

# BRAVO! VAIL MUSIC FESTIVAL



**TICKET OR INVITATION IS A REVOCABLE LICENSE. ALL SALES FINAL, NO REFUNDS. CONCERTS RAIN OR SHINE. FULL TICKET TERMS AND POLICIES AT BRAVOVAIL.ORG.**

**GENERAL:** Subject to the below terms and conditions rules, instructions and directions, the holder of this ticket ("Attendee") is granted one admission to the event noted on this ticket (the "Event") subject to the conditions set forth below, the rules, and instructions of the Bravo! Vail Staff and any personnel of the venues where our Events are hosted ("Venue"), and all posted and/or verbal directions and instructions. By using this ticket, Attendee acknowledges and agrees that holder's license to attend the Event and access any Venue is conditioned on and at all times subject to these terms and conditions. Failure to abide by such rules, instructions and directions may result in dismissal from the Event or Venue. Exchanges may be subject to fees, current pricing, and availability and must be completed prior to the date and time printed on the ticket. Ticket is a revocable license; admission may be refused upon refund of price paid for admission. By attending this event you consent to photography, audio and/or video recording and its/their release, publication, exhibition, and/or reproduction to be used for advertising or promotional purposes, or any other purpose by Bravo! Vail Music Festival and its affiliates and representatives. Event times, programs, and artists subject to change. Bravo! Vail may share contact information with its partners and affiliates as per required in grants and funding applications or for research purposes to better its products and services. Patrons may opt-out of these partner communications at any time. Bravo! Vail does not sell personal information.

**NO REFUNDS, NO EXCHANGES:** EVENT DATE AND TIME SUBJECT TO CHANGE. ALL RIGHTS RESERVED. IF THE EVENT FOR WHICH THIS TICKET IS ISSUED IS RESCHEDULED OR CANCELLED, THE HOLDER SHALL NOT BE ENTITLED TO A REFUND EXCEPT AS OTHERWISE REQUIRED BY LAW, AND WILL INSTEAD HAVE THE RIGHT ONLY TO ATTEND THE RESCHEDULED EVENT, OR IF AN EVENT IS NOT RESCHEDULED, TO EXCHANGE THE TICKET FOR ANOTHER OF EQUAL VALUE. This ticket is not subject to any refund, bears no cash value, and is not redeemable for cash. Artist and set times are subject to change without notice. This ticket is not subject to exchange except as expressly provided above, or as outlined in donor benefits. If issued as a complimentary ticket, this ticket is not exchangeable or redeemable for another ticket to any other event or performance or for any other consideration, monetary or otherwise. Tickets obtained from unauthorized sources may be counterfeit and worthless. Tickets cannot be replaced if lost, stolen or destroyed, and are valid only for the event and seat for which they are issued. It is unlawful to reproduce this ticket in any form. Management reserves all rights not expressly granted to the holder by these terms.

**REVOCABLE LICENSE:** This ticket is a revocable license, and admission may be refused upon refunding the face amount of the ticket, at Bravo! Vail's sole discretion. Additionally, Event and Venue personnel reserve the right to refuse admission to or eject any attendee whose conduct or hygiene is deemed, in such personnel's sole discretion, to be undesirable, including (but not limited to) disorderly conduct, use of vulgar or abusive language, or failure to follow these terms, Event/Venue rules and directions, or applicable laws, rules and regulations. Undesirable conduct of any of the types expressly listed above will automatically terminate this license and all rights of the holder, and Bravo! Vail will have no obligation to provide any refund or any other liability.

**WAIVER AND RELEASE OF LIABILITY; INDEMNIFICATION:** In exchange for admission to any Venue's premises, Attendee, on behalf of Attendee and any accompanying minor, hereby releases, discharges, and agrees to hold harmless (a) Bravo! Vail Music Festival, all Venues, Vail Valley Foundation, and their respective affiliates, and their respective directors, officers, volunteers, employees, agents, contractors and representatives; (b) all Event attendees; (c) other event hosts or artists/performers; (d) Venues and Venue/Event staff, sponsors, advertisers, Event promoters, and vendors; and (e) the successor and assigns of each of the foregoing (each considered one of the "Releasees" herein), to the fullest extent permitted by law, from any and all liability, claims, demands, losses, and damages, which Attendee and/or any minor accompanying Attendee has or may have for any claims or causes of action arising out of or relating in any manner to (i) Attendee's and/or an accompanying minor's presence on any Venue's premises; (ii) attendance at, observation of and/or participation in any event on any Venue's premises; (iii) any other related activities; or (iv) exposure to or contracting of COVID-19 or any other disease or illness, regardless of the Releasee's preparation, or the public health measures put in place (or lack thereof) by any Releasee. In further exchange for admission to any Venue's premises, Attendee agrees to indemnify, defend and hold harmless any and all Releasees from and against any and all demands, suits, claims, damages, losses, liabilities, costs and expenses (including reasonable attorneys' fees and expenses), including but not limited to, any claims by or on behalf of Attendee or any accompanying minor, arising out of or relating in any manner to (i) Attendee's and/or an accompanying minor's presence on any Venue's premises; (ii) attendance at, observation of, and/or participation in any Event on any Venue's premises; or any related activities, (iii) Attendee's and/or an accompanying minor's acts or omissions; or (iv) exposure to or contracting of COVID-19 or any other disease or illness, regardless of the Releasee's preparation, or the public health measures put in place (or lack thereof) by Releasee. In exchange for admission to Venue's premises, Attendee covenants not to sue (or assist any person in suing) any Releasee for any matter related to the above assumptions, releases, indemnifications or agreements.

## PATRON CONDUCT AND DISRUPTION POLICY

### Purpose

This policy establishes guidelines for maintaining an enjoyable and respectful environment for all patrons while ensuring the artistic integrity of performances at Bravo! Vail Music Festival events.

### Disruptive Behavior Definition

- Disruptive behavior includes, but is not limited to:
- Excessive talking, shouting, or loud conversations during performances
- Use of electronic devices that emit sound or light during performances
- Movement that blocks other patrons' views or disrupts the performance
- Consumption of alcohol to the point of intoxication that affects others' enjoyment
- Inappropriate language or behavior
- Failure to supervise children resulting in disturbance to other patrons
- Any behavior that interferes with the performance or other patrons' ability to enjoy the event
- Disrespectful action or language to ushers, staff, or personnel
- Physical altercations of any kind are grounds for immediate ejection from the event without refund

### Enforcement Authority

Festival staff, security personnel, and management are authorized to address disruptive behavior through progressive measures including warnings, relocation, and removal from the venue.

### Progressive Response Protocol

**First Incident:** Verbal warning with explanation of expected behavior;

**Second Incident:** Final verbal warning and possible relocation within venue; **Third Incident:** Removal from event without refund.

For severe disruptions that significantly impact the performance or patron safety, immediate removal may occur without prior warnings.

### Special Considerations for Lawn Seating

Parents and guardians are responsible for supervising children in all seating areas, including the lawn. Children who cannot remain quiet during performances may be asked to relocate to designated family areas or take breaks outside the performance space with their guardians.

### Removal Process

- Observation of the disruption initially noted
- Festival staff will approach the disruptive patron(s) discreetly
- Clear explanation of the specific disruptive behavior will be provided
- If removal is necessary, patrons will be escorted from the venue
- No refunds will be provided for removed patrons
- Removed patrons may be prohibited from future festival events
- Bravo! Vail and venue management reserves the right to deny entry, relocate or eject guests from the facility including guests engaging in inappropriate behavior, as determined by venue management.

### Appeals Process

Patrons who believe they were unfairly removed may submit a written appeal to Festival Management within 48 hours of the incident for review.

### Implementation

This policy will be communicated through ticket confirmations, venue signage, and pre-performance announcements. All staff will receive training on respectful but firm enforcement procedures.

This policy is effective immediately and applies to all Bravo! Vail Music Festival events and venues.

**MINOR ATTENDEES:** If Attendee is accompanied by any minor on any Venue's premises, by allowing the minor(s) to accompany attendee, Attendee makes and agrees to all the foregoing assumptions, releases, indemnifications and agreements on behalf of such minor(s). If Attendee does not wish to or is not authorized to make such assumptions, releases, indemnifications and other agreements on behalf of the accompanied minor(s), Attendee should not allow the minor to enter the Venue's premises. Children 4 and under are free to sit on the lawn but require a ticket to enter – please reserve this free ticket at time of purchase for the adult/guardian in the party.

### COMPLIMENTARY DONOR TICKETS

The following applies as an addendum to the annual Donor Benefits Overview. Complimentary tickets will be applied to the lowest priced ticket and are eligible for paid upgrades at time of reservation, subject to availability. Complimentary tickets are not cumulative between Donor Levels.

Complimentary tickets cannot be redeemed for Classically Uncorked, Immersive Experiences, the Linda & Mitch Hart Soirées, select Chamber

Series Concerts at the Donovan Pavilion, nor July The Emerald and Diamond Circles donor level complimentary tickets are only valid for International Guest Chamber Orchestra and The Philadelphia Orchestra performances.

### ON ACCOUNT CREDIT

If you received on-account credit for a ticket return or exchange, you may use that credit through the final paid event of the following season (i.e. credit in 2025 Festival season is good through 2026 paid events). Credit from the Festival season may only be used for concerts ticketed by Bravo! Vail Music Festival only through the end of the fiscal year or final paid concert in that season, annually. At the end of each fiscal year, September 15 annually, all unused on-account credit from the previous season will be converted into a tax-deductible donation to Bravo! Vail Music Festival. To use your credit towards a purchase, please contact the Box Office at (877).812.5700 or [Ticketing@BravoVail.org](mailto:Ticketing@BravoVail.org). On-account credit cannot be used for online purchases. On-account credit donation can not be used towards donor benefits.

**ALL-IN TICKET PRICING:** Bravo! Vail presents extraordinary music, accessible to all. We provide extensive music education throughout our community, connect musicians and listeners, and celebrate the evolving world of classical music. We strive to provide the best experience for all audiences.

As we continue to maintain this high level of service, our in-house box office happily manages the ticketing and seating process for our patrons. The price of each ticket helps offset production costs, artist fees and housing, and other expenses associated with the performance. However, ticket sales revenue covers less than half of what it costs to present world-class music in Colorado's most beautiful mountain setting.

New in 2025, Bravo! Vail is introducing all-in ticket pricing to better serve our audiences and we encourage patrons to consider adding a tax-deductible gift during your ticketing reservation to help cover overhead costs like:

- Credit card processing fees
- Wages and training for our Patron Services staff
- Print collateral associated with ticketing: ticket stock, envelopes, and postage for mailed tickets.
- Licensing and fees associated with our ticketing software, servers that host our ticketing platform, and other services to deliver digital ticketing.

Please consider donating during your ticket transaction, or by visiting [BravoVail.org/donate](https://BravoVail.org/donate).

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