



If your team requires legal language as part of the offer compliance, please use the language below:

Package details subject to change without notice. All VIP packages are NON-TRANSFERABLE; NO NAME CHANGES will be permitted under any circumstances; NO REFUNDS or EXCHANGES; all sales are final. Please note this offer is not valid for tickets purchased via Fan to Fan Resale. By participating in any event with **Vitamin String Quartet** you hereby agree that your name, photographic and/or video image, and voice may be used in any media, whether now known or hereafter invented, throughout the world for any purpose whatsoever. Non-ticket package elements will be subject to the non-transferable restrictions listed above.

You will receive an email 2-3 days prior to the performance date with instructions on how to redeem your VIP Experience. Additional communication regarding your purchase may be sent via SMS text message to the phone number you provided during the purchase process. VIP programming may take place up to 3-4 hours before show time. Check-in details will also be posted [HERE](#) when confirmed.

Exclusive VIP merchandise items will be shipped directly to the address you provide with your order or distributed on-site at the VIP event. If the merchandise is distributed on-site, we cannot ship your items if you choose not to pick them up. Shipped merchandise is not guaranteed to arrive before your show date. By purchasing a VIP package, you agree to share your information with the VIP provider in order to receive communications regarding your VIP experience and to receive VIP merchandise by mail. Any shipped merchandise not claimed within 90 days is subject to availability.

RELEASE: You release, and agree to indemnify and hold harmless, **Vitamin String Quartet**, and its respective members, officers, directors, employees and agents (the "Released Parties") from and against all claims (known and unknown), liabilities, injuries, death, loss and/or damages of any kind arising from your participation in the VIP Package and/or meet & greet, or the acceptance, possession or use or misuse of the package or any related prizes. You assume all risks associated with the VIP Package or use or misuse of any related prizes, and you agree that the Released Parties will not be responsible or liable for any injury, harm, death, damages, costs, or expenses.

If you have questions regarding your VIP package, please reach out to Please & Thank You's Customer Success team at help@please.co or text +1 (916) 655-9270.

If you have any questions regarding the ticket portion of your purchase or have not received your confirmation email, please email vip.tickets@ticketmaster.com or call 877-4-VIPTKT (877-484-7858). Please note this offer is not valid if this ticket was purchased via Fan-to-Fan Resale.