anxious, and I'm hoping this could help speed things along. Thank you!

<https://form.jotform.com/241480997313058>

Jotform

**Nijipop Artist Alley Poll**

Please click the link to complete this form.

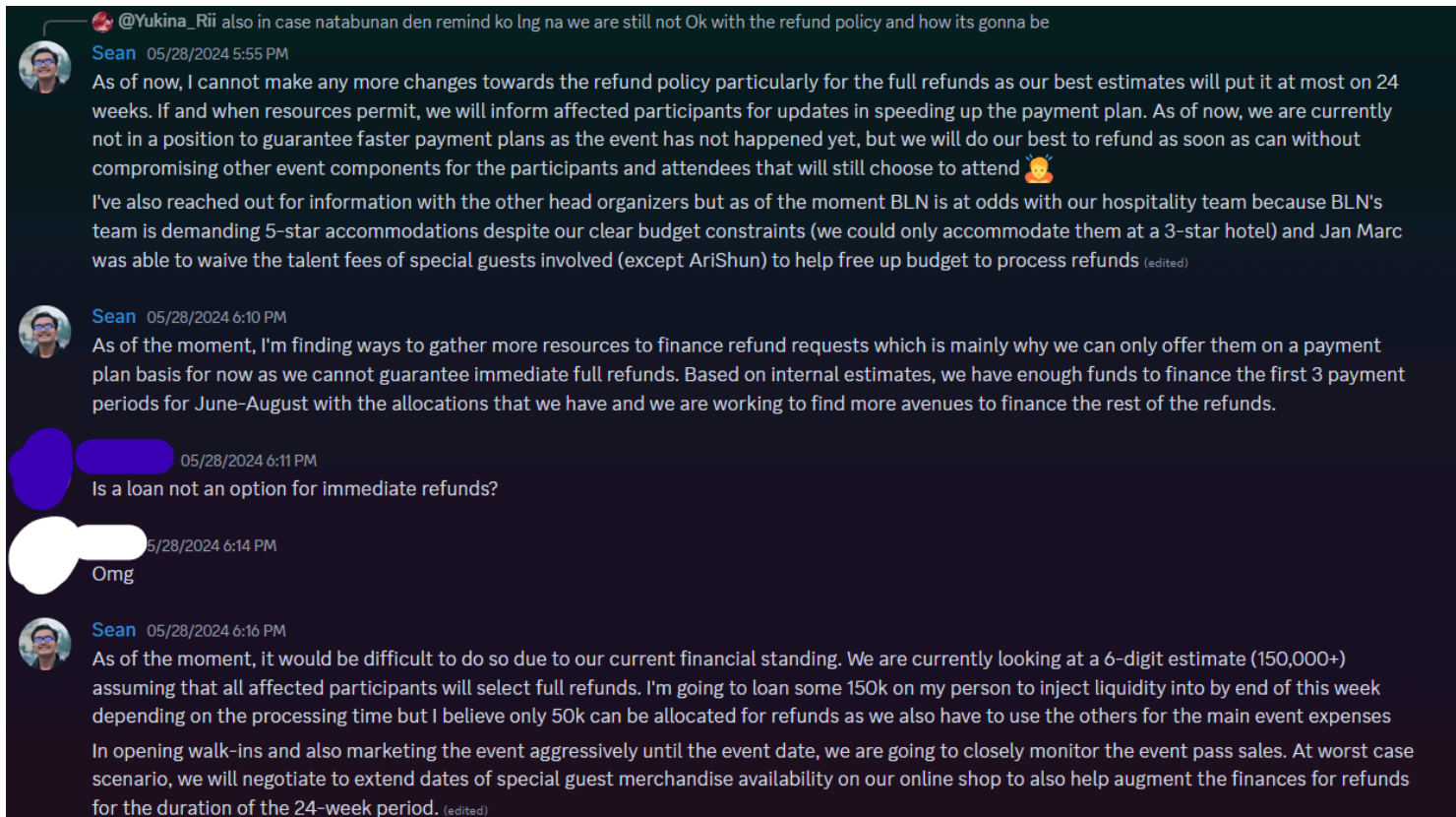
Jotform

Proven by forms get 10 times



9

When asked about the refunds again,



One artist asked if they can share how the task delegations are within their staff; and this is what Sean answered:

Plus, not to mention the ex-staff of Nijipop who had come forward and talked about their experiences with hosting CSEs and giving feedback to Sean and c...



Sean 05/28/2024 6:36 PM

For clarification, I'm technically the middle management for this event 🧐

I'm just taking the initiative to make decisions while the other heads are busy, but the staff and team behind Nijipop (where I am part of) is separate from the Head Organizers as we're essentially technically contracted to organize an event for them (edited)

05/28/2024 6:40 PM

Would it be improper to ask exactly how the task delegations are handled within your staff

Considering that I would have thought that (based off experience from other organizing teams) that the departments for facilitating finance and vendor related concerns would have their own set of members



@Sean I'm just taking the initiative to make decisions while the other heads are busy, but the staff and team behind Nijipop (where I am part of) is separate from the H...

05/28/2024 6:42 PM

Why call themselves head organizers if they're outsourcing the labor to you?

Do you have leads assigned per department? Who's in charge of finances, exhibitors, media, attendees? Or is that falling all to you as well?



Sean 05/28/2024 6:44 PM

I can explain our team structures with no worries:

Team Nijipop and the Head Organizers are 2 different teams:

- Head Organizers invited me to organize an event for them, and they proposed that I make an event proposal, which was greenlit.
- Team Nijipop is the field staff that consists of the Core Staff that makes the decisions and the Volunteers that are mainly there to help staff on the day of the event.

As I'm the one that submitted the proposal, I essentially function as the overall director of the event as most of the mechanizations of the ideas discussed in the initial event proposal fell as my responsibility other than the guests







Sean 05/28/2024 6:54 PM

We have specific teams under our management:

- Logistics and Floor Operations – which I mainly handle, from floor plan, security, registration, and entertainment subcommittees to handle activities being approved and greenlit.
- Hospitality, which is handled by a core staff coordinator from another events org that I'm good friends with. They've been doing an amazing job handling the guests so far.
- Marketing, which is handled by another core staff coordinator which helps post on our social media pages. They're currently confused on the way forward as of now since they're afraid to restart marketing when the refunds issue has not been resolved due to fear of backlash.
- Concessionaires and Sponsorships were handled by a core team officer that abruptly left not too long ago. I'm taking over their responsibilities and PR with participants as I try to recover the connections and contacts that the previous officer had.
- IT Department, I'm the sole member of this one, I manage all the websites and forms and automated responses for the event which enabled us to drastically reduce hands needed to respond to queries early on the planning. I have fun handling all the IT stuff since I'm a geek at heart and I could build systems relatively quickly

(edited)

For implementing rules and regulations such as Terms and Conditions and Participant Packets, I was mainly the one that crafted them since I have my experience in writing up contracts. They have been verified and checked by legal advisors and thanks to other organizers and key opinion leaders that helped us as consultants early on, they've also taught us on how to create them as we also needed to have rules and regulations in place to avoid misunderstandings regarding what comes with participating in the event. 🙏 (edited)

05/28/2024 6:59 PM

So you're currently handling 3/5th of the operational work, as well as additional managerial tasks



Sean 05/28/2024 7:00 PM

Not all of the work of that 3/5th is on me, I delegate them as needed but I do have my responsibilities to follow up on tasks assigned  
IT stuff only lasts a few minutes to an hour, and logistics is where I thrive



Sean 05/28/2024 7:01 PM

50 staff members for both volunteer and core teams

Sean Not all of the work of that 3/5th is on me, I delegate them as needed but I do have my responsibilities to follow up on tasks assigned



Sean 05/28/2024 7:02 PM

It's really the PR I'm doing my best to make up for the slack because I'm really not built for PR. I'm aware that some of my statements are not exactly the most PR-like and I end up sounding corpo to an effect, but I also want the best for all stakeholders involved within my scope  
But for massive decisions, I still have to wait for the core staff and at times the head organizers to make decisions.

@Sean At the end of the day, I do believe in transparency as being the foundation of rebuilding trust with affected participants. The documents and information I'm sh...

05/28/2024 7:05 PM

You say you do believe in transparency pero how come when it comes to us exhibitors and merchants we are being ghosted and kept in the dark? Wait lang. What's with this selective kind of "service"?

👍 1

@Chii Why call themselves head organizers if they're outsourcing the labor to you? Do you have leads assigned per department? Who's in charge of finances, exhibitor...



Sean 05/28/2024 7:06 PM

I honestly don't deserve the title of head organizer and I made it clearly on that I would need support from them to make the event happen. I was told that resources and help would be possible but unfortunately, we haven't been able to receive much other than support in connecting with talents

05/28/2024 7:08 PM

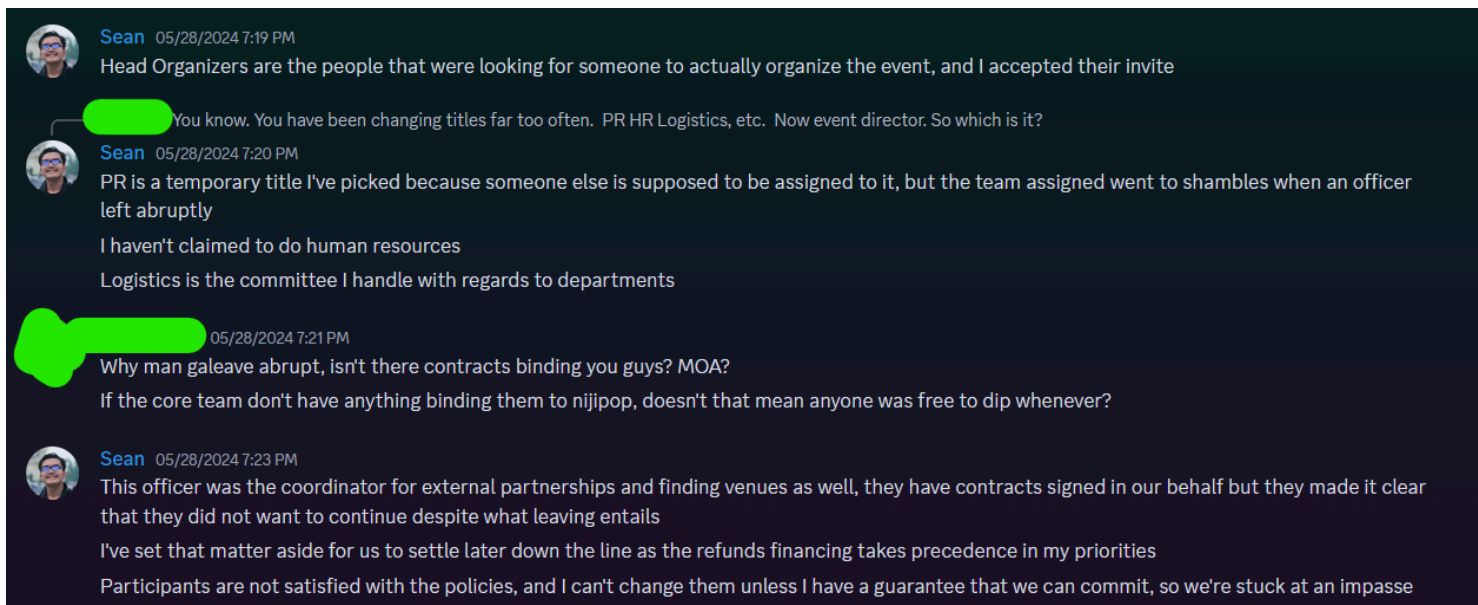
Based on our collective experience here. You have not shown us the exhibitors "good faith" at all.

So don't give me that BS



Sean 05/28/2024 7:09 PM

I am aware that we have been unresponsive, but that also has mainly to do with the situation that I cannot greenlight big decisions by myself. The core team and even former members can testify that we've been wracking our heads since the announcements to find ways to make decisions that don't overstep our scope and responsibilities.



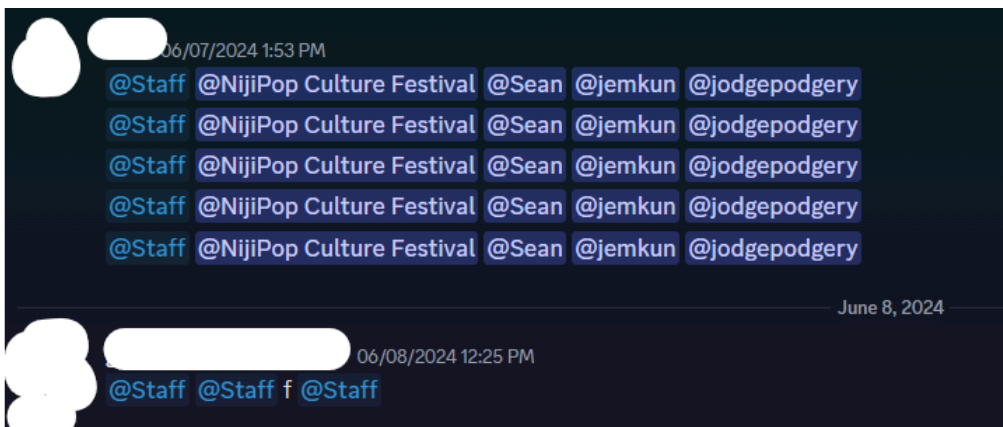
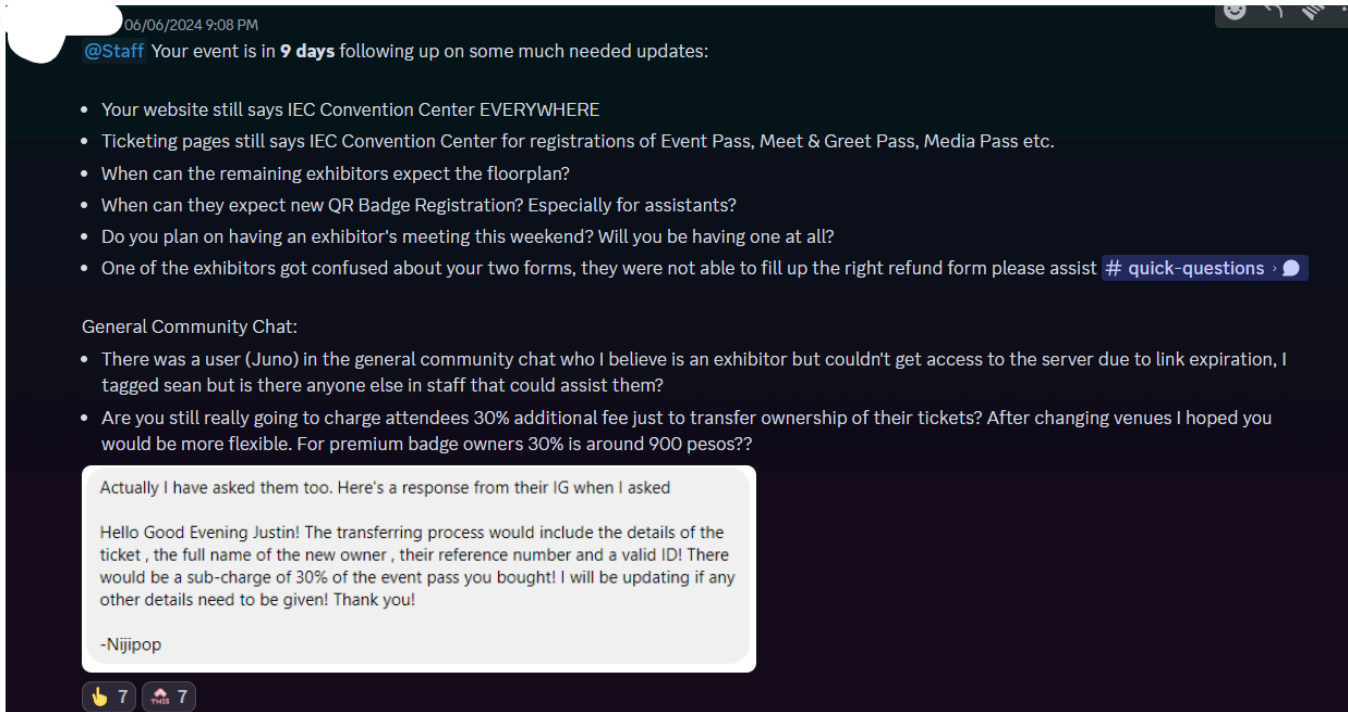
After this, everything was a little bit silent because it's just Artists talking about what's going on + one troll / white knight account saying GMALL is better.

They were preparing for the event siguro, became active on their social media but when there were concern, we had to ping them a lot of times.

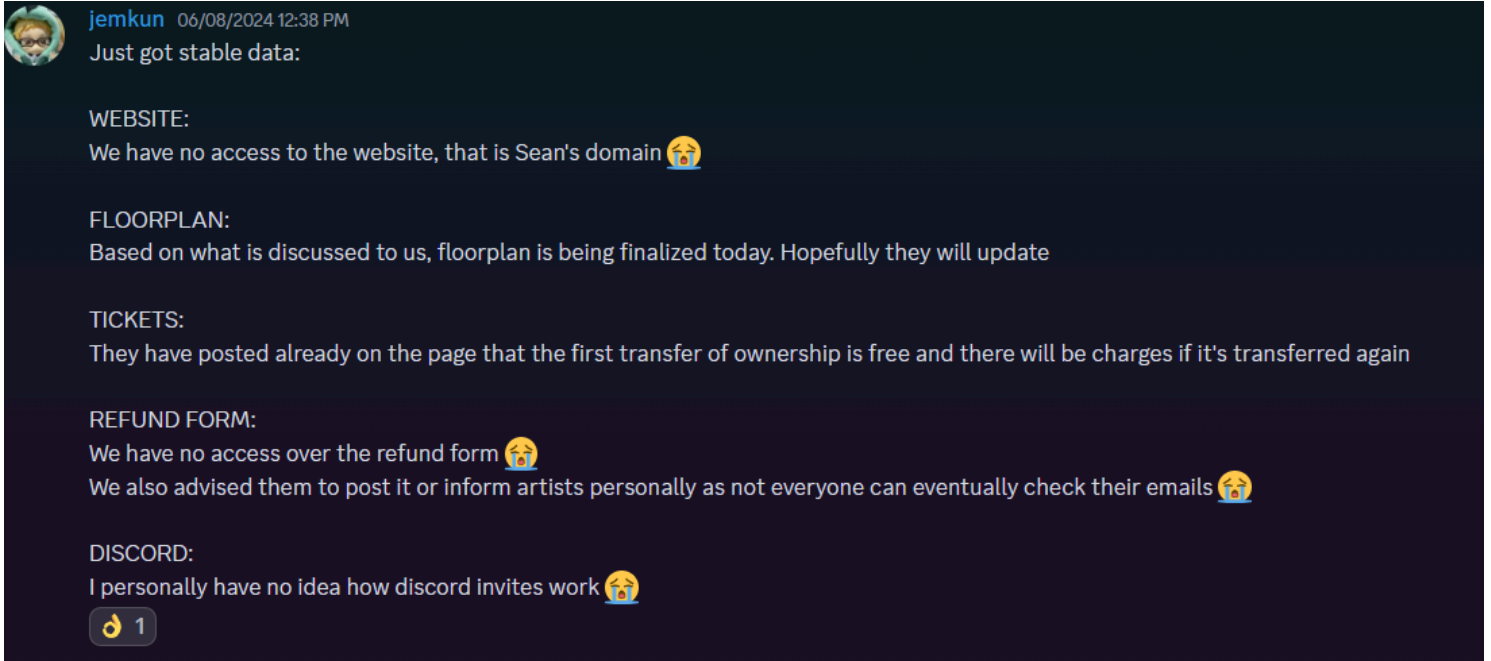
## ELECTRIC BOOGALOO REDUX - THE EVENT ITSELF

Jem and Jodge still helped regarding the preparation, and at this point we were not a part of the event anymore. An artist was actively helping them with the preparations but all they say is "we'll take that in mind" or not paying attention at all. ANDAMING PINGS para lang makita nila but sometimes they don't respond.

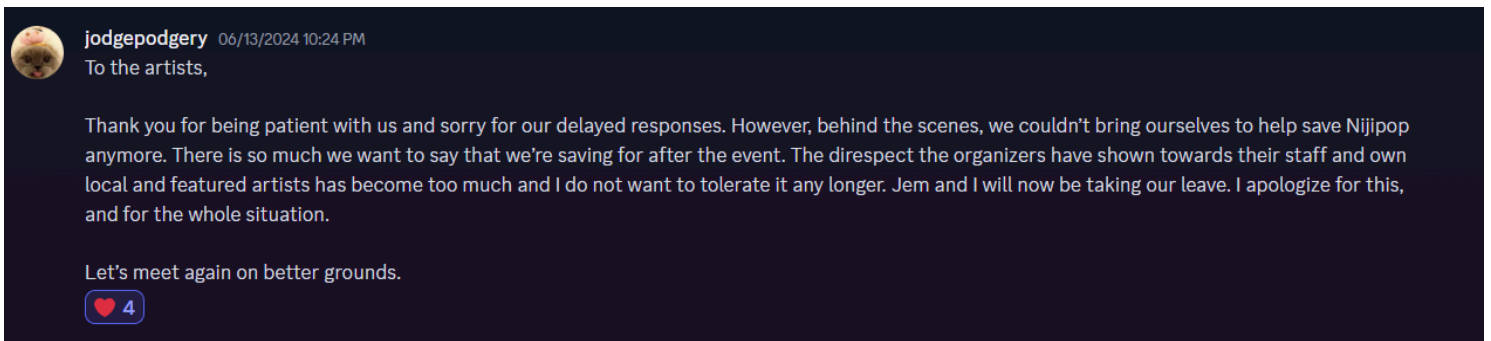
Example was when an artist pinged them with regards to updates: TAKE NOTE THIS ARTIST OPTED OUT AS WELL BUT WAS STILL HELPING.



Jem had no access on the website + refund forms. They are still kept in the dark.



There were issues regarding ingress + floor plan. I wasn't active in the discord server anymore but there were a lot of logistics problem.



According to some people the "additional experience" for the artists who stayed didn't get honored as well.

This is such a shitshow I don't want to cross paths with them again. As an artist, this is THE MOST STRESSFUL EXPERIENCE I'VE EVER ENCOUNTERED. Not only for me but for fellow artists who have spent their time, effort and money to only get this kind of treatment.

While we personally opted out early, I don't think we'd be able to get our refunds. Everything is a lose-lose situation with them.

They're already locking their profile and deactivating their accounts. 24 weeks is a lot. I'm just gonna be hopeful that they get sued with this. Sean, Crystal, and the two ghost orgs should be held accountable. I'm tired of us

artists getting used as cash cows for funding international artists, or whatever they need to fund on. Trust issues nadin sa ibang organizers na nagsisimula pa lang. This is sad.

Up until now, tapos na yung event and we still haven't heard from them. Nagtatago na.

I know this is not reflective of what Cebu Conventions are, but I hope they get BLACKLISTED in everything.