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SAN DIEGO FESTIVAL

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Terms of ticket purchase and use

Notes on choosing numbered seating

In order to follow health guidelines and keep safe both the festival audience and staff, the following requirements are in effect:

- The entire venue has been customised exclusively for seated audiences and the seats that can be used are marked.
- Usable seats have been divided into pairs of two consecutive seats, with one empty seat required between each pair of seats.
- When more than two people are attending together, they are required to sit in groups of two. It is not allowed to occupy more than two seats in a row.

Additionally, please note the following:

- Upon arrival to the festival, audience members are required to follow usher instructions in order to find their seats (numbered or general entry) and to ensure smooth assembly.
- Event organisers reserve the right to move members of the audience to new seats if necessary, in order to follow health and hygiene requirements.
- The audience agrees to conform to venue staff requests.
- Face masks are required upon arrival, attendance and departure from the event venue.
- Please read carefully the terms of purchase of the tickets in order to be fully up to date with every aspect of your booking and event attendance.

Terms of ticket purchase and use

By completing this purchase, the ticket buyer accepts without reserve the terms described below. The purchase of this ticket provides the ticket buyer with the right to attend the event subject to the buyer's acceptance of and adherence to the following rules of conduct of the venue.

Each ticket purchase is only valid for one person, exclusively for the date, event and seat for which it has been issued; otherwise, the ticket holder will be denied entry.

Each ticket is strictly personal and non-transferrable.

Front-rows seating is numbered seating, and each person's chosen seat is final.

The following are not allowed:

- Entrance to the venue after the start of the event.
- Ticket returns.
- Smoking at the seated area during the events.

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- Photographing, video recordings or audio recordings of the event.
- Entry of children younger than six years of age to the event venue.

The transport of bottles and cans (plastic, glass or aluminium) and other dangerous items is forbidden in the facilities. The ticket buyer accepts that organisers bear no responsibility for accidents or any damage to items caused by indecent audience conduct, nor for any theft or damage to audience belongings by malicious persons.

Any and all transport of flammable materials.

Possession and use of audio-visual and photographic means is prohibited as are video recordings, audio recordings or photographs of the entire event or part of it. Audience members are required to completely deactivate their mobile phones (unless explicitly instructed otherwise by the organisers, in which case they are only allowed to do so for that specific event).

For your entry into the venue to be granted:

- you are required to display your ticket, printed or in digital form, for inspection
- you are required to show your ID and any necessary legal paperwork that verifies your situation, if you have a concession
- you are required to turn off your mobile phone(s)

For smooth, safe and fast entry into the venue, audience members are kindly requested to arrive on time. There is no intermission during the events, for safety reasons.

You are not allowed to return your ticket to any event(s).

In case of event cancellation due to force majeure such as strikes, government bans, artist illness etc., SANI SA reserves the right to change the event date, time and/or place.

In case of outright cancellation of the event, tickets will be refunded in due time from the venues announced by SANI SA.

In these cases, only the face value of the ticket is refundable and no additional fees per ticket, as those are service fees for distribution via VIVA.GR.

In case of event cancellation due to bad weather in the first forty-five (45) minutes of the event, the organisers shall make announcements on the timeframe and means of ticket refund issue. After the first forty-five (45) minutes of an event have passed, the event is considered completed and no refund will be issued. In case of event postponement, the ticket price is not refundable but existing tickets will be valid for the new date, which will be published in the media, social media and on www.sanifestival.gr

PUBLIC HEALTH MEASURES

In accordance with measures (valid today, end of June 2021) to protect public health in force, all members of the audience should be sitting. Seating is limited in order to observe social distancing requirements. You will be ushered to specific seats for that purpose, while audience arrival and departure will be staggered, while the use of medical or non-medical mask is compulsory upon arrival to and departure from the venue, upon being seated, as well as throughout the event. Numbered seating tickets are assigned according to a set plan, while general entry seating has been marked. For verification and admission, ticket holders are to display their tickets in printed or electronic form upon arrival. All audience members are obliged to follow organisers' guidelines regarding relevant and in force health and hygiene protocols.