

## PASS RETURN

- We have a 14-day return policy when purchasing a pass. After the 14th day from the date of purchase, we do not accept pass returns.
- Passes can only be returned until 28.01.2022.
- Receipt of the wristband at the event office automatically blocks the possibility to return the pass.
- The refund will be sent to the buyer's account within 14 days from the refund request in amount and currency of the purchase transaction according to the confirmation received from Dotpay Settlement Center after the purchase.
- Special conditions related to the global epidemiological situation: If travel to the event is not possible due to:
  - restrictions in the country of the festival (Poland),
  - restrictions imposed on a particular country,
  - restrictions imposed by the country from which the Participant is coming
  - In case the participant is quarantined due to COVID-19 (Organizer may request a written statement about the quarantine)

the participant's pass will be transferred to the next edition of the festival. Any of the above mentioned situations must be notified to the Organizer not later than on 1.02.2022.

## OWNER CHANGE

- The resale of passes and the change of the name assigned to a pass without stating a reason can only be done once until 28.01.2022 at the latest.
- After changing the owner the 14-day return policy does not apply. The organizer does not act as an intermediary in the

search for a new pass buyer, nor in the settlement between the seller and the buyer.

- In order to change the name: The original owner of the pass shall send a notification of the change to the Organizer at [z.sadowska@zoukfestival.pl](mailto:z.sadowska@zoukfestival.pl) by 28.01.2022 at the latest, stating the name and email address of the new owner. The ticket of the original owner will be cancelled and a new ticket will be sent to the specified email address.
- Due to the current pandemic situation, we do not charge additional fees for such change.

Title: Pass Reselling

Message:

Name and Surname of the previous participant:

email of the previous participant:

Pass type:

Name and surname of the new owner:

e-mail of the new owner:

Country & city:

Comments:

## FREE PASSES AND SPECIAL OFFERS

- Passes for the EVENT won in any kind of contest or received for FREE are not returnable, they cannot be transferred to another owner, changed for passes for other events or editions or exchanged for cash. We admit upgrades of such passes, according to the general terms & conditions.
- Passes sold in SPECIAL OFFERS may be subject to separate rules of return, resale and exchange, detailed in terms & conditions to each offer.

## E-TICKETS AND FESTIVAL WRISTBANDS

- It is obligatory to bring your PERSONAL ETICKET with the QR code received directly after purchase and your ID confirming the data on the ticket to enter the event. A person without the ticket may be refused to enter the event.
- It is the participant's responsibility to keep the purchased ticket saved on a mobile device or printed. In case of problems with finding the ticket you are advised to contact the organizer immediately (z.sadowska@zoukfestival.pl). Before sending notification checking all subfolders is recommended (SPAM folder included)
- Wearing festival wristbands during the whole event is OBLIGATORY. It is forbidden to remove it or pass it to another person.
- You are entitled to one copy of a wristband for the whole event. We exchange wristbands only if they get destroyed for some singular reasons. In that case you need to bring the destroyed wristband to the registration desk where we can exchange it for a new one. In other cases, a purchase of a new ticket will be necessary
- Please pay attention if the grip is not too tight or too loose as it cannot be stated later as a reason for complaint.

## OTHER INFO

- Please note that during the event filming and photographing will take place that may include images of individual participants. By taking part in the event, the participants agree to the publication of materials by the organizer or

sponsor of the event, which may include their image for documentation, reporting, promotional or advertising purposes.

- The organizer reserves the right to introduce changes to the programme of the event. The changes may refer to the localization, workshop schedule and list of invited artists.
- The organizer reserves the right to cancel the festival if it is necessary or if it is not possible to organize the event safely.
- The organizer reserves the right to remove a participant who does not comply with sanitary requirements or will disturb the peace during the course of the event.
- **When purchasing a ticket, the participant declares to give true data. In the case of persons declaring that they have been vaccinated, the organizer has the right to verify that the participant has given true data by checking the vaccination certificate. If false data is given, the organizer may refuse to allow the participant to enter the event area.**