

Cold Bones Fest Ticket Sales Policies

The following Ticket Sales Policies form part of your sales agreement with Cold Bones Fest (“CBF”) for entry into the Cold Bones Fest (the “Event”), which is held at multiple venues (“Venues”) in Drumheller, Alberta, Canada. Please ensure you have read and understood the Ticket Sales Policies. CBF will rely on the application of these Policies in the event of a dispute over any of the matters set out below:

1. Not all Venues are All Ages.

All ages are permitted at all Venues for this event until 9 pm. 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.

We do not tolerate any form of:

1. Harassment, bullying, verbal abuse, violent or physically aggressive behaviour.
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
3. Sexual abuse and sexual harassment

7. Your personal data may be collected by CBF.

We may collect the following types of personal and non-personal information from users:

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

Purpose of Data Collection

- 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
- d. Marketing: to send promotional materials or offers related to our events with user consent

Data Sharing

We may share user data with the following third parties:

- a. Event organizers: information provided during ticket purchasing may be shared with the event organizers
- 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.

Data Security

We take reasonable measures to protect user data; however no method of online transmission or storage is entirely secure.

User Rights - users have the following rights regarding their data:

- 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.
- d. Opt-out: Users can opt-out of receiving marketing communications

Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to enhance the user experience and gather information about user interactions with our website. By using our website and providing your information, you agree to the terms outlined in this data collection clause and our privacy policy.