

PURCHASE POLICY



WHEN PURCHASING A TICKET, YOU AUTOMATICALLY CONSENT TO THE FOLLOWING:

GENERAL INFORMATION

- No exchange or refund.
- It is possible to pay in cash at the ticket booth during the event, at the regular price.
- For presale, only the following methods are accepted: Visa, Mastercard.
- A service fee is included in the ticket price. Taxes are added to the total amount of the invoice.
- Tickets and passports prices may vary depending on when you purchase them.
- If you receive a promotional code, it is your responsibility to enter it in the dedicated box at the time of purchase. No refunds or price adjustments will be made.
- By purchasing a ticket online, you automatically consent to receive emails from the FLN. You may unsubscribe at any time.
- Contact the FLN customer service department for any problems with your purchase at info@fetedulacdesnations.com.

USE OF YOUR IMAGE

By purchasing a ticket or passport for the Festival, you authorize the FLN to use all photos and videos taken during the festival, including those in which your face appears. Photos may be published by the Organization on its social media accounts, in its newsletter, on its website, and in any other visual creations, without any compensation for festivalgoers. Smile, you might be photographed!

HEALTH AND SAFETY

- Stolen or lost objects are not the responsibility of the festival's organisation.
- Lost items are kept for **90 days after the event**. Please contact the organization at the following address, attaching a photo of your lost item: info@fetedulacdesnations.com. If your item has been found, the FLN team will arrange a time for you to come and collect it.
- If you have flu-like symptoms, it is your responsibility to isolate and not show up to the festival. There are many hand wash stations available at the festival.

ASK FOR THE COMPLETE POLICY FOR MORE INFORMATIONS.

I WANT THE COMPLETE POLICY

Logo of the festival organization.

