



# Brock University Graduate Students' Association

GSA Starlight Gala 2024 – April 6, 2024

## 1. Event Terms and Conditions:

These event terms and conditions (Terms) govern your purchase of tickets for, and attendance at the Starlight Gala 2024 held by the GSA. It is your responsibility to review these terms prior to the purchase of tickets. By purchasing tickets, you agree to the notices and rules outline in the Terms below. We reserve the right to amend these Terms at any time and will provide the most recent version on our website at <https://brockgsa.ca/gsa-starlight-gala/>

Throughout these terms, the terms “GSA”, “we”, and “our” refer to Brock University’s Graduate Students’ Association, and “you” refers to the individual purchasing ticket(s) or attending the event. The term “venue” refers to Club Roma, and the terms “event” and “gala” refer to the GSA Starlight Gala.

## 2. Ticket Purchasing

- a. Members of the GSA may access discounted tickets as specified on our website during early bird ticket sales.
- b. Members are limited to purchasing one (1) graduate student ticket and one (1) guest ticket per order.
  - i. Guest tickets cannot be purchased separately during early bird ticket sales and must accompany the purchase of a graduate student ticket.
- c. Members of the GSA are required to show proof of membership at the time of purchase through submission of your student number and student email address. Student ID may be requested at event check in to further confirm student and member status.
- d. As per stipulations set by the venue, no additional meal substitutions can be made fourteen (14) days in advance of the event. We will do our best to entertain dietary concerns/requests for those who purchase tickets in these fourteen (14) days prior to the event.
- e. Ticket purchasing is exclusively hosted on Eventbrite.
- f. Full payment of the ticket(s) is due at time of purchase.
- g. Your ticket purchase will be confirmed when you receive an email notification from Eventbrite. Proof of purchase, printed or digital, may be requested at time of event check-in. You will not receive a hard copy of your ticket.

## 3. Ticket Waitlist

- a. When student tickets are sold out, a waitlist will automatically be created within Eventbrite.
  - i. If the waitlist option is not working at time of purchase, email [info@brockgsa.ca](mailto:info@brockgsa.ca).
- b. This waitlist will be used, in numeric order of entrance to the list, to fill seats of refunded tickets.
- c. We will honour the ticket price that is active at the time of entrance to the waitlist. If you join the waitlist during early bird pricing, early bird pricing will be honoured if pricing comes available.

## 4. Refunds

Created: January 2022

Updated: December 2023



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- a. Refunds for tickets will follow the below schedule:
  - i. Ticket cancellations made on or before **March 22, 2024 at 4:00pm EST** will be eligible for a complete (100%) refund.
  - ii. Ticket cancellations made **after March 22, 2024 at 4:01pm EST** will not be eligible for a refund.
- b. If, for unforeseen circumstances, the GSA is forced to cancel the Gala, all attendees will be offered a complete (100%) refund of their purchase on their original purchase price.
- c. If you believe that you should be eligible for a degree of refund, email [info@brockgsa.ca](mailto:info@brockgsa.ca). In this email, you must include:
  - i. your student ID number (if applicable);
  - ii. your student email (if application);
  - iii. the email used to purchase the ticket; and
  - iv. clear reasoning of why you believe you should be eligible for a degree of refund
- d. If you do not garner a response from [info@brockgsa.ca](mailto:info@brockgsa.ca) at the end of five (5) business days since you first sent your request for refund, please forward your email again to [info@brockgsa.ca](mailto:info@brockgsa.ca). This email is checked regularly, but immediate responses may not be possible if in a busy period.
- e. If, after direct contact sent from [info@brockgsa.ca](mailto:info@brockgsa.ca) regarding your request, you do not respond back by the end of five (5) business days, your refund request will be considered null and void.
- f. You are not entitled to a refund if:
  - i. you do not attend the event;
  - ii. you arrive late to the event; or
  - iii. you did not enjoy the event.
- g. Refunds will be honoured at the ticket rate of which the ticket was purchased at.

### 5. Event Conduct

- a. You are expected to behave in an appropriate manner at the event. GSA and venue staff reserve the right to refuse entry or require you to leave if your behaviour is deemed unacceptable and/or inappropriate.
- b. You acknowledge that cameras, audio and video recorders may be used at this event. You consent to being filmed or photographed by GSA staff or its representatives. You consent to using your likeness, image and/or voice in such photography or film for the purpose of future event promotions.
  - i. If you are not comfortable with having your photo taken or being present in video, please speak to GSA staff at event check-in.
- c. You must follow any Health and Safety protocols deemed acceptable by the venue, under guidance of the province or Niagara Region Public Health .