

## **2024 Cold Bones Fest Ticket Sales Policies**

The following Ticket Sales Policies (the “**Policies**”) form part of your sales agreement with Cold Bones Fest (“**CBF**”) for entry into the 2024 Cold Bones Fest (the “**Event**”), which is held at multiple venues (the “**Venues**”) in Drumheller, Alberta, Canada. Please ensure you have fully read and understood the Policies prior to attending the Event. By purchasing a ticket to the Event, you hereby acknowledge and agree to abide by the Policies. CBF shall rely on the implementation of these Policies in the event of a dispute over any of the matters set out below:

**1. Not all Venues are for all ages.**

All ages are permitted at select Venues for this event until 9 pm (Drumheller Legion Branch #22, Heller Good Sandwiches). AFTER 9 PM EVERYONE MUST BE 18 YEARS OR OLDER TO ATTEND EVENT. Proof of age will be required when registering on the day of the Event.

**2. No exchanges or refunds.**

CBF offers no exchanges or refunds for tickets purchased for the event. Please ensure you will be able to attend the event prior to purchasing your tickets.

**3. Images will be taken at the event.**

While performing, attending, volunteering, and/or working at CBF you consent to be photographed and/or filmed. Your image, your voice, any performance, any art and any likeness may be used for festival promotional purposes (unless otherwise stated in the contract). The footage may be displayed or disseminated without your consent or payment of compensation to you and you release CBF from any legal liability for such filming, photographing or dissemination. Any media, photography or video, taken during the Event is subject to a mandatory, non-exclusive license to CBF for promotional purposes. Other than for personal use, all images, film or video obtained at the festival may not be used without the prior written permission of CBF.

**4. Personal effects search may occur.**

Participant admission is subject to compliance with all laws and facility rules and regulations. Participants must consent to reasonable examination & searches to ensure compliance with all provincial & federal laws, and facility rules & regulations. Bag checks at venue admission may be performed.

**5. Alcohol and illegal substances:**

Alcohol is served at all venues and open alcohol is not permitted outside of, or between, any of the CBF venues. Any alcohol found on persons attempting to enter event venues will be confiscated and dumped. Additionally, matters involving illegal substances will be turned over to the RCMP.

**6. Conduct:**

All CBF participants must comply with our code of conduct as outlined below. Anyone not in compliance will be removed from the event immediately.

CBF has a zero-tolerance of any of the following actions:

1. Harassment, bullying, verbal abuse, violent or physically aggressive behavior;
2. Discrimination against an individual or group compared to another on the basis of actual or perceived gender, gender identity or expression, sexual orientation, race, ethnicity, socio-economic status, age, country of origin, nationality, citizenship status, native language, physical appearance, physical, mental or perceptual abilities, religious beliefs, or political beliefs; and
3. Sexual abuse and sexual harassment.

## **7. Your personal data may be collected by CBF.**

CBF may collect the following types of personal and non-personal information ("**Confidential Information**"), from users that includes but is not limited to:

- a. Personal information - Name, email address, phone number, postal address and any other information voluntarily provided by users during registration or ticket purchase; and
- b. Non-personal information - Browser information, device type, IP address, cookies and usage data collected through analytics tools.

CBF will not distribute your Confidential Information for any reason other than as expressly stated below:

- a. is or becomes part of the public domain through no fault of CBF;
- b. to any person or entity where disclosure is compelled by law; and
- c. to any person or entity to whom you consent to such disclosure.

The purpose of collecting your Confidential Information by CBF is for the following reasons:

- a. Event Registration - to facilitate Event registration and ticket purchase;
- b. Communication - to send Event updates, confirmations, and important information related to the Event;
- c. Analytics - to analyze user behavior on our website and improve our services; and
- d. Marketing - to send promotional materials or offers related to our Event, and future events, with your consent.

## **8. Limitations on collection of Confidential Information collected by CBF.**

We may share your Confidential Information with the following third parties:

- a. Event organizers - information provided during ticket purchasing may be shared with the event organizers; and
- b. Service providers - we may use third-party service providers for payment processing, analytics and marketing. These providers may have access to user data as necessary for their services.

We take reasonable measures to protect your Confidential Information, however no method of online transmission or storage is entirely secure.

## **9. Your Confidential Information.**

You have the following rights regarding your Confidential Information:

- a. Access - users can request access to their personal data we have collected;
- b. Rectification - users can request corrections to inaccurate data;
- c. Deletion - users can request the deletion of their data, subject to legal obligations; and
- d. Opt-out - users can opt-out of receiving marketing communications.

Please be advised that CBF may use cookies and similar tracking technologies to enhance the user experience and gather information about user interactions throughout the CBF website. By using the CBF website and providing your Confidential Information, you agree to the terms outlined in this data collection clause and our privacy policy.