

# EXIT FESTIVAL VISITOR POLICY

## DEAR VISITOR,

The EXIT Festival Visitor Policy prescribes the mandatory rules of admission and conduct applicable to the EXIT Festival (hereinafter referred to as the “Event”), organised by EXIT Foundation (“EXIT”). The EXIT General Terms and Conditions set out the rights and obligations stemming from the legal relationship entered into between EXIT and persons entering the Event (“Visitors”).

Event venue: Petrovaradin Fortress, Beogradska, Petrovaradin 21131, Serbia

Event dates: 7-10 July 2022

Camping opening: 5 July 2022, camping closing: 12 July 2022

## I EVENT ADMISSION

**1./** Visitors are admitted to the Event at the times and according to the conditions specified on their ticket.

**2./** EXIT will swap tickets purchased in advance for wristbands at the time of entry. Visitors are required to wear their wristbands for the duration of their validity. Event organisers may inspect wristbands at the entrance, at the exit and throughout the entire area of the Event. Visitors with invalid wristbands are required to leave the Event venue.

Wristbands are non-transferable. As a general rule, wristbands are to be worn on the wrist for them to be valid; if necessary and approved by EXIT, however, your wristband may be worn on another limb provided that the wristband cannot be removed without damaging it. Damaged wristbands - those re-sealed or severed, whose fastener has been opened, whose diameter exceeds that of the wearer's fist or which have been tampered with in any way, etc. - are invalid. EXIT will not replace damaged or lost wristbands. EXIT will initiate proceedings against anyone forging tickets or participating in ticket forgery.

**3./** In order to ensure the safety of the Event, EXIT reserves the right to restrict the types of items and devices which may be brought inside the venue. Accordingly, bringing the following in particular to the Event is prohibited: narcotics, pyrotechnic devices, glass objects, umbrellas, objects or tools containing explosive, poisonous or flammable materials, firearms, knives with a blade longer than 8 cm, butterfly knives, switchblades, gas sprays, expandable batons, metal chains over 50 cm in length, throwing stars, slingshots and other items posing a special threat to public safety as defined in relevant laws and regulations. Drones are only allowed to be brought to the Event with the written permission given by EXIT in advance. Visitors in possession of any prohibited item may not enter the Event venue.

**4./** Visitors are prohibited from bringing alcoholic beverages into the Event. Visitors are prohibited from bringing retail quantities of food or tobacco products to the Event. “Retail quantity” is an amount exceeding the quantity Visitors would reasonably require to satisfy their own personal needs.

**5./** Children under the age of 7 (seven) may visit the Event free of charge. Children under the age of 17 (seventeen) may only enter the Events if accompanied by an adult (over 18 years of age and in full possession of his/her faculties).

**6./** Entry in a vehicle to the area of the Event is not permitted without a permit issued by EXIT. Those holding a vehicle permit are also obliged to follow all traffic rules and regulations at the Event. EXIT recommends using forms of public transport and taxi services to access the Event.

**7./** In order to protect the health of Visitors, employees and all other persons present at the Event, EXIT reserves the right to restrict the entry to the Event with specific requirements in connection with the Covid-19 pandemic which are available at [exitfest.org/en/covid](https://exitfest.org/en/covid). Visitors who do not fully comply with these specific requirements will not be allowed to enter the Event venue.

## **II. RULES OF CONDUCT**

**1./** Visitors are required to abide by general norms and in accordance with relevant legal regulations, the General Terms and Conditions and with the Visitor Policy. Visitors are required to refrain from all actions, statements or behaviour which endangers the life, health or physical well-being of others or which may violate others' personal rights. Visitors to the Event are required to pay special attention to the protection of natural resources and must refrain from harming these natural resources. EXIT asks Visitors to use rubbish bins to collect their refuse.

**2./** Visitors acknowledge that EXIT, its Contracted Partners as authorised by EXIT, Contributors, and members of the press (in accordance with the stipulations of special agreements concluded with them), as well as other Visitors and other third parties, may produce sound and image recordings of the Event. Accordingly, all Visitors to the Event, by virtue of their participation at the Event, give express permission to the recording and publication of their image, likeness and actions. Visitors, however, may only be named in such recordings with their express permission. Visitors considered public figures may be named without their permission. Those making recordings according to the above rules shall gain transferrable and exclusive usage rights that are unrestricted in time, geographical location and form of usage. EXIT, as well as individuals authorised by EXIT, are entitled to utilise, use (especially for the promotion of the Event), duplicate, publish, transpose, make public, transmit to the public and distribute such recordings of the Visitor without providing any compensation to the Visitor. Visitors expressly acknowledge that EXIT may record the Events, concerts and programmes, may copy the recordings and distribute them on image-bearing media, may broadcast them or otherwise make them public and may do so repeatedly, including making the Events, concerts and programmes available to the public by wired or by any other means (for example, through YouTube), such that members of the public can individually select the place and time of access. Visitors are not entitled to make any claim or demand against EXIT concerning recordings as set out above. Visitors are entitled to make sound and image recordings at the Event, but may only make sound and image recordings with a sound and image recorder integrated into a telecommunication device used for personal aims (for example a mobile phone or a tablet) or otherwise with a non-professional equipment, moreover, visitors may not sell, use for consideration or use for commercial purposes without consideration image and voice recordings that they have made, name Visitors featuring in such recordings without their consent, or violate the personal rights of such Visitors. EXIT is expressly not liable in the event of other Visitors violating the above rules.

**3./** No business, commercial or advertising activity may be conducted at the Event – including the area in front of the gates of the Event – without advance written authorisation from EXIT.

**4./** No alcoholic beverages may be served to minors under the age of eighteen and to intoxicated individuals by any vendor at the Event. The use of substances qualifying as banned drugs pursuant to the laws in effect is prohibited in the area of the Event and is punishable by law.

**5./** In order to ensure the safety of Visitors, the following crowd activities are prohibited at the Event: 'body surfing', 'mosh pits', and 'walls of death'. Visitors violating this policy will be removed by organisers to the perimeter of the particular venue; repeat violators will be removed from the Event area.

**6./** In the interest of Visitor safety, open fires (other than the use of cigarette lighters) are not permitted.

**7./** Bathing in the Danube at the Event is prohibited and life-threatening.

**8./** Given that the aim of the Event is to provide Visitors with civilised and undisturbed entertainment, demonstrations of any kind not related to events organised by EXIT, regardless of the number of participants, are prohibited. At the same time, EXIT reserves the right to permit, at its sole discretion, specific demonstrations if requested by organisers in advance. In such cases, participants in the demonstration are required to abide by the EXIT Visitor Policy and to behave in such a way so as not to disturb, hinder, limit or prevent other Visitors from enjoying the Event, making their way around the Event, entering or exiting the Event, or utilising Services or Products at the Event. EXIT is entitled to end demonstrations that it has not expressly authorised without giving a reason. EXIT also reserves the right to end demonstrations that it has authorised pursuant to the above without giving a reason. EXIT is entitled to set out conditions pertaining to demonstrations, in particular regarding the number of participants, location and duration, at its exclusive discretion. If EXIT declares the end of a given demonstration, participants are obliged to stop the demonstration immediately. If EXIT sets out conditions for a demonstration that it has authorised or recognised as described above, participants are obliged to comply fully with these conditions.

**9./** In the Event area, EXIT's suitably qualified and authorised employees or associates will ensure enforcement of the rules of conduct and safety. Visitors expressly undertake, by virtue of their participation in the given Event, that they will fully cooperate with these associates within the bounds of the law and will follow their instructions in the event of an emergency. Visitors wishing to file a complaint against the actions of these associates may do so at the EXIT public service office, if possible by providing the identification number of the individual concerned.

**10./** Visitors acknowledge that within or above the area of the Event video or photographic recordings may only be produced by the use of a drone with EXIT's written permission beforehand. The Visitor must comply with all the applicable legal regulations, and the safety of the Event, and of those visiting the Event, cannot be put into danger. The producer of such a recording shall be obliged to notify EXIT about the method and exact timing of the production and to obtain EXIT's permission in advance.

### **III. MISCELLANEOUS PROVISIONS**

**1./** EXIT may be held responsible exclusively for intentional breaches of contract caused by EXIT or for breaches of contract resulting in loss of life, physical well-being or health, and expressly excludes any liability beyond the statutory rights of the Visitor with regard to any other damage event. The price of the Ticket has been determined with consideration to the exclusions of liability set out above.

**2./** EXIT does not provide security services at areas designated as car parks; EXIT assumes no responsibility for motor vehicles parked there and items in such vehicles.

**3./** EXIT is not required to cancel the Event if there is bad weather. Should authorities require EXIT to suspend or close the Event due to a force majeure, the Event or a component thereof will be cancelled.

**4./** EXIT reserves the right to change the Event line-up.

**5./** Visitors attending the Event with no wristband or with a wristband not entitling them to attend the Event at the particular time acknowledge and accept that, in addition to being held responsible for the violation, they must also pay the price of the wristband (or the appropriate differential). If not, by extraordinary termination initiated by EXIT, Visitors lose their right to attend the Event; in such cases, Visitors may present no claims or demands against EXIT.

**6./** If for any reason a Visitor is not satisfied with the service, in terms of any incorrectly calculated prices, tips and/or other shortcomings, he/she can file a complaint - in accordance with Article 56 of the Law on Consumer Protection - via email to [answerme@exitfest.org](mailto:answerme@exitfest.org) or writing to the address of the Festival organizer – Foundation EXIT, Kisacka 5, Novi Sad, with the submission of evidence at disposal regarding the inadequacies of the service provided. In such a case, the Visitor will receive an acknowledgment of receipt of the complaint, either in writing or by email, depending on how the complaint has been submitted. Each complaint will be answered within 8 days from the date of submission.

**7./** All payments at the Event shall be made in the local currency of the Republic of Serbia – dinar (RSD). The middle exchange rate of the National Bank of Serbia is used for informative presentation of prices in other currencies. The amount for which your payment card will be charged will be expressed in your local currency through conversion into the same currency, at the exchange rate used by your card company, which will not be disclosed to EXIT at the time of the transaction.

**8./** In case of return of the goods and return of the funds to the Visitor who previously paid for either of them using one of the cashless payment cards, in part or in full, and regardless of the reason for return, Foundation EXIT is obliged to make the refunds exclusively through VISA, EC / MC and Maestro payment methods, which means that the bank will, at the request of the merchant, make the refund to the cardholder's account.

**9./** Items lost and found may be handed in at the information desk(s) indicated on the map; visitors may inquire about lost items at the same location.

Please watch out for one another and for yourselves! We hope you enjoy EXIT.

Novi Sad, 1 October 2021

EXIT Foundation