



# Ticketing Policy & Procedure

This policy, procedure and guide means to cover all information related to ticketing which falls under the Productions department of Element 11. This document includes the following related to ticketing:

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## Ticket Sales

### Tiered Pricing

The 2022 ticket price for Element 11 will follow a timed pricing structure.

Early Sale	Main Sale	Late Sale	Vehicle Pass	Ice Sales
April 1, 2022	April 22, 2022	May 13th, 2022	April 1, 2022	April 1, 2022
\$150 300 tickets 200 vehicle passes	\$165 500 tickets 300 vehicle passes	\$180 250 tickets 200 vehicle passes	\$40	\$6 per bag No limit

- 1,800 maximum total tickets will be made available

- This includes DGS, Early, Main, Late sales
- Total population cannot exceed 1,800
- Maximum of 4 tickets per person can be purchased total (including the combination of in-person or online purchases).
- All participants must check-in with valid ID at event Gate to receive and apply event wristband before entering the grounds. Those with children (ages < 18) must be with parents or legal guardians. Element 11 is an all ages event.
- No discounts available for Single Day attendees. No exceptions.

## Online Ticket Sales

Element 11 no longer sells tickets in person. Tickets are only available online. This is the official ticket policy for Element 11 events. It is our desire that all participants of Element 11 will arrive on the first day and stay with us through the entire weekend. We look forward to experiencing your unique contribution to our Community-Produced & Participatory Event.

- Online ticket sales will begin at Noon on April 1, 2022 and run through 11:59 pm May 14, 2022, depending on ticket availability.
- At the time of online purchase, you have the option to get a ticket mailed to you and mailed on June 1st if you choose that option.
- All tickets purchased online on and after May 13th are available electronically and no tickets will be mailed. However, a printed ticket can be at the gate.

## Fraud Protection & Third Party Buyer Info

- We understand that for some people, buying tickets second-hand is the most realistic option. Before buying a third-party ticket or vehicle pass, check to make sure the ticket is authentic and valid. If you have any questions or concerns about the subject, please email us at [tickets@element11.org](mailto:tickets@element11.org).
- Tickets and vehicle passes can be voided for numerous reasons, including being reported as stolen, lost by the postal service, being sold for above their face value, or other breaks of the [Ticket Terms & Conditions](#).
- Any ticket or vehicle pass that has been voided is not valid for entry to Element 11.
- If you see marked-up tickets being offered anywhere else, contact [tickets@element11.org](mailto:tickets@element11.org) with screenshots and details so we can pursue it (and yes, we really do). The more information you can provide us, the better.

## Unexpected Changes to Event



- Although unlikely, if event the is altered, rescheduled or canceled, Element 11 2022 will take place RAIN or SHINE. (Extreme weather may cause the cancellation of portions of or the entire event. Event organizers reserve the right to alter the event parameters to ensure event participants' safety due to weather.)
- Your purchase of ticket(s) is subject to our right to alter or vary the program due to events or circumstances beyond our reasonable control; including but not limited to: extreme weather, acts of nature, governmental regulation or conditions beyond Element 11's control. And in such circumstances we shall not be obligated to refund ticket(s) monies or exchange your ticket(s).
- If the event is canceled, we will notify you as soon as reasonably possible of all details of any rescheduling details.
- If the event is to be rescheduled, you will be offered a ticket for the rescheduled performance of the event (subject to availability).
- Your ticket is a revocable license that may be revoked by Element 11 for any reason.
- Element 11 is not liable for acts of God, or actions taken by government agencies.

## Before & After Event Attendance

- Some limited participants and volunteers who are assisting Element 11 in setting up & taking down the event (Theme Camps, Large Art Structures, EPW, after-event MOOP crew, etc) will be allowed access for one day early entry and one full day after the event. These participants MUST be registered.
- At the time of entering the event, these individuals will be required to show proof of purchase of ticket and will receive and be required to wear both the event wristband and a special wristband identifying you as an "early or late" participant.
- All individuals arriving early or staying late must adhere to all Element 11 and Stargazer Ranch policies while on the property. Any violation of these guidelines will be cause for your immediate ejection from the property and from the event, no refund.
- General admission participants must leave the event grounds by 6 PM on Sunday.
- All participants who are on event grounds after 6 PM on Sunday must be pre-registered and will be required to wear a "late stay" wristband.
- If you lose or destroy your wristband, you will be required to purchase a new wristband for \$200.

## Gate Policies

### Entrance Hours

10 AM – 9 PM Wednesday, Thursday, Friday  
10 AM – 6 PM Saturday

## Entrance

- Ticket holders with valid ID will still be allowed entry after hours, but please be courteous and arrive on time for the full Greeter experience.
- If you will be arriving with a minor you must be their parent or legal guardian. You must be able to provide Valid ID to enter event grounds.
- Any person entering or exiting the event grounds is consenting to inspection of all vehicles, trailers, bags, and gear by Gate staff. This is for the safety and protection of all participants, to ensure that only ticketed guests enter the premises and to prevent impaired drivers from leaving the event grounds.
- Event organizers reserve the right to prevent entry or to remove any event participant for any reason including not honoring event and community guidelines of appropriate behavior. No refunds will be issued.

## Wristbands

- Wristbands are provided to only valid ticket holders.
- All event attendees must, at all times, wear an event wristband.
- Element 11 is not responsible for lost, stolen, counterfeit, or forgotten tickets or wristbands. If you lose it, you are required to purchase a new wristband for \$200. No exceptions.
- Wristbands are non-transferable.
- Wristbands that have been cut or tampered with are VOID and will not be replaced. Anyone found with such a wristband can be subject to trespassing fines and will be immediately removed from the event grounds.
- Event attendees under the age of 21 will be issued an identifying wristband that indicates underage drinking status.
- Event organizers do not condone underage drinking and will cooperate with enforcing all Federal and State laws regarding drug and alcohol use.

## Gatecrashers

- Element 11 is a Community event. Crashing the gate is stealing from the Community. Any individual(s) caught attempting to crash the gate are subject to trespassing fines and will be immediately removed from the event.
- All passengers, including passengers with event tickets, in a vehicle of any kind (including trailers) caught with gatecrashers are subject to being denied access to or removed from the event.
- Names of gatecrashers will be captured, retained and you will be added to the permanently banned list for purchasing tickets to any of our future community events. Any removal from this list will be solely at the discretion of the Element 11 Board of Directors.



## Scalpers

- Any scalping, i.e. reselling of tickets at higher than face value (or attempting to do so) is prohibited and may result in the cancellation of the ticket(s) purchased without any refund or compensation and/or the ticket holder being refused entry or be removed from the event.
- Your name will be captured, retained and you will be added to the permanently banned list for purchasing tickets to any of our future community events. Any removal from this list will be solely at the discretion of the Element 11 Board of Directors.
- Use of your ticket and entering event grounds before, during and after the event confirms your agreement to all of the above terms.

## Ticket Terms & Conditions

- Bring enough food, water, shelter, and first aid to survive several days in a harsh desert environment.
- Do not bring animals, firearms, fireworks, rockets, items intended to be used as weapons, and other explosives into the event. These items are prohibited.
- Abide by ALL rules of the event and follow federal, state, and local laws.
- LEAVE NO TRACE: We are serious about this; you pack it IN, you pack it OUT (this includes your cigarette butts)! Garbage should also not be left in local municipalities. This contributes to strained relationships with the host community and isn't in the spirit of LNT.
- Contribute 2 hours of event clean up in addition to your own camp during and before leaving the
- Event participant (The ticket purchaser or holder ("YOU") voluntarily assumes all risk of property loss or damage, personal or bodily injury, serious injury or death, which may occur by attending Element 11. You hereby forever release, discharge, and shall hold Element 11, Inc. and Stargazer Ranch harmless from any claims arising from such risk even if caused by the negligent act, error, or omission of Element 11, Inc. or Stargazer Ranch, or its officers, directors, employees, contractors, agents, volunteers, or representatives.
- Art installations, theme camps, vehicles at the event (e.g. mutant vehicles or art cars), and performances are not owned or operated by Element 11, Inc., and you hereby voluntarily assume all risk of injury or death arising from their operation. You agree to respect the effigies and maintain a safe distance from the time they are lit until their coals are cool.
- Children under 18 years of age can attend the event only accompanied at all times by a parent, legal guardian, or other responsible party; any persons bringing a child to the event agrees on behalf of the child to the contractual terms of the ticket and acknowledges that they have made a choice that the child may be exposed to expressive activities and dress at the event.



- Neither Burning Man Project nor Black Rock City LLC is a producer or organizer of Element 11, as such, you agree that Burning Man Project and Black Rock City LLC accept no liability arising out of or in connection with Element 11.
- You agree to abide by these and all additional Element 11 policies which can be found in full online at <https://www.element11.org/attendance/faq-policies/>.

## Captured Images Release

- Your image may be captured on film, video, or photographs without your consent and without compensation.
- You hereby appoint Element 11, Inc., as your representative to protect your intellectual property or privacy rights, recognizing that Element 11, Inc., has no obligation to take any such action.
- Use other than personal use of images from Element 11, or of drawings or representations of the Element 11 logo on a book cover or in any advertisement, or of the phrase "Element 11" in the title of any publication or in any advertisement, is prohibited without prior written consent from Element 11.

## Ticket Liability Waiver

- The ticket purchaser or holder ("YOU") voluntarily assumes all risk of property loss or damage, personal or bodily injury, serious injury or death, which may occur by attending Element 11 this year. You hereby forever release, discharge, and shall hold Element 11, Inc. and Stargazer Ranch harmless from any claims arising from such risk even if caused by the negligent act, error, or omission of Element 11, Inc. or Stargazer Ranch, or its officers, directors, employees, contractors, agents, volunteers, or representatives.
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## **Ticket FAQ**

### **What is required of the customer?**

- Must present a valid ticket upon entry
- Must be prepared to prove their identity and age (18+) at the Box Office upon entry. If you have a minor with you, you must complete the required Minor Waiver and abide by all Conduct Policies that have been put into place.
- Is required to read, understand and abide by all event policies and guidelines

### **What if I can't make it to Element 11 or my friend cancels?**

- You can still buy the ticket with good confidence now. If you can't make it to Element 11 and wish to sell your ticket, you may do so at face value or less. Refunds will not be given and scalpers will be banned.

### **I want to give an Element 11 event ticket as a gift. Can I buy it for someone else?**

- Yes you can. You may give it to them directly or ask to have it held for them at Will Call, where they must show a valid ID that matches the name you provide. We will only mail it for you if you provide the address when making an online purchase.

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