



INTERNATIONAL BLUEGRASS MUSIC ASSOCIATION

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WIDE OPEN BLUEGRASS 2013 TICKET POLICIES:

- **NO REFUNDS OR EXCHANGES**
- Lineup subject to change. Artist cancellation is not grounds for refund.
- Ticket user bears all risks of personal injury incidental to the event, whether occurring before, during or after the event.
- Ticket user bears all risks, including cancellation of the event, or any parts of the event, due to inclement or dangerous weather, Acts of God or other reasons. IBMA reserves the right to cancel the event, or any parts of the event, in circumstances IBMA deems unsafe for ticket holders or musicians. In case of such a cancellation, tickets will not be refunded.
- Ticket user gives permission to IBMA to use his/her image or likeness incidental to any video display, transmission or recording of the event.
- IBMA reserves the right without the refund of any portion of the ticket purchase price to refuse admission or to eject any person who fails to comply with the rules of the venue, local, state or federal law or whose conduct is deemed illegal, disorderly or offensive by IBMA or Wide Open Bluegrass staff.
- To read IBMA's terms and agreements, see below.

Ticket Purchase Terms and Conditions

These are the general terms and conditions that apply to ticket purchasing through www.etix.com ^[2]. Because, from time to time, a client may have conditions not displayed on this page that are unique to their transactions, we recommend that you review the policy found in the Purchase Agreement section of your order-- where you are asked to confirm that you have read and agree with the terms and conditions-- prior to completing any transaction.

Ticket Purchasing

At Etix.com we strive to make your ticket purchasing experience as easy and convenient as possible. Please take a moment to review our policies so that you understand how our ticket buying process works.

Etix.com is an Internet-based, print-at-home ticketing service. We are hired by our clients to

sell THEIR tickets. If you are not satisfied with any aspect of your event experience BESIDES the purchasing process, then you must speak to a representative of the event venue at the box office before the event has concluded. Policies set forth by our clients do not allow us to exchange or refund tickets once an event has taken place for any reason.

Methods of Payment

At this time, etix.com accepts Visa, MasterCard, Discover and American Express credit or debit cards for your purchase. However, at the discretion of the venue or event promoter all of these options may not be available for all events.

Refund Policy for Cancelled or Postponed Events

All ticketed events are to be held regardless of weather conditions. Sometimes weather or other outside considerations make the performance impossible to complete. In such instances, the event venue or the event promoter are charged with making the final determination of cancellation and refund availability. Etix will issue refunds ONLY if an event is cancelled in its entirety. Refunds for rescheduled shows will be provided only with the venue's or promoter's approval. If an event is cancelled and not rescheduled, refunds will automatically be applied to the credit card used by the customer at the time of purchase. In such instances, refunds will generally appear on your next account statement depending upon your billing cycle. Refunds for cancelled performances include the ticket price and the per ticket convenience charge(s), but do not include the per order handling charge if any fees are collected for a chosen delivery option.

Opening acts or guests may sometimes tour with headlining performers. Etix is not always made aware of opening acts or the length of their performances. These opening acts are subject to change or cancellation at any time without notice. No refund will be given if an opening act is changed or cancelled, unless the venue or promoter approves it.

Pricing and Availability

Throughout the duration an event is on sale on the Etix.com website, the Etix.com software will select the best possible seat location at that time, as determined by our clients. Etix.com does not determine which seats are better than others. The venue where the event takes place decides in which order seats will sell. By utilizing the Internet, all of Etix.com's distribution points access the same ticketing system and inventory; therefore, tickets for popular events with a high demand may sell quickly. Occasionally, additional tickets may be available prior to the event or added to an event as it is selling; however, Etix.com does not control this inventory or its availability.

Convenience Charges

A convenience fee (service charge) is assessed for each ticket purchased for the ease of purchasing tickets remotely (either on a PC or by phone). Etix.com, being an Internet-based ticketing company, has priced the convenience fee per ticket to be as low as possible so that the consumer does not pay more than is absolutely necessary.

Refunds and Exchanges

Before purchasing tickets, it is your responsibility to carefully review your seat location, event, and performance date. Policies set forth by our clients prohibit Etix.com from issuing exchanges or refunds after a ticket has been purchased.

Etix.com, being a print-at-home, Internet-based ticketing company does allow the consumer to reprint tickets for THE CONSUMER'S USE ONLY. The unique two-dimensional bar code printed on all tickets will allow ONLY ONE ticket, the first ticket, to enter the event. The user agrees not to sell, reproduce for sale, alter, or counterfeit the ticket for any reason, and assumes all financial liability for the copying of his unique, bar-coded ticket.

Delivery of Tickets and Will Call

If you have selected delivery through the mail, please allow at least fourteen days after placing your order for your tickets to arrive. For Fan Club Events, you will receive your tickets no later than 2 days prior to the show. For express delivery orders, please allow at least two business days for your order to arrive. If you have not received your tickets within forty-eight hours of the event, please contact us at 1-800-514-3849. Etix.com will only ship tickets via Federal Express or US Postal Service to the billing address of the charge card holder. Occasionally, when Etix.com receives incorrect billing or credit card account information for a ticket purchase, the processing and delivery may be delayed. Even though Etix.com is an Internet-based, print-at-home ticketing system, we do allow for tickets to be delivered through Will Call for some events. Will Call tickets are generally available one hour prior to the start time of the event. You will need to present the credit card used to purchase the tickets and a picture identification to pick up your tickets.

Ticket Limits

When purchasing tickets through Etix.com, you are limited to a maximum number of tickets for each event per purchase. This ticket limit is identified on the event page and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices.

Etix.com wants to make sure that you enjoy every aspect of your ticket buying experience. If you have any questions, comments, or suggestions, then please contact us at support@etix.com ^[3] or 1-800-514-3849. We are changing the way the world buys and prints tickets.

--The Staff at Etix.com

Terms of Use

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otherwise stated. The purchaser agrees that any reproduction of a purchased ticket will be used solely for the ticket purchaser. No reproduction or alteration of the purchased ticket will be sold to a third party. Purchaser is bound by the laws of the State of North Carolina, and Etix.com reserves the right to pursue, to the fullest extent of the law, all penalties allowable for anyone caught counterfeiting, reproducing for sale, or altering tickets for unpaid or illegal entry into an event. All materials and content on the Etix.com website(s) are provided "as is" and no guarantees or warranties of any kind are expressed or implied. Etix.com Inc. does not guarantee in any way that service will not be interrupted or free of error. Etix.com will strive to ensure that content is error free, but acknowledges that mistakes may be made, and does not assume any liability for errors on the website(s). The user of the website agrees that any costs related to any damage to user's equipment from any virus or other harmful component is to be borne solely by the user, and that Etix.com Inc. will be held blameless and not financially responsible. The terms of this agreement shall be governed by and in accordance with the laws of the State of North Carolina.

Under this agreement, the payment processing services for goods and/or services purchased on this website are provided by Intelli-Mark Technologies Ltd. on behalf of Intelli-Mark Technologies Inc. or by Intelli-Mark Technologies Inc., depending on the type of payment method used for the purchase of the goods and/or services. In the event you choose to pay with credit card and the payment will be processed via a European Acquirer, these terms are an agreement between you and Intelli-Mark Technologies Ltd.. For any other type of purchases, these terms are an agreement between you and Intelli-Mark Technologies Inc. and goods and/or services will be delivered by Intelli-Mark Technologies Inc. directly.

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Cookies

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Your Internet Protocol (IP) Address

Etix.com uses your IP address to help with problems and for identification purposes only.

Information You Give Etix.com

Etix.com's forms require you to give us certain contact information such as your name, address, email address, and credit card number. Sometimes, we may need you to provide us with additional information, such as an Etix.com member password, or demographic

information such as your age or income level.

Contact Information

Etix.com may use your contact information to contact you about any aspect of your financial transaction. Information may also be used by the shipping company, when applicable, to deliver your tickets. Your contact information is provided to the venue and promoters of the event for which you purchase tickets. The purpose of releasing your name and email address to the promoter or venue is so that you may be contacted regarding special offers or upcoming events. Etix.com may also use your information to send you information and offers from our company and promotional material from some of our clients. We will strive to make sure this information is of value to you.

How Etix.com Uses Financial Information

Any financial information that is given to Etix.com will be used only in the processing and delivery of your tickets. The information you provide will be used to verify the transaction and receive the money directly from your credit card company. Some financial information may be used by Etix.com to identify the customer at the venue (e.g. your last four credit card digits used to identify that you are the person who purchased the ticket). Under NO circumstances will Etix.com ever release any of your credit card information to a third party. If you would rather that Etix.com not release any of your information to third parties, you must request this in writing by regular mail or email. In the written request, please provide include your name, address, and email address. The request must also state, "I do not wish to have Etix.com release any of my personal information to third parties, nor do I wish Etix.com to disclose any further information about me." If sending an email request, it must be sent from the same email address listed on your account to ensure security.

Links

Etix.com's website may contain links to other websites of interest. However, we are not responsible for the content, privacy policies, or security of any other websites.

Security

At Etix.com e-commerce is a way of life. We have utilized all of the latest technological advances to ensure that your transaction is secure. Our Secure Socket Layer (SSL) software is the best available today for secure electronic commerce transactions. It encrypts all of your information, including your credit card number, so that it cannot be read as the information travels over the Internet. If you have any questions about our security, please contact us at support@etix.com ^[3] or 1-800-514-3849. We have one of the most secure sites on the Internet.

This ticket is a revocable license. The holder may be subject to identification upon entrance to the venue or in the case that money is refunded. Any violation of the law while attending this event may result in the holder being removed from the premises without refund of any portion of the ticket price or charges. The holder of this ticket assumes all risks of property loss and personal injury arising during its use, whether prior to, during, or after the event, and agrees that Etix.com, the venue, its management, and affiliates of the event are not liable under any circumstances. Tickets obtained from an unauthorized source may be stolen, illegal, counterfeit, or lost and if so, may be seized and cancelled without compensation. There are

no refunds or exchanges. Event dates, times, and locations are subject to change. Holder may not solicit contributions or distribute literature on the venue premises. Every person, regardless of age, must have a ticket to enter the facility. Holder may not bring alcoholic beverages, bottles, irritants (e.g. noise makers), camcorders or any other recording devices, or strobe lights onto the premises. Etix.com reserves the right to modify these policies without notification. Copyright ©2013, Etix.com Inc. All rights reserved.

Tags:

[Wide Open Bluegrass Ticket Policy](#) ^[4]

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[3]

mailto:support@e

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