

PASS RETURNS

We have a 14-day return policy when purchasing a pass. After the 14th day from the date of purchase, we do not accept pass returns.

Passes purchased after 26.05.2022 can only be returned until 9.06.2022..

Receipt of the wristband at the event office automatically blocks the possibility to return the pass.

Special ticket RETURNS situations related to the global epidemiological situation:

If travel to the 3CITY SoCial Experience is not possible due to:

- restrictions in the country of the festival (Poland),
- restrictions imposed on a particular country,
- restrictions imposed by the country from which the Participant is coming
- In case the participant is quarantined due to COVID-19 (Organizer may request a written statement about the quarantine)

there are 2 options to choose:

- a. refund of 80% of the funds incurred for the ticket
- b. transfer of the money paid for the ticket to any other event organized by Chagowska Productions or Chagowska Latin Events.

CHANGE OF NAME

No later than 9.06.2022.r you can make a change of the owner of the pass.

The resale of passes and the change of the name assigned to a pass without stating a reason can only be done once until 9.06.2022 at the latest (in exceptional cases we allow for more changes).

After changing the owner the 14-day return policy does not apply. The organizer does not mediate in the search for a new pass buyer. Participants settle accounts between themselves.

The organizer does not act as an intermediary in the search for a new pass buyer, nor in the settlement between the seller and the buyer.

In order to change the name:

The original owner of the pass shall send a notification of the change to the Organizer at registration@salsafestival.pl by 9.06.2022 at the latest, stating the name and email address of the new owner. The ticket of the original owner will be cancelled and a new ticket will be sent to the specified email address.

Due to the current situation, we do not charge additional fees!

PASS EXCHANGE

It is possible to change a type of your pass as long as it is an upgrade to your previous purchase and the upgraded type of pass is still available. In order to get the upgrade you should notify it to registration@salsafestival.pl and pay the difference between prices (according to the current event's pricing table) with bank transfer to Organizer's account or at the registration desk of the event.

An upgraded pass is not subject to 14-days return policy. A reduction of the purchased event offer is treated as a return and is subject to 14-days return policy.

FREE PASSES AND SPECIAL OFFERS

Passes for 3City Social Experience won in any kind of contest or received for FREE are not returnable, they cannot be transferred to another owner, changed for passes for other events or editions or exchanged for cash. We admit upgrades of such passes, according to the general terms & conditions.

Passes sold in SPECIAL OFFERS may be subject to separate rules of return, resale and exchange, detailed in terms & conditions to each offer.

E-TICKETS AND EVENT WRISTBAND

To receive a wristband and to be able to enter the event you need to show your PERSONAL E-TICKET attached to this email and your ID confirming data on the ticket.

You have to wear an event wristband the whole weekend of the festival.

You are entitled to one copy of a wristband for the whole event.

We exchange wristbands only if they got destroyed for some singular reasons. In that case You need to bring the destroyed wristband to the registration desk where we can exchange it for a new one.

Please pay attention while putting on the wristband, if the grip is comfortable for You, etc