



🏠 | Jl. Raya Sanggingan PO BOX 181
Ubud Bali Indonesia 80571
☎ | +62 361 977 408
✉ | www.ubudfoodfestival.com
📧 | hello@ubudfoodfestival.com

UFF17 – TICKETING T&C

BUYING YOUR TICKETS

At the Box Office

Tickets can be purchased from the Festival Box Office from 8-12 May, 2017. The Box Office will be based in Taman Kuliner, on Jl. Raya Sanggingan, and open from 10:00am-4:00pm. Please check our website for maps and venue location.

Online

Tickets may be purchased online at ubudfoodfestival.com. For customers buying via Payment gateway Trybooking.com, Australian Dollars are used. Booking fees will apply. If you have no credit card, please see alternative payment methods as listed on our website.

COLLECTING YOUR TICKETS

FoodLover Passes can be collected from the Box Office at the Festival Hub @ Taman Kuliner from Monday 8 May. At that time, you can nominate which day(s) you wish to use the pass. You must provide identification and proof of purchase with you to collect your tickets. You will also be required to provide the relevant documentation for your pricing tier (International, Resident or Indonesian National).

Individual **Kitchen Stage** sessions must also be collected at the Box Office, to provide appropriate documentation for ticketing tiers (International, Resident or Indonesian National).

For all **Special Events, Fringe Events, Masterclasses, Food Tours**, and other events taking place outside of the Festival hub, your TryBooking.com receipt will suffice (printed or displayed via phone). You do not need to collect tickets from the Festival Box Office.

CHILDREN



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Children under 12 are permitted to accompany their parent or guardian to the Kitchen Stage events, as long as their parent or guardian is in possession of an applicable Kitchen Stage ticket.

Children under 5 are permitted to accompany their parent or guardian to Special Events but are not permitted to partake in any food or drink on offer, and may not be permitted to licensed venues. In some circumstance where venue capacity is limited, we will advise that no children are permitted to attend that Special Event.

Children are not permitted to accompany their parent or guardian to Masterclasses.

TICKETING POLICY

- ✓ We offer a tiered pricing structure (International, Resident and Indonesian National) on **Kitchen Stage** sessions and our **1, 2 and 3-Day FoodLover Passes**. Documentation must be shown upon collecting your tickets, to correspond with your selected ticket.
- ✓ Tickets are **non-refundable**. Refunds are not issued under any circumstance, except cancellation of event.
- ✓ Tickets are **non-exchangeable**. Tickets will not be exchanged.
- ✓ A ticket and/or festival pass must be shown to gain entry to all paid events.

GENERAL INFORMATION

The Festival program is subject to change without notice. Ubud Food Festival is an all-weather festival.

For all booking enquiries please contact:

- ✓ email: ticket@ubudfoodfestival.com
- ✓ phone: +62 361 977 408