



# ***Ticket Policy***

Adopted: July 6, 2018

Latest Amendment: February 13, 2019

## **1.0 PURPOSE**

Harmony Bazaar strives to provide a family friendly, comfortable, safe and inclusive atmosphere at all of our events. The following policies will help to ensure that we maintain this safe environment at our events.

## **2.0 FESTIVAL OR EVENTS**

### **2.1 Programming**

The date, time and overall schedule of performances are subject to change without notice. Up to date information will be provided at [harmonybazaar.com](http://harmonybazaar.com) and on Harmony Bazaar social media accounts.

### **2.2 Pets**

No pets will be permitted to enter the festival grounds or auxiliary events with the exception of service animals.

### **2.2 Seating**

Seating is available on a first come first served basis, there are no assigned seats for the festival or any auxiliary events. Festival goers are encouraged to bring their own lawn chairs.

### **2.3 Weather**

Weather plays a large role in planning an outdoor concert such as Harmony Bazaar. The Harmony Bazaar team will make special arrangements in the event of inclement weather. Inclement weather may result in cancellation or rescheduling of portions of the festival updates can be found on Harmony Bazaar social media and [harmonybazaar.com](http://harmonybazaar.com).

### **2.4 Alcohol**

Drinking is not permitted on the festival grounds or auxiliary events with the exception of the festival Beer Garden, if one is present. Those who arrive at the festival intoxicated will be denied admission. Those who become intoxicated at the festival will be removed from the festival grounds.

### **2.5 Smoking**

Smoking of any substance is not permitted on the festival grounds or at auxiliary events, this includes the festival Beer Garden should there be one. Those who wish to smoke must leave the festival grounds.

### **2.6 Photography**

By attending a Harmony Bazaar event you or your guardian consent to having your photo and/or video taken for use at the societies discretion.

## **3.0 TICKETING**

### **3.1 General**

#### **3.1.1 Refunds**

All ticket sales are final and no refunds will be issued under any circumstance.

#### **3.1.2 Resale**

Tickets may be resold; the name on the ticket has no bearing on admission.

#### **3.1.3 Festival Box Office**

The festival box office will serve as the main entrance to the festival grounds. The festival box office is the place to go receive your festival wristband, buy tickets and resolve any questions or issues you may have. The festival box office will accept Canadian cash, Credit cards (*Visa, Mastercard, AMEX, Discover*) as technology permits, Cheques payable to "Harmony Bazaar Festival" and American cash will be accepted at par value.

#### **3.1.4 Wristbands**

Wristbands are provided to festival pass holders so they may enter and exit the festival as they please. Wristbands must be worn around the wrist. Any person not wearing a festival wristband will be removed from the festival grounds.

#### **3.1.5 Service Fees**

Festival tickets bought online or via credit card are subject to services fees. These fees will be disclosed prior to purchase. Tickets paid for in cash are not subject to any service fee.

## **3.2 Passes**

### **3.2.1 General Admission**

General Admission tickets are to be sold at a rate selected by the board annually based on budgeting. General Admission tickets are for those festival goers who are 19+. General Admission tickets do not include any auxiliary event until specifically stated. The goal of the board is to fairly price General Admission tickets to make them affordable to the general population.

### **3.2.2 Children & Youth**

Children and Youth tickets are provided at the festival gate free of charge in hopes to encourage this demographic to take an interest in performing or supporting music within the community. Children are defined as anyone under the age of 13 and must be accompanied by a ticket bearing adult in order to receive admission. Youth are defined as anyone between the ages of 13 and 18 and do not require a ticket bearing adult for admission.

### **3.2.3 Guest**

Guest tickets are provided to various people in the community typically to show gratitude to those who have helped support the festival (ie. billiters, sponsors).

Guest passes may also be provided to artists for family, friends, etc. if stipulated in their contract.

### **3.2.4 Giveaway**

Giveaway tickets are provided as a means of increasing awareness of the festival such as radio contest giveaway. Groups may approach Harmony Bazaar and ask for tickets to include in prize baskets, etc. a decision will be made based on the potential value of return for the festival.

### **3.2.5 Artist**

Artist passes are provided to performers as well as their band members in the form of a "Lanyard Pass". Band members are defined as the people who support the performer in an onstage role (ie. drummers, guitar players). Artists are required to pick up their passes at the Festival Box Office and wear their pass.

### **3.2.6 Volunteer**

Those who volunteer their time with the festival are granted admission to the festival main stage events. Volunteers are encouraged to work a minimum of five hours in return for their complimentary admission. Volunteers must register through the Harmony Bazaar office or a festival Captain in order to be recognized as an official volunteer.

### **3.2.7 Security**

Security passes are provided to those volunteers and paid staff who ensure the safety of the

festival. Security passes are to be returned at the end of the shift to the festival main gate.

This policy was accepted as a motion of the Harmony Bazaar Festival of Women & Song Society on July 6th, 2018. Any amendments are to be approved by the board listed below.

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*President- Allan Nelson*

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*Secretary- Danielle Williams*