



Approved by Chair	Bill Schenck October 10th, 2023
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Version	Final - October 10th, 2023

General Event Ticketing Terms & Conditions

Purchasing

- All sales are final. Please review your pass/ticket selection before payment is processed. There are no exchanges, cancellations or refunds.
- All passes/tickets purchased online are subject to a 6% service charge and 13% HST, per ticket.
- It is the customer’s responsibility to confirm the order has been received successfully. If you do not receive an online confirmation after purchase or receive an error message during processing, please contact our ticketing support team via the ticketing website or via e-mail at: tickets@stcrowing2024.com
- Tournkey/St. Catharines World Rowing (SCWR) reserves the right to cancel a ticket order or limit access to any user known or believed to be associated with any ticket broker, scalper or illegal venture.

Venue Entrance

- All patrons must have a pass/ticket or accreditation to enter the venue/event.
- Children five (5) years of age and under are admitted free of charge. Only one child is permitted per adult. Depending on venue capacity, the child may be required to sit on the adult’s lap.
- All tickets are digital in nature. PDF downloadable tickets are available in the customer profile. All 2024 World Rowing Championship (24WR) tickets will be identifiable via a unique, scannable barcode.



- SCWR reserves the right to limit the number of persons admitted to the venue premises consistent with the space available and safety regulations.
- General public seating for all sport events will be done on a first-come, first-seated basis. **Passes and accreditation do not guarantee a seat or entry into a venue.**
 - If the venue is at capacity, a line queue system will be implemented to allow entrance as other spectators depart.
 - Limited reserved seating sections are in place for World Rowing delegation on a first-come, first-seated basis.
- Persons with disabilities are permitted to be accompanied by their support person at all 24WR ticketed events at no charge. Upon purchase of an accessible seat, one companion seat will be designated for the support person and the price of one ticket will be charged.
- Persons with disabilities are permitted to be accompanied by their Service Animal and keep that animal with them when accessing 24WR ticketed events, unless otherwise prohibited by law. Service animals need to be clearly identified and have up-to-date documentation.
- Outside food, drink, or alcohol is prohibited into the facility. Refillable water bottles are accepted. Services available in each spectator area may differ and access to refilling stations is not guaranteed.
- No bags over 12 inches x 12 inches x 12 inches are permitted. Soft-sided bags only. Guests with inadmissible bags will be required to return items to their vehicles prior to admittance.
- By entering any of the 24WR venues, patrons grant the 24WR, SCWR, Rowing Canada, FISA, and the venue a perpetual right to all photographs, video or audio recordings of the holder that may be made at the ticketed event and the right to record, use, reproduce, broadcast, sell and distribute any such photographs, video or audio recordings for any purpose.



Account, Order, and Billing Information Verification

- All information on accounts and orders must be valid and are subject to verification. Orders are subject to credit card approval, and are processed only after the billing address associated with your credit card and other billing information have been verified. Orders that are placed, or attempted to be placed, using an account with any information that is found to be false, misleading, incorrect, or incomplete, or that cannot be verified as belonging to the account holder—such as name, address, email address, phone number, IP address, or other account or billing information—are subject to cancellation, at any time. Furthermore, if your order is canceled for any of the foregoing reasons, we may sell your passes/tickets to another customer without further notice.

Limitation of Liability

- You voluntarily assume all risks and danger incidental to the event for which the ticket is issued, whether occurring before, during or after the event, and you waive any claims for personal injury or death against us, management, facilities, leagues, artists, other participants, and all of our respective parents, affiliated entities, agents, officers, directors, owners, and employees on behalf of yourself and any accompanying minor. You bear all risks of inclement weather. Event date and time are subject to change.
- You assume all risks, hazards, and dangers arising from or relating in any way to the risk of contracting a communicable disease or illness—including, without limitation, exposure to COVID-19 or any other bacteria, virus, or other pathogen capable of causing a communicable disease or illness, whether that exposure occurs before, during, or after the event, and regardless of how caused or contracted—and you hereby waive any and all claims and potential claims against the Event Organizer—and against any companies affiliated with the Event Organizer—relating to such risks, hazards, and dangers.



License; Ejection and Cancellation; No Redemption Value

- You agree to comply with all of the Event Organizer's applicable rules, policies, terms, and conditions. The Event Organizer reserves the right, without refund of any amount paid, to refuse admission to, or eject, any person whose conduct management deems disorderly, who uses vulgar or abusive language, or who fails to comply with Event Organizer Rules. Intoxicated patrons will be refused entry. Breach of terms or rules will terminate your license to attend the event without refund. A ticket is a revocable license and admission may be refused. A ticket is not redeemable for cash.

Questions

If you have any questions, comments, or complaints regarding the Terms or the Site, please contact us at: tickets@stcrowing2024.com