

General Terms and Conditions

- **Event Location & Schedule:** The festival will take place on February 3-5, 2025 at Dreamscape in Pai, Thailand.
- **Admission:** Only holders of valid tickets will be admitted to FAI JAI FLOW FEST. All ticket holders must present a valid ID matching the name on the ticket upon entry.
- **Age Restrictions:** The event is limited to attendees aged 18 + and above.
- **Code of Conduct:** All attendees are expected to behave respectfully. Any form of harassment, discrimination, or disruptive behavior will not be tolerated and may result in removal from the event without a refund. (See More in our Code of Conduct)
- **Photography and Recording:** By attending the event, you might be photographed and filmed for promotional purposes. However if you wish, you can deny consent by emailing us here: team@faijaiflowfest.com.

Ticket Purchase and Transfer Policy

- **Ticket Purchases:** All ticket sales are final upon completion of purchase. Ensure all details are correct before confirming payment, as errors may not be reversible.
- **Ticket Transfers:** Tickets are transferable but the organizers must be notified (team@faijaiflowfest.com) and the new ticket holder must provide proof of transfer upon entry.

Refund and Cancellation Policy

- **Cancellation by Organizer:** In the highly unlikely event the festival is canceled by the organizer, ticket holders will receive a full refund within 30 days.
- **Cancellation by Attendee:** Due to the nature of the event, tickets are non-refundable if an attendee cancels or cannot attend for personal reasons.
- **Event Rescheduling:** In the event of rescheduling, tickets will automatically be valid for the rescheduled date.
- **Force Majeure:** The festival will not be held liable for cancellations due to unforeseen events beyond our control, such as extreme weather, natural disasters, or government restrictions. In such cases, we may offer refunds or rescheduled dates at our discretion.

Health and Safety Policies

- **Safety Compliance:** All attendees must follow health and safety guidelines set by the organizers.
- **Prohibited Items:** Weapons, outside alcohol, and any other prohibited items as per festival rules are strictly banned. Attendees will be subject to security checks upon entry.

- **Emergency Procedures:** In the event of an emergency, please follow directions from festival staff and venue security. Attendees may be required to evacuate or shelter in place depending on the situation.

Liability Waiver

- **Risk Acknowledgment:** By purchasing a ticket, attendees acknowledge that they participate at their own risk. The festival is not liable for personal injury, theft, or loss of personal property.
- **Release of Liability:** The organizers, sponsors, and associated entities will not be held responsible for any personal injuries, property damage, or losses incurred at the festival unless due to gross negligence by the festival organizers.

Intellectual Property Rights

- **Content Use:** All festival logos, designs, artwork, and promotional materials are the intellectual property of FAI JAI FLOW FEST and may not be used without permission.
- **Personal Media:** Attendees are welcome to take photos and videos for personal, non-commercial use upon receiving consent. However, live streaming of performances without prior approval is prohibited.

Privacy Policy

- **Data Collection:** Personal information provided during ticket purchase will be used only for event administration, ticketing, demographic research, and communications related to FAI JAI FLOW FEST.
- **Third-Party Sharing:** We do not share your information with third parties without consent, except where necessary for ticketing services and festival administration.

Policy Amendments

- The FAI JAI FLOW FEST organizers reserve the right to modify these terms and conditions at any time. Any changes will be communicated through our official channels and apply to all ticket holders.

Contact Information

For questions or concerns, please contact our support team at team@fajaiflowfest.com.