

POLICIES

Definitions

This section gives the definition of some important terms.

Conditions for using the website

This section explains the terms and conditions for using the transactional website.

Purchasing policies

This section clarifies all the terms and conditions that apply to the transaction itself: currency, payment method, transaction and payment confirmations.

Ticket shipping and pick-up policies

This section explains shipping options and related conditions, rights and rules covering regular mail, priority post, mailing outside Québec, in Canada and abroad and, finally, picking Tickets up at a distribution point or at the Festival box office, if applicable.

Return and refund policies

This section sets forth the return and refund policies.

Privacy policies

This section contains the policies concerning personal information collected for transaction purposes: the commitment of the Festival to protect personal information, rules for using an IP address and for using cookies.

Specific clauses

This section includes the rules, rights and policies concerning the different kinds of admission and sections: the pass, Bell Signature Zone, Gold Front-Stage Zone, Silver Front-Stage Zone and section reserved for people with special needs.

Definitions

The term "**Ticket**" refers to the "**Pass**" (the Festival pass is made up of a RFID wristband and a blinking pin), the "**Gold and Silver Front-Stage Zone cards**" and the "**Bell Signature Zone cards**" (RFID card) issued by the Festival d'été de Québec.

The word "**event**" corresponds to all the shows presented during the 11 days of the Festival d'été de Québec and not to one show presented during the Festival.

The word "**website**" corresponds to the transactional website for the Festival d'été de Québec ticketing service.

The word "**Festival**" represents the Festival d'été international de Québec, which organizes the "Festival d'été de Québec" event.

Conditions for using the website

By using and visiting the Event website, you agree to comply with all the Conditions of Use and all laws and regulations in effect. You may no longer use our website if you fail to comply with these Conditions. The Festival may change the Conditions of Use at any time without notice.

Authorized use of the website

You are authorized to visit our website and purchase Tickets for personal use only.

Unauthorized use of the website

Fraudulent or unauthorized use of the website, whether for the sale of tickets, reproduction of the website, use of a robot, of a web search engine or any other automated device could lead to an investigation and subsequent legal action.

Disclaimer

The Festival does not guarantee that the website is free from errors, interruptions, cyber attacks, service failure or temporary outages, by the site itself or by a third party, nor that it will produce all the expected outcomes from its use, its content, its search engine or the links provided. The website and its content are provided as is. The Festival is not liable for any direct or indirect damages caused by use of the website. The Festival cannot guarantee any specific outcome from the use of its ticketing service.

Compensation

Should you fail to comply with the Conditions of Use of the website, you agree to compensate the Festival, its agents, partners and employees against damages caused by unauthorized use of the website.

Purchasing policies

Currency

All prices on the website are given in Canadian_dollars.

Payment Methods

We accept Visa, MasterCard and Discover only. If you don't have a credit card, you can purchase a prepaid card.

For more information:

- Desjardins: <http://www.desjardins.com/ca/personal/loans-credit/prepaid-card/index.jsp>
- Canada Post: <http://www.postescanada.ca/cpo/mc/personal/productsservices/visagiftcard.jsf?LOCALE=en>

Maximum Quantity Authorised Per Transaction

The Festival limits the number of Tickets available per transaction as follows:

- Tickets at the regular price while supplies last: limit of 8 passes, 4 Signature Zone cards and 4 Gold and Silver Front-Stage Zone cards per transaction.

Please note that these buying options are available only during the sales dates or until each access pass category is sold out. For details on the sales policy, refer to "Specific Clauses".

Verification and validation of orders

Orders will only be processed once the address and all other billing information have been checked. In the event that some of the information provided is inaccurate, you will be contacted by one of our ticket agents in order to avoid any delays in sending your Tickets. Should we be unable to contact you after 3 attempts, we reserve the right to cancel your order.

Order confirmation

Once you have sent your order, a page confirming your order will come up on the screen and confirmation will be sent to you by e-mail. If you don't receive confirmation of your order (on screen or by e-mail) after sending your payment information, if you get a system error message or if an interruption occurs after sending your payment information, you must contact us at 418 800-3347 or 1-855-800-3347 to make sure that your order has been processed. The Festival is not responsible for losses (financial or other) should you assume that an order was not processed because you did not receive confirmation.

Credit card security policy

By purchasing a Ticket online, you authorize us to capture data from your Visa, Mastercard or Discover. The website sends data in a secured manner to Paysafe, which analyses the validity of the transaction before accepting or refusing it (sufficient or insufficient funds, card reported stolen, etc.). Once the secure analysis is completed, confirmation and a transaction number or transaction refused notice will be sent to you by e-mail, depending on whether the card was approved or not. Processing could be instantaneous or delayed depending on system traffic or on Paysafe response capacity. If you don't receive a payment confirmation number or a refusal notice (page on screen or by e-mail) after sending your payment information, if you get a system error message or if an interruption occurs after sending your payment information, you must contact us at 418 800-3347 or 1-855-800-3347 to make sure that your order was processed. The Festival is not liable for losses (financial or other) should you assume that an order was not processed because you did not receive confirmation.

Reproduction or modification of Tickets

The reproduction and modification of Tickets are prohibited.

Ticket shipping and pick-up policies

Regular mail

If you choose to have your Tickets sent by regular mail, they will be mailed between May 1 and May 18, 2018. This delivery option will be available until June 28, 2018 (the last delivery will go out no later than June 28, 2018). The shipping address must be the same as your credit card billing address. For any questions concerning Ticket delivery, or if you haven't received your Tickets on time, please call 418 800-3347 or 1-855-800-3347 or send an e-mail to billetterie@infofestival.com.

International mail (outside Québec, Canada and international)

If you have chosen to have your Tickets sent outside Québec or Ontario they will be mailed between May 1 and May 18, 2018. A treatment delay may apply for orders received from May 18. This delivery option will be available until June 28, 2018 (the last delivery will go out no later than June 28, 2018). The shipping address must be the same as your credit card billing address. For international shipping addresses that could be subject to additional mailing delays that could compromise acceptable and safe shipping times, the box office reserves the right to suggest that the purchaser pick up his Tickets in person at the Festival d'été de Québec box office located at the George-V Place (see details below). For any questions concerning Ticket delivery, or if you haven't received your Tickets on time, please call 418 800-3347 or 1-855-800-3347 or send an e-mail to billetterie@infofestival.com.

Priority shipping

If you have chosen to have your Tickets sent by priority shipping (please note that this service only gives you a tracking number; it does not mean you will receive your Tickets faster), they will be mailed between May 1 and May 18, 2018. A treatment delay may apply for orders received from May 18. This delivery option will be available until June 28, 2018 (the last delivery will go out no later than June 28, 2018). The shipping address must be the same as your credit card billing address. For any questions concerning Ticket delivery, or if you haven't received your Tickets on time, please call 418 800-3347 or 1-855-800-3347 or send an e-mail to billetterie@infofestival.com.

The Festival d'été de Québec box office

You can pick up your Tickets at the Festival d'été de Québec box office, located at the George-V Place, from **July 2 to 15, 2018**, IF AND ONLY IF you purchased your passes after June 28, 2018. You must have valid ID and the credit card used for your purchase.

Dates and opening hours for the box office:

- From Monday, July 2 to Wednesday, July 4: 12 pm to 6 pm
- From Thursday, July 5 to Sunday, July 15: 12 noon to 10 pm

Return and refund policies

No returns or refunds for Tickets purchased, even if lost, stolen or destroyed. The Festival is not liable for lost, stolen or destroyed Tickets. You are responsible for keeping your Tickets in your possession until the event. Should the entire Festival (all 11 days of the Festival) be cancelled, you will be refunded at the purchase point.

No refund is offered if you are unable to attend the event.

Privacy policies

The Festival does not collect, use and/or share your personal information without your consent.

There are two types of personal information that the Festival collects about you, either online or through the ticketing call centre: identifiable and anonymous.

The information that you send to the Festival includes identifiable information such as your name, address, e-mail address and telephone number, as well as financial information such as your payment method (valid credit card number, type and expiry date). You may also provide information on your interests and activities, your gender, age and other demographic data.

Rest assured that your personal information is protected by security measures. However, the Festival cannot fully guarantee that, despite all its efforts, a third party will not have access to or will not obtain your personal information from the website. You accept that the Festival cannot be held liable for any damages resulting from the transmission of your personal information over the Internet and that you share your personal information at your own risk.

By completing the purchasing process, you willingly accept to be contacted concerning your transaction by receiving an e-mail confirmation, an automated or non-automated call and/or a text message only.

You hereby authorize the Festival d'été international de Québec to use pictures of you and/or your actions that were taken or filmed at a Festival site, and to modify, reproduce and adapt them for promotional purposes (notably for posters and brochures, and on the Festival website, etc.) without compensation or further permission.

The Festival uses your IP address

To identify and collect general demographic information about you, the Festival uses your IP address. During your visit, we automatically collect your IP address and the address of the last web page visited.

The Festival uses cookies

The Festival uses cookies to manage communications. This lets us personalize our system while saving personal and financial information if you wish. These cookies are necessary for the website to function correctly. If you deactivate them, you must choose another payment method (by phone).

Specific clauses

By purchasing a pass, you agree to the following terms and conditions:

The Pass

Sales and prices

- Regular priced passes
 - will go on sale from noon March 8, to 23:59 pm June 4, 2018 or while supplies last:
 - \$100.00, *taxes and service fees included, plus shipping*
 - starting at 12 am June 5 while supplies last:
 - \$110.00, *taxes and service fees included, plus shipping*

Admission

- General admission section, Plains of Abraham, Bell Stage
- General admission section, Parc de la Francophonie, Loto-Québec Stage
- General admission section, Place d'Youville, Hydro-Québec Stage (pass recommended)
- General admission section, Coeur du FEQ, Place de l'Assemblée-Nationale, Fibe Stage (pass recommended)
- Indoor shows on the program:
 - If the show is sold out, the card gives no special admission rights or priority admission. Admission is on a first come, first served basis.
 - The rules are different for Théâtre Petit Champlain, please consult infofestival.com for details.

Specific regulations

- Required age:
 - Children 0 to 11 years accompanied by an adult: pass not required
 - 12 and over: pass required
 - Limit of two children per adult
- For security considerations, the FEIQ could decide to ban strollers for specific shows. To find out if this rule applies to the show you want to attend, the FEIQ invite you to consult infofestival.com on the day of the show.
- For Festival policies on items that are allowed or prohibited on the sites, [click here](#).
- The pass or its associated rights cannot be assigned, transferred or sold, in a commercial context or during a promotional campaign or contest, with or without compensation, without the prior written consent of the Festival d'été de Québec.
- **Resale is prohibited.**
- Management reserves the right to restrict access to the event or to expel anyone whose behaviour is considered inappropriate, with or without refunding the pass.
- Please note that the opening time for each site is determined by the management of the Festival d'été de Québec
- Space is limited. In order to ensure public safety on its sites, the Festival reserves the right to make appropriate decisions, including that of limiting access to a site.

Gold Front-Stage Zone

By purchasing a Gold Front-Stage Zone access card, you accept the following terms and conditions:

Sales

- Starting March 8 at noon, while supplies last
 - Gold Front-Stage Zone cards are sold at the regular price without any possibility of being renewed
 - Limited number - first come, first served basis

Prices

- Gold Front-Stage Zone - Individual
 - \$630.00, *taxes and service fees included, plus shipping*
 - The package includes **one** card, along with a site map and the Festival blinking pin. It is valid for all 11 evenings of the Festival d'été de Québec.
- Gold Front-Stage Zone - Multiple
 - \$745.00, *taxes and service fees included, plus shipping*
 - The package includes 11 dated cards along with few copies of site maps. It is valid every day. The Festival blinking pin will be handed out by an agent at the zone entrance when the card is scanned.
- These prices apply to all cardholders, regardless of their age.

Admission

- This section is reserved exclusively for Gold Front-Stage Zone cardholders, and has a capacity of 3,000:
 - It is located in front of the Bell Stage on the Plains of Abraham, behind a small section reserved for general admission;
 - The entrance is located behind the Bell Stage, on the south side.
 - The cards come with a map.
 - Important: if the regular entrance to the Bell Stage site is closed by FEIQ management, Gold Front-Stage Zone cardholders will not forfeit admission to the site.
- In addition to privileged admission to the Gold Front-Stage Zone, this card gives you the same admission rights as a regular pass. This means that you may enter the following areas and are subject to the terms and conditions that cover all the sites. You have access to:
 - The **general admission section** for the Bell Stage site on the Plains of Abraham
 - The **general admission section** for the Loto-Québec Stage site at Parc de la Francophonie
 - The **general admission section** for the Hydro-Québec Stage site at Place d'Youville
 - The **general admission section** for the Fibe Stage site at the Coeur du FEQ, Place de l'Assemblée-Nationale
 - The indoor shows on the program:
 - If the show is sold out, the card gives no special admission rights or priority admission. Admission is on a first come, first served basis.
 - The rules are different for Théâtre Petit Champlain, please consult infofestival.com for details.
- This card gives no admission to the VIP Zones on any site.
- This card gives no admission to the Silver Front-Stage Zone on any site.
- You will have guaranteed admission to the Gold Front-Stage Zone as soon as the Plains are officially open. Please note that only the Festival d'été de Québec management is authorized to decide when the site opens.
- A cash-only bar and restrooms are available on-site.

Specific regulations

- Only Gold Front-Stage Zone cardholders are allowed in this section. There is no privilege regardless of the age or condition of the festivalgoer.
- For security considerations, the FEIQ could decide to ban strollers for specific shows. To find out if this rule applies to the show you want to attend, the FEIQ invite you to consult infofestival.com on the day of the show.
- The Gold Front-Stage Zone smart card is mandatory. You must present it to be scanned whenever you enter or leave the site.
- The Gold Front-Stage Zone is not sheltered and does not have flooring.
- No individual chairs are allowed in this area at any time. However, during shows where chairs are allowed on the Plains, the Festival d'été de Québec will provide enough chairs.
- Management reserves the right to **restrict access** to the event or to expel anyone whose behaviour is considered inappropriate, with or without refunding the pass.
- The pass or its associated rights cannot be assigned, transferred or sold, in a commercial context or during a promotional campaign or contest, with or without compensation, without the prior written consent of the Festival d'été de Québec.
- All Front-Stage Zone cards are NON-refundable and CANNOT be exchanged.
- The Festival d'été de Québec is not liable for lost or stolen cards.
- As Gold Front-Stage Zone cardholders, you accept the above conditions and agree to respect them.
- **Resale is strictly prohibited.**

Silver Front-Stage Zone

By purchasing a Silver Front-Stage Zone access card, you accept the following terms and conditions:

Sales

- Starting March 8 at noon, while supplies last
 - Limited number - first come, first served basis

Prices

- Silver Front-Stage Zone - Individual
 - \$365.00, *taxes and service fees included, plus shipping*
 - The package includes **one** card, along with a site map and the Festival blinking pin. It is valid for all 11 evenings of the Festival d'été de Québec.
- Silver Front-Stage Zone - Multiple
 - \$415.00, *taxes and service fees included, plus shipping*
 - The package includes 11 dated cards along with few copies of site maps. It is valid every day. The Festival blinking pin will be handed out by an agent at the zone entrance when the card is scanned.
- These prices apply to all cardholders, regardless of their age.
- 2018 Silver Front-Stage Zone cardholders may renew their card for the 2019 edition of the event, if and only if the zone is brought back:
 - The cardholder will receive an e-mail explaining the renewal procedure (e.g.: validity dates) in January 2019.
 - This privilege is exclusive to the buyer. Therefore, it cannot be assigned to anyone else:
 - In the case of a corporate sale, the cardholder is the legal person. A corporate sale means that the costs were paid by the legal person.
 - Important notice: this privilege gives you the option to renew the number of cards purchased in 2018. It does not allow to you change zones and gives no priority purchasing of new cards the following year.

Admission

- This section is reserved exclusively for Silver Front-Stage Zone cardholders, and has a capacity of 2,000:
 - It is located right behind the Gold Front-Stage Zone at the Bell Stage on the Plains of Abraham.
 - The entrance is located behind the Bell Stage, on the south side.
 - The cards come with a map.
 - Important: if the regular entrance to the Bell Stage site is closed by FEIQ management, Silver Front-Stage Zone cardholders will not forfeit admission to the site.
- In addition to privileged admission to the Silver Front-Stage Zone, this card gives you the same admission rights as a regular pass. This means that you may enter the following areas and are subject to the terms and conditions that cover all the sites. You have access to:
 - The **general admission section** for the Bell Stage site on the Plains of Abraham
 - The **general admission section** for the Loto-Québec Stage site at Parc de la Francophonie
 - The **general admission section** for the Hydro-Québec Stage site at Place d'Youville

- The **general admission section** for the Fibe Stage site at the Coeur du FEQ, Place de l'Assemblée-Nationale
- The indoor shows on the program:
 - If the show is sold out, the card gives no special admission rights or priority admission. Admission is on a first come, first served basis.
 - The rules are different for Théâtre Petit Champlain, please consult infofestival.com for details.
- This card gives no admission to the VIP Zones on any site.
- This card gives no admission to the Gold Front-Stage Zone on any site.
- You will have guaranteed admission to the Silver Front-Stage Zone as soon as the Plains are officially open. Please note that only the Festival d'été de Québec management is authorized to decide when the site opens.
- A cash-only bar and restrooms are available on-site.

Specific regulations

- Only Silver Front-Stage Zone cardholders are allowed in this section. There is no privilege regardless of the age or condition of the festivalgoer.
- For security considerations, the FEIQ could decide to ban strollers for specific shows. To find out if this rule applies to the show you want to attend, the FEIQ invite you to consult infofestival.com on the day of the show.
- The Silver Front-Stage Zone smart card is mandatory. You must present it to be scanned whenever you enter or leave the site.
- The Silver Front-Stage Zone is not sheltered and does not have flooring.
- No individual chairs are allowed in this area at any time. However, during shows where chairs are allowed on the Plains, the Festival d'été de Québec will provide enough chairs.
- Management reserves the right to **restrict access** to the event or to expel anyone whose behaviour is considered inappropriate, with or without refunding the pass.
- The pass or its associated rights cannot be assigned, transferred or sold, in a commercial context or during a promotional campaign or contest, with or without compensation, without the prior written consent of the Festival d'été de Québec.
- All Front-Stage Zone cards are NON-refundable and CANNOT be exchanged.
- The Festival d'été de Québec is not liable for lost or stolen cards.
- As Silver Front-Stage Zone cardholders, you accept the above conditions and agree to respect them.
- **Resale is strictly prohibited.**

Bell Signature Zone

By purchasing a Bell Signature Zone access card, you accept the following terms and conditions:

Sales

- Starting March 8 at noon, while supplies last
 - Limited number - first come, first served basis

Prices

- Individual Bell Signature Zone
 - \$415.00, *taxes and service fees included, plus shipping*
 - The package includes **one** card, along with a site map and the Festival blinking pin. It is valid for all 11 evenings of the Festival d'été de Québec.
- Multiple Bell Signature Zone
 - \$465.00, *taxes and service fees included, plus shipping*
 - The package includes 11 dated cards (one valid card per day), along with a few site maps. The Festival blinking pin will be handed out by an agent at the zone entrance when the card is scanned.
- These prices apply to all cardholders, regardless of their age, without exception.
- 2017 Bell Signature Zone cardholders may renew their seat for the 2019 edition of the event:
 - The cardholder will receive an e-mail explaining the renewal procedure (e.g.: validity dates) in January 2019.
 - This privilege is exclusive to the buyer. Therefore, it cannot be assigned to anyone else:
 - In the case of a corporate sale, the cardholder is the legal person. A corporate sale means that the costs were paid by the legal person.
 - Important notice: this privilege gives you the option to renew the same order for the same seats in 2018. It does not allow to you change seats or zones and gives no priority purchasing of new seats the following year.

Admission

- Bell Signature Zone cardholders are assigned a numbered seat for their exclusive use in a grandstand having a seating capacity of 2,000:
 - The grandstand is located on the north side of the Bell Stage on the Plains of Abraham.
 - To enter on the site, Bell Signature Zone cardholders will have access to a special entrance. The details about the location of this exclusive access point will be included, on a plan, with the delivery of your cards. To access the grandstand, you must first enter on the site of the Plains of Abraham:
 - A site map will be sent with the cards.
 - Important: if the regular entrance to the Bell Stage site is closed by FEIQ management, Bell Signature Zone cardholders will not forfeit admission to the site, but must use the exclusive access point.

- In addition to privileged admission to the Bell Signature Zone, this card gives you the same admission rights as a regular pass. This means that you may enter the following areas and are subject to the terms and conditions that cover all the sites. You have access to:
 - The **general admission section** for the Bell Stage site on the Plains of Abraham
 - The **general admission section** for the Loto-Québec Stage site at Parc de la Francophonie
 - The **general admission section** for the Hydro- Québec Stage site at Place d'Youville
 - The **general admission section** for the Fibe Stage site at the Coeur du FEQ, Place de l'Assemblée-Nationale
 - The indoor shows on the program:
 - If the show is sold out, the card gives no special admission rights or priority admission. Admission is on a first come, first served basis.
 - The rules are different for Théâtre Petit Champlain, please consult infofestival.com for details.
- This card gives no admission to the VIP Zones on any site
- You will have guaranteed admission to the Bell Signature Zone as soon as the Plains are officially open. Please note that only the Festival d'été de Québec management is authorized to decide when the site opens.
- A cash-only bar and restrooms are available on-site.

Specific regulations for the Bell Signature Zone

- The Signature Zone smart card is mandatory. You must present it to be scanned whenever you enter or leave the site.
- Only Bell Signature Zone cardholders are allowed in this section. There is no privileged access to this section, regardless of the age or condition of the festivalgoer.
- No strollers are allowed in this section. The Bell Signature Zone is not sheltered.
- Smoking and electronic cigarettes are prohibited in the Signature Zone.
- Management reserves the right to refuse access to the event or to expel anyone whose behaviour is considered inappropriate.
- This card or its associated rights cannot be assigned, transferred or sold, in a commercial context or during a promotional campaign or contest, with or without compensation, without the prior written consent of the FEIQ Québec.
- All Bell Signature Zone cards are NON-refundable and CANNOT be exchanged.
- The Festival d'été de Québec is not liable for lost or stolen cards.
- As Bell Signature Zone cardholders, you accept the above conditions and agree to respect them.
- **Resale is strictly prohibited.**

Policy on access to sections reserved for mobility-impaired spectators

To give all spectators easier access to outdoor shows, the Festival d'été de Québec provides reserved sections for mobility-impaired spectators.

Reduced mobility section:

- Bell Stage on the Plains of Abraham
- Loto-Québec Stage at Parc de la Francophonie
- Hydro-Québec Stage at Place d'Youville.

Dates: July 5 to 15, 2018.

Price: The price in effect at the time the Festival Ticket is purchased

- You must have your Ticket or day pass scanned at the entrance

Reservations: by phone (418-800-3347 or 1-855-800-3347) starting April 30, 2018 at 9 am.

Policy

The reserved section is accessible to any individual who is mobility-impaired, whether permanently or temporarily (limb in cast or mobility-impairing injury), and who must use a manual or electric wheelchair, three- or four-wheel scooter, white cane, crutches, walker or guide dog.

Location

- Bell Stage: Plains of Abraham, across from the Signature Zone (grandstand). This section is accessible from the Plains of Abraham Museum (formerly the Discovery Pavilion). Adapted transportation enters this parking lot via Rue Wilfrid-Laurier.
- Loto-Québec Stage: Parc de la Francophonie, at the back of the site close to Rue d'Artigny, between Rue Jacques-Parizeau and Grande-Allée. This section is directly accessible from Rue d'Artigny.
- Hydro-Québec Stage: Place d'Youville, section on the terrace located at the rear of the site facing the stage, at the corner of Des Glacis and St-Jean, on the east side of rue Des Glacis.
- A detailed map will be available on our website in the handy tips section.

Facilities

Adapted toilets at each site, chairs available, ramps and hard surface access paths, and drinks sold nearby.

How to make a reservation

1. Purchase your Ticket during the regular sale. View sales details at <http://infofestival.com/>
2. Starting April 30 at 9 am, you may reserve the dates you plan to attend the Festival by phone (418-800-3347 or 1-855-800-3347). At this time, a maximum of four dates is allowed for you and your companion.
3. If all seats are not sold by June 1st, a 2nd round of reservations will start at 10 am on June 2. A note posted on the [Festival website](#) will tell you whether there are any seats left. There will be no waiting list.
4. If you can't show up, please let us know so we can assign your place to another person.
5. The night of the show, mobility-impaired spectators must arrive before 8h30 pm, after which it will be impossible to get in.

Important notes

- When you reserve, please mention whether you will be accompanied or not. If you don't need a companion, we can assign that seat to someone else.
- Companions must arrive at the same time as the mobility-impaired spectator they are accompanying.
- Reservations are for the first show of the evening or for both shows. No reservations for the second show only.
- Voice mail reservations will not be processed. You must speak directly with an agent. We advise you to make a note of the agent's name.
- On evenings when there are large crowds, you might be asked to wait a few minutes after the end of the show before exiting for safety reasons. You may also leave before the end of the show if you prefer.
- **You and your companion must have a pass.**

Seats are limited

If you are unable to attend, please call us at 418-800-3347 or 1-855-800-3347 so that your seat can be offered to someone else.

- Bell Stage on the Plains of Abraham: a total of 300 places for mobility-impaired spectators and their companions.
- Loto-Québec Stage at Parc de la Francophonie: 30 places for mobility-impaired spectators and their companions.
- Hydro-Québec Stage at Place d'Youville: 20 places for mobility-impaired spectators and their companions.

Associations

Group reservations can only be made by associations. A maximum of 8 mobility-impaired spectators and 4 companions can be accepted for the Bell Stage on the Plains of Abraham and 4 mobility-impaired spectators and 2 companions can be accepted for the Loto-Québec Stage at Parc de la Francophonie and the Hydro-Québec Stage in Place d'Youville.

Thank you and have a great Festival!

The Festival reserves the right to make all decisions concerning the safety of the people present on a site, including the decision to restrict access.

I have read and accepted ALL these conditions.