

PUPPETS UP! INTERNATIONAL PUPPET FESTIVAL CANCELLATION AND REFUND POLICY

1. GENERAL

Puppets Up! International Puppet Festival ("Puppets Up") is committed to providing exceptional experiences to all festival and conference guests, sponsors and exhibitors and other stakeholders at the bi-annual puppet festival and puppet conference as well as to all events supported by and leading up to the annual events. 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.

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.

Cancellation by Puppets Up: Puppets Up reserves the right to cancel any events hosted by Puppets Up at any time. 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. In general, sponsors agree to provide financial support in exchange for certain benefits and promotional rights to be provided by Puppets Up. In most cases, Sponsorship 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 Puppets Up and events it hosts. **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.**

Cancellation by Puppets Up: Puppets Up reserves the right to cancel any events hosted by Puppets Up at any time. 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 events hosted by Puppets Up will be allocated only on receipt of the signed Letter of Confirmation under which the terms and conditions of exhibition for the event 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 Puppets Up. **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 will 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 etransfer 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.

Cancellation by Puppets Up: Puppets Up reserves the right to cancel any events hosted by Puppets Up at any time. 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 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.