



Purchase policy

Last update: February 2023

Preliminary Remarks

In this document, the masculine gender is used for the sole purpose of simplifying the text.

Welcome to the official purchasing policy of Fête du Lac des Nations Inc (hereinafter "the organization" or "FLN"). By purchasing tickets, passports and other products at fetedulacdesnations.com, lepointdeventes.com or at the physical ticket booths located at the entrances to the FLN site, the purchaser (hereinafter referred to as "you" or "holder") automatically agrees to read and abide by the conditions and regulations listed below.

If you have any questions about this policy and other content below, please send your inquiry to info@fetedulacdesnations.com.

Terms of Purchase

1. Currency

All ticket, passport and package prices are quoted in Canadian dollars.

2. Payment methods

Purchases at the FLN Site or point-of-sale website ticketing can be made by Visa, MasterCard and PayPal. Payments made at the physical event ticket booth can be made by Visa, MasterCard and cash.

3. Prices and availability

Ticket and passport prices may vary depending on when you purchase them and whether you purchase them in advance or directly at the event ticket booth. Taxes and service fees are not included in the price displayed on the Ticketing page ("lepointdevente") of the FLN website. The number of daily tickets and the number of passports is unlimited. There is a predefined ticket limit for all VIP boxes and packages.

4. Price error

If the amount paid for a ticket is incorrect, whether as a result of the incorrect publication of the price on the Site or lepointdevente, in any other communication or for any other reason, FLN reserves the right to cancel the ticket (or the sale of the ticket) and refund the amount paid. This provision applies whether due to human error or technical failure of this Site or any other system operated by FLN.

5. Order Confirmation

If you do not receive a confirmation number (in the form of a confirmation page, email or official receipt) after submitting payment information, or if you receive an error message or experience a service interruption after submitting payment information, it is your responsibility to confirm whether or not your order was placed with the FLN customer service department or lepointdevente. Only you would be aware of any problems that may have occurred during the purchase process. FLN will not be responsible for any loss (monetary or otherwise) if you assume that an order was not completed because you did not receive confirmation.

6. Event content

The artists, groups or people invited, the duration as well as any other content of a music or fireworks show (hereinafter the "Show Content") may sometimes be modified or cancelled. The FLN guarantees to take the necessary actions - to the extent possible and within the time frame provided - in case of changes to the Show Content. The FLN wants to do everything possible to ensure that its visitors have a pleasant experience during their stay at the FLN.

7. Terms of use of the the ticket

No exchange or refund possible. No service charge rebates available. It is the ticket holder's responsibility to arrive at the time and place specified on the ticket.

8. No refund of donations

No donations made to the FLN or made through the FLN are refundable.

Rules and regulations

As a holder of an access pass allowing you to enter the festival site, you agree, for the duration of the festival and on the festival site:

- i. to have your photos and videos taken by the official photographers and videographers of the FLN;
- ii. that videos and photos taken by the FLN's official photographers and videographers be used on the FLN's web platforms (website, email, social networks), advertising and other visuals;
- iii. respect the environment and act in an environmentally responsible manner by:
 - a. preferring public or zero-carbon transportation;
 - b. bringing a reusable water bottle;
 - c. properly using the garbage disposal system;
 - d. being informed and asking questions to the Green Team for any concerns related to waste separation;
 - e. not throwing waste on the ground.
- iv. to act with respect and kindness towards all people present on the festival site (employees, volunteers, partners, festivalgoers and other workers);
- v. to follow the instructions and directions given by the FLN staff and security guards;
- vi. to respect safety limits and not to interfere with areas that are off limits to festival goers;
- vii. use cigarettes or vaping products only in the areas provided for that purpose;
- viii. to respect the closing time of the site and to leave the site when requested;
- ix. to respect the list of prohibited objects on the festival site:

Glass and metal bottles, animals (except duly identified guide dogs), weapons, blunt and sharp objects or any other object that may endanger the safety of others, sticks, balls, balloons of any kind, cans or any other alcoholic or non-alcoholic beverages, drugs, fireworks or firecrackers, water guns coolers and metal containers, musical instruments, megaphones, laser pointers, tents, motorcycle or bicycle helmets, bicycles (free parking is provided outside the site), skateboards and roller skates, food (except for light snacks) and all types of bulky objects without justified use.
- x. that bags and other items brought in are searched upon entry;
- xi. not to bring any alcoholic beverages;
- xii. purchase and consume alcoholic beverages only if you are 18 years of age or older;
- xiii. not to purchase alcoholic beverages for individuals under the age of 18;
- xiv. not to bring or use any drugs, legal or not.

Failure to comply with the rules may result in the holder's access to the festival site being revoked for a specified period without refund.

Updates

This Ethical Behavior Policy is updated as needed.

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