



Puppets Up! 2022  
August 12-14, 2022  
Almonte, ON

## PUPPETS UP! INTERNATIONAL PUPPET FESTIVAL POSTPONEMENT, CANCELLATION AND REFUND POLICY

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### 1. GENERAL

**Puppets Up! International Puppet Festival** (“Puppets Up”) is committed to providing exceptional experiences to all festival guests, sponsors and exhibitors and other stakeholders at the Puppets Up International Puppet Festival to be held August 12-14, 2022, as well as to all events supported by and leading up to the August festival (collectively referred to as “Festival 2022”). Unfortunately, many factors can have an impact on our ability to deliver a quality event, and for these reasons, Puppets Up has implemented this Postponement, Cancellation and Refund Policy.

#### ***COVID-19 Implications***

Should a ticketholder, sponsor, exhibitor or other Puppets Up stakeholder’s attendance at or participation in Festival 2022 be impacted by any health and safety restrictions, rules or guidelines (the “government regulations”) recommended or enforced by COVID-19 government regulations, ticketholders, sponsors, exhibitors and other Puppets Up stakeholders agree to comply with any such COVID-19 government regulations including crowd management practices.

Puppets Up is committed to providing a safe and compliant environment for all Puppets Up stakeholders.

### 2. TERMS FOR TICKETHOLDERS, SPONSORS AND EXHIBITORS

#### ***TICKET HOLDERS***

Your ticket registration is complete when we receive your full payment. Payment can be made online through third party ticket service providers. We do not reserve tickets without payment.

A confirmation email will be sent to you at the time of registration and payment. This email serves as confirmation of your registration. All ticket sales are final.

***Postponement Due to Covid-19:*** At any time prior to Festival 2022, Puppets Up may postpone and reschedule the date of Festival 2022 to a later date for reasons arising out of or related to the Covid-19 pandemic. Upon receipt of the written notice of postponement, ticket holders agree to the rescheduling of Festival 2022 to a date that falls on or about the second weekend of August one year from the date of Festival 2022 (the “New Festival Date”). All ticketholder fees received by Puppets Up until receipt of written notice of postponement **will be credited towards the event occurring on the New Festival Date.**

***Cancellation by Puppets Up:*** Puppets Up reserves the right to cancel Festival 2022 at any time not later than June 30<sup>th</sup>, 2022. In the event of cancellation, Puppets Up shall not be liable for any expenses, costs, or damages incurred by ticketholders **and shall refund the ticket holders less any administrative processing fees collected at the time of purchase.**

## **SPONSORS**

Puppets Up is acquainted with the generous support of sponsors and would be honoured for the continued financial support of sponsors for Festival 2022. In general, sponsors agree to provide financial support for Festival 2022 in exchange for certain benefits and promotional rights to be provided by Puppets Up. Sponsorship for Festival 2022 is established through a Sponsorship Agreement under which the terms of sponsorship including matters such as advertising and promotion, sponsorship fees, refunds and cancellation provisions and other terms are established and through which a sponsor will be marketed as a sponsor for Festival 2022. **This Policy is subject to the specific terms and conditions of the Sponsorship Agreement and in the event of conflict, the terms of the Sponsorship Agreement prevail.**

***Postponement Due to Covid-19:*** At any time prior to Festival 2022, Puppets Up may postpone and reschedule the date of Festival 2022 to a later date for reasons arising out of or related to the Covid-19 pandemic. Upon receipt of the written notice of postponement, Sponsors agree to the rescheduling of Festival 2022 to a date that falls on or about the second weekend of August one year from the date of Festival 2022 (the “New Festival Date”). All sponsorship fees received by Puppets Up until receipt of written notice of postponement **will be credited towards the event occurring on the New Festival Date.**

***Cancellation by Puppets Up:*** Puppets Up reserves the right to cancel Festival 2022 at any time not later than June 30<sup>th</sup>, 2022. In the event of cancellation, Puppets Up shall not be liable for any expenses, costs, or damages incurred by sponsors **and shall refund the sponsorship fees collected by Puppets Up less reasonable administrative fees.**

## **EXHIBITORS**

Exhibition space/booths/display tables for Festival 2022 will be allocated only on receipt of the signed Letter of Confirmation under which the terms and conditions of exhibition for Festival 2022 is established including matters such as advertising and promotion, exhibition fees, and other terms are established and through which an exhibitor will be marketed as a exhibitor for Festival 2022. **This Policy is subject to the specific terms and conditions of the Letter of Confirmation and in the event of conflict the terms of the Letter of Confirmation prevail.**

Preferred booth allocation is subject to availability and change at the sole discretion of Puppets Up. Exhibitors will only be allocated a booth on receipt of a signed Letter of Confirmation and payment representing 100% of the full exhibit fee (plus HST if applicable). Payments by exhibitors can be made by e-transfer or by cheque.

A confirmation email will be sent to you at the time of exhibitor registration and payment. This email serves as confirmation of your registration.

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***Cancellation by Puppets Up:*** Puppets Up reserves the right to cancel Festival 2022 at any time not later than June 30<sup>th</sup>, 2022. In the event of cancellation, Puppets Up shall not be liable for any expenses, costs, or damages incurred by exhibitors **and shall refund the exhibitor fees collected by Puppets Up less reasonable administrative processing fees.**

***Cancellation by Exhibitor***

All communications regarding cancellation by an exhibitor must be made in writing. In the event of cancellation by the Exhibitor (other than as a consequence of any restrictions enforced by COVID-19 government regulations) exhibition fees will not be refunded unless a substitute exhibitor is available. Puppets Up will manage a waiting list of exhibitors in the event of cancellation by an exhibitor.