

## Event Protocols

*Custodia welcomes both members and non-members to its events. It is important to us that we can host our events in an orderly and respectful fashion. These event protocols detail what is expected from you when attending any of our events.*

## Ticket Policy

1. **Tickets are non-transferable.** If you are unable to attend the event, you may request a refund from the event organiser. Refunds will only be granted for valid reasons, as detailed in the refund policy.
2. **Cancellation.** If the event is cancelled, ticket holders will be refunded the full price of their ticket.
3. **Event Postponement.** If an event is postponed but not cancelled, purchased tickets will be valid for the rescheduled date.
4. **Age restrictions.** Some events may have age restrictions. If you are unable to verify your age by showing a valid government ID you will not be admitted to the event, and your ticket will not be refunded.
5. **Dress code.** Some events may have a dress code. If a dress code is in place, you will be required to adhere to it. If you do not meet the dress code, you may be refused entry to the event.
6. **Venue rules and regulations.** When the event is held at a third-party venue. You will be required to follow the venue's rules and regulations.
7. **Photography and recording policy.** Photography is allowed for personal use, but recording is not allowed.
8. **Liability waiver.** Custodia is not liable for any injuries or damages that occur at the event.

## Refund Policy

1. **Tickets are non-transferable.** Tickets purchased for Custodia events are non-transferable. The name on the ticket must match the attendee's identification. Any attempts to transfer tickets without proper authorisation will result in the ticket being voided.
2. **Refund Eligibility.** Refunds for event tickets will only be considered in specific scenarios, which include but are not limited to:
  - *Event Cancellation:* If the event is cancelled by Custodia due to unforeseen circumstances, participants will be eligible for a full refund of the ticket price.
  - *Date or Venue Change:* If the event date or venue is changed, and the attendee is unable to attend the rescheduled event, a refund may be issued upon request.

- *Unforeseen Circumstances*: Refund requests may be considered on a case-by-case basis in exceptional circumstances, such as medical emergencies or other significant personal situations preventing attendance.
3. **Refund Request Procedure.** To request a refund, participants must contact the Board Treasurer via [treasurer@custodiathehague.com](mailto:treasurer@custodiathehague.com) and provide the following information:
    - Full name of the ticket holder
    - Ticket order number (if applicable)
    - Reason for the refund request
    - Refund requests must be made within seven (7) days of the event date. Late requests will not be considered.
  4. **Processing Time.** Refunds will be processed within ten (10) working days after the receipt of the refund request.
  5. **Refund Method.** Refunds will be issued using the same payment method used for the ticket purchase. If the original payment method is no longer valid, Custodia will work with the ticket holder to arrange an alternative refund method.
  6. **No-Show Policy.** Participants who do not attend the event without requesting a refund will not be eligible for any form of compensation or refund.
  7. **Partial Refunds.** Partial refunds for partially attended events will not be granted.
  8. **Bulk Purchase Refunds.** Refunds will not be granted for tickets or products purchased in bulk.
  9. **Event-Specific Refund Policies.** For certain events, Custodia may have event-specific policies that will be communicated to ticket holders separately.

By purchasing a ticket for a Custodia event, you agree to the terms and conditions outlined in this refund policy.

Please direct any refund requests or inquiries to [treasurer@custodiathehague.com](mailto:treasurer@custodiathehague.com).

## Code of Conduct

At Custodia, we strive to create a safe, inclusive, and enjoyable environment for all participants attending any of our events. We expect all attendees to adhere to the following code of conduct to ensure a positive experience for everyone involved:

1. **Respect and Inclusivity:**
  - a. Treat all participants, organisers, and staff with respect, courtesy, and consideration. Harassment, discrimination, or any form of disrespectful behaviour will not be tolerated.
  - b. Embrace diversity and inclusivity. Be mindful of cultural differences, and avoid any language or actions that may be offensive to others.
2. **Alcohol and Substance Use:**
  - a. If alcohol is being served at the event, participants must be of legal drinking age and drink responsibly.

- b. Those choosing to consume alcohol must do so responsibly. Do not drink excessively or engage in disruptive behaviour as a result of alcohol consumption.
  - c. If you believe someone has had too much to drink, help them seek assistance from event organisers or staff.
  - d. The consumption of illicit substances is strictly prohibited at the event. Any individual found in possession or under the influence of such substances will be asked to leave and may be subject to further consequences.
  - e. The consumption of any of the aforementioned substances is done at an individual's own discretion and they will be liable for any consequences this may cause.
3. **Safety and Security:**
- a. Comply with all event rules and regulations as instructed by event organisers and staff.
  - b. In case of an emergency or if you witness any unsafe behaviour, promptly notify event organisers or staff.
4. **Respect the Venue and Property:**
- a. Treat the event venue, equipment, and property with care and respect. Any damage or theft will be taken seriously and the participant will be liable for it.
5. **Consent and Personal Boundaries:**
- a. Obtain explicit consent before engaging in any physical contact with other participants. Respect personal boundaries and personal space.
6. **Follow Local Laws and Regulations:**
- a. Abide by all local laws and regulations during the event.
7. **Compliance and Cooperation:**
- a. Cooperate with event organisers, staff, and security personnel. Failure to comply with their instructions may result in removal from the event.
8. **Social Media and Privacy:**
- a. Be considerate when posting images or information about the event and other participants on social media.
9. **Reporting Violations:**
- a. If you witness or experience any violations of this code of conduct, please report it to event organisers immediately.

By participating in an event (co-)organised by Custodia, you agree to abide by this code of conduct. The Association reserves the right to take appropriate action, including expulsion from the event, if anyone is found in violation of these guidelines.

Let's work together to create a positive and enjoyable experience for everyone at our events. Thank you for your cooperation!