

## **POLICIES**

### **[Definitions](#)**

This section gives the definition of some important terms.

### **[Conditions for using the website](#)**

This section explains the terms and conditions for using the transactional website.

### **[Purchasing policies](#)**

This section clarifies all the terms and conditions that apply to the transaction itself: currency, payment method, transaction and payment confirmations.

### **[Ticket shipping and pick-up policies](#)**

This section explains shipping options and related conditions, rights and rules covering regular mail, priority post, mailing outside Québec, in Canada and abroad and, finally, picking Tickets up at a distribution point or at the Festival box office, if applicable.

### **[Return and refund policies](#)**

This section sets forth the return and refund policies.

### **[Privacy policies](#)**

This section contains the policies concerning personal information collected for transaction purposes: the commitment of the Festival to protect personal information, rules for using an IP address and for using cookies.

### **[Specific clauses](#)**

This section includes the rules, rights and policies concerning the different kinds of admission and sections: the pass and section reserved for mobility-impaired spectators.

## Definitions

The term "**Ticket**" refers to the "**Pass**" (**the Festival pass is made up of a RFID wristband and a blinking pin** issued by the Festival d'été de Québec.

The word "**event**" corresponds to all the shows presented during the 11 days of the Festival d'été de Québec and not to one show presented during the Festival.

The word "**website**" corresponds to the transactional website for the Festival d'été de Québec ticketing service.

The word "**Festival**" represents the Festival d'été international de Québec, which organizes the "Festival d'été de Québec" event.

## Conditions for using the website

By using and visiting the Event website, you agree to comply with all the Conditions of Use and all laws and regulations in effect. You may no longer use our website if you fail to comply with these Conditions. The Festival may change the Conditions of Use at any time without notice.

### Authorized use of the website

You are authorized to visit our website and purchase Tickets for personal use only.

### Unauthorized use of the website

Fraudulent or unauthorized use of the website, whether for the sale of tickets, reproduction of the website, use of a robot, of a web search engine or any other automated device could lead to an investigation and subsequent legal action.

### Disclaimer

The Festival does not guarantee that the website is free from errors, interruptions, cyber attacks, service failure or temporary outages, by the site itself or by a third party, nor that it will produce all the expected outcomes from its use, its content, its search engine or the links provided. The website and its content are provided as is. The Festival is not liable for any direct or indirect damages caused by use of the website. The Festival cannot guarantee any specific outcome from the use of its ticketing service.

### Compensation

Should you fail to comply with the Conditions of Use of the website, you agree to compensate the Festival, its agents, partners and employees against damages caused by unauthorized use of the website.

## Purchasing policies

### Currency

All prices on the website are given in Canadian dollars.

### Payment Methods

We accept Visa, MasterCard and Discover only. If you don't have a credit card, you can purchase a prepaid card. For more information:

- Desjardins: <http://www.desjardins.com/ca/personal/loans-credit/prepaid-card/index.jsp>
- Canada Post: <http://www.postescanada.ca/cpo/mc/personal/productsservices/visagiftcard.jsf?LOCALE=en>

### Verification and validation of orders

Orders will only be processed once the address and all other billing information have been checked. In the event that some of the information provided is inaccurate, you will be contacted by one of our ticket agents in order to avoid any delays in sending your Tickets. Should we be unable to contact you after 3 attempts, we reserve the right to cancel your order.

### Order confirmation

Once you have sent your order, a page confirming your order will come up on the screen and confirmation will be sent to you by e-mail. If you don't receive confirmation of your order (on screen or by e-mail) after sending your payment information, if you get a system error message or if an interruption occurs after sending your payment information, you must contact us at 418 800-3347 or 1-855-800-3347 to make sure that your order has been processed. The Festival is not responsible for losses (financial or other) should you assume that an order was not processed because you did not receive confirmation.

### Credit card security policy

By purchasing a Ticket online, you authorize us to capture data from your Visa, Mastercard or Discover. The website sends data in a secured manner to Paysafe, which analyses the validity of the transaction before accepting or refusing it (sufficient or insufficient funds, card reported stolen, etc.). Once the secure analysis is completed, confirmation and a transaction number or transaction refused notice will be sent to you by e-mail, depending on whether the card was approved or not. Processing could be instantaneous or delayed depending on system traffic or on Paysafe response capacity. If you don't receive a payment confirmation number or a refusal notice (page on screen or by e-mail) after sending your payment information, if you get a system error message or if an interruption occurs after sending your payment information, you must contact us at 418 800-3347 or 1-855-800-3347 to make sure that your order was processed. The Festival is not liable for losses (financial or other) should you assume that an order was not processed because you did not receive confirmation.

### Reproduction or modification of Tickets

The reproduction and modification of Tickets are prohibited.

## Ticket shipping and pick-up policies

### Regular mail

If you choose to have your Tickets sent by regular mail, they will be mailed between **May 1 and May 17, 2019**. The shipping address must be the same as your credit card billing address.

For any questions concerning Ticket delivery, or if you haven't received your Tickets on time, please call 418 800-3347 or 1-855-800-3347 or send an e-mail to [billetterie@feq.ca](mailto:billetterie@feq.ca).

### International mail (outside Canada)

If you have chosen to have your Tickets sent outside Canada they will be mailed between **May 1 and May 17, 2019**. The shipping address must be the same as your credit card billing address.

For any questions concerning Ticket delivery, or if you haven't received your Tickets on time, please call 418 800-3347 or 1-855-800-3347 or send an e-mail to [billetterie@feq.ca](mailto:billetterie@feq.ca).

### Priority shipping

If you have chosen to have your Tickets sent by priority shipping (please note that this service only gives you a tracking number; it does not mean you will receive your Tickets faster), they will be mailed **between May 1 and May 17, 2019**. The shipping address must be the same as your credit card billing address.

For any questions concerning Ticket delivery, or if you haven't received your Tickets on time, please call 418 800-3347 or 1-855-800-3347 or send an e-mail to [billetterie@feq.ca](mailto:billetterie@feq.ca)

## Return and refund policies

No returns or refunds for Tickets purchased, even if lost, stolen or destroyed. The Festival is not liable for lost, stolen or destroyed Tickets. You are responsible for keeping your Tickets in your possession until the event. Should the entire Festival (all 11 days of the Festival) be cancelled, you will be refunded at the purchase point.

No refund is offered if you are unable to attend the event.

## Privacy policies

The Festival does not collect, use and/or share your personal information without your consent.

There are two types of personal information that the Festival collects about you, either online or through the ticketing call centre: identifiable and anonymous.

The information that you send to the Festival includes identifiable information such as your name, address, e-mail address and telephone number, as well as financial information such as your payment method (valid credit card number, type and expiry date). You may also provide information on your interests and activities, your gender, age and other demographic data.

Rest assured that your personal information is protected by security measures. However, the Festival cannot fully guarantee that, despite all its efforts, a third party will not have access to or will not obtain your personal information from the website. You accept that the Festival cannot be held liable for any damages resulting from the transmission of your personal information over the Internet and that you share your personal information at your own risk.

By completing the purchasing process, you willingly accept to be contacted concerning your transaction by receiving an e-mail confirmation, an automated or non-automated call and/or a text message only.

You hereby authorize the Festival and its partners to use pictures of you and/or your actions that were taken or filmed at a Festival site, and to modify, reproduce and adapt them for promotional purposes (notably for posters and brochures, and on the Festival website, etc.) without compensation or further permission.

### **The Festival uses your IP address**

To identify and collect general demographic information about you, the Festival uses your IP address. During your visit, we automatically collect your IP address and the address of the last web page visited.

### **The Festival uses cookies**

The Festival uses cookies to manage communications. This lets us personalize our system while saving personal and financial information if you wish. These cookies are necessary for the website to function correctly. If you deactivate them, you must choose another payment method (by phone).

## Specific clauses

By purchasing a pass, you agree to the following terms and conditions:

### The Pass

#### Admission

- The **general admission** section for the Bell Stage on the Plains of Abraham
- The **general admission** section for the Loto-Quebec Stage site at place George-V
- The **general admission** section for the Hydro-Quebec Stage site at place d'Youville (pass is suggested)
- The **general admission** section for the Fibe Stage at the Coeur du FEQ, place de l'Assemblée-Nationale (pass is suggested)
- Manège militaire Voltigeurs de Québec's outdoor terrace and Indoor room:
  - More details on specific rules and access to these zones will be posted on [feq.ca](http://feq.ca) in the weeks before the event. These rules will apply and will be considered an integral part of the purchasing policies.
- Indoor shows on the program:
  - If the venue is at full capacity, the card gives no special admission rights or priority admission. Admission is on a first come, first served basis.
  - If it applies, any extra fee listed on the Festival d'été de Québec price scale in addition to the pass must be paid at the door.

#### Specific regulations

- Required age:
  - Children 0 to 10 years accompanied by an adult: pass not required
  - 11 and over: pass required
  - Limit of two children per adult
  - For security considerations, the FEIQ could decide for specific shows:
    - Pass required regardless of the age and/or;
    - Limit access to one child per adult and/or;
    - Ban strollers;
  - **To find out if this rule applies to the show you want to attend, the FEIQ invite you to consult [feq.ca](http://feq.ca) on the day of the show.**
- **Please note** that possession and use of cannabis and cannabis-based products are strictly prohibited at all Festival venues.
- For Festival policies on items that are allowed or prohibited on the sites, consult [feq.ca](http://feq.ca).
- Management reserves the right to restrict access to the event or to expel anyone whose behaviour is considered inappropriate, without refunding the pass.
- The pass or its associated rights cannot be assigned, transferred or sold, in a commercial context or during a promotional campaign or contest, with or without compensation, without the prior written consent of the Festival d'été de Québec.
- All Pass are NON-refundable and CANNOT be exchanged.
- The Festival d'été de Québec is not liable for lost or stolen Pass.
- Please note that the opening time for each site is determined by the management of the Festival d'été de Québec
- Space is limited. In order to ensure public safety on its sites, the Festival reserves the right to make appropriate decisions, including that of limiting access to a site.
- **Resale is prohibited.**

## Policy on access to sections reserved for mobility-impaired spectators

To give all spectators easier access to outdoor shows, the Festival d'été de Québec provides reserved sections for mobility-impaired spectators.

### Reduced mobility section:

- Bell Stage on the Plains of Abraham
- Loto-Québec Stage at place George-V
- Hydro-Québec Stage at place d'Youville.

Dates: July 4 to 14, 2019.

Price: The price in effect at the time the Festival Ticket is purchased

- You must have your Ticket or day pass scanned at the entrance

Reservations: by phone (418-800-3347 or 1-855-800-3347) starting Saturday May 18, 2019 at 10 am.

### Policy

The reserved section is accessible to any individual who is mobility-impaired, whether permanently or temporarily (limb in cast or mobility-impairing injury), and who must use a manual or electric wheelchair, three- or four-wheel scooter, white cane, crutches, walker or guide dog and assistance dog (a certificate may be required).

### Location

- Bell Stage : Plains of Abraham, across from the Signature Zone (grandstand). This section is accessible from the Plains of Abraham Museum (formerly the Discovery Pavilion). Adapted transportation enters this parking lot via Rue Wilfrid-Laurier.
- Loto-Québec Stage at place George-V : area located at the back of the field, along Grande-Allée Street. The entrance and landing area will be confirmed at a later date and the details will be posted on the FEQ website: <https://www.feq.ca/en/Handy-Tips/Service-for-mobility-impaired>.
- Hydro-Québec Stage at place d'Youville, section on the terrace located at the rear of the site facing the stage, at the corner of Des Glacis and St-Jean, on the east side of rue Des Glacis.
- A detailed map will be available on our website [feq.ca](http://www.feq.ca) in the handy tips section / Service for mobility-impaired.

### Facilities

Adapted toilets at each site, chairs available, ramps and hard surface access paths, and drinks sold nearby.

### How to make a reservation

1. Purchase your Ticket during the regular sale. View sales details at [feq.ca](http://www.feq.ca)
2. Starting Saturday May 18 at 10 am, you may reserve the dates you plan to attend the Festival by phone (418-800-3347 or 1-855-800-3347). At this time, a maximum of four dates is allowed for you and your companion.
3. If all seats are not sold by June 2<sup>nd</sup>, a 2<sup>nd</sup> round of reservations will start at 9 am on June 3<sup>rd</sup>. A note posted on the [Festival website](#) will tell you whether there are any seats left. There will be no waiting list.
4. If you can't show up, please let us know so we can assign your place to another person.
5. The night of the show, mobility-impaired spectators must arrive before 8h30 pm, after which it will be impossible to get in.
6. Note that seats are not assigned on a first come, first served basis. Hosting staff will ensure that the space is optimized so that everyone in the area has the best possible view of the stage.

## Important notes

- When you reserve, please mention whether you will be accompanied or not. If you don't need a companion, we can assign that seat to someone else.
- Companions must arrive at the same time as the mobility-impaired spectator they are accompanying.
- Reservations are for the first show of the evening or for both shows. No reservations for the second show only.
- Voice mail reservations will not be processed. You must speak directly with an agent. We advise you to make a note of the agent's name.
- On evenings when there are large crowds, you might be asked to wait a few minutes after the end of the show before exiting for safety reasons. You may also leave before the end of the show if you prefer.
- Reserved areas are intended for exclusive use by customers who meet the criteria outlined in the Policy. The FEQ reserves the right to expel from the site and to remove its rights of access to any person who would fraudulently attempt to take advantage of this privilege.
- **You and your companion must have a pass.**

## Seats are limited

**If you are unable to attend, please call us at 418-800-3347 or 1-855-800-3347 so that your seat can be offered to someone else.**

- Bell Stage on the Plains of Abraham: a total of 300 places for mobility-impaired spectators and their companions.
- Loto-Québec Stage at place George-V: 45 places for mobility-impaired spectators and their companions.
- Hydro-Québec Stage at place d'Youville: 20 places for mobility-impaired spectators and their companions.

## Associations

Group reservations can only be made by associations. A maximum of 8 mobility-impaired spectators and 4 companions can be accepted for the Bell Stage on the Plains of Abraham and 4 mobility-impaired spectators and 2 companions can be accepted for the Loto-Québec Stage at place George-V and the Hydro-Québec Stage at place d'Youville.

Thank you and have a great Festival!

**The Festival reserves the right to make all decisions concerning the safety of the people present on a site, including the decision to restrict access.**

I have read and accepted ALL these conditions.