

## **Official Ticket Purchase and Third-Party Resale Policy**

Hudson Valley Shakespeare Festival, Inc. d/b/a Hudson Valley Shakespeare (“HVS”) sells tickets only through official HVS sales channels, including the HVS Box Office and HVS’s official website at hvshakespeare.org. HVS does not have any authorized ticket resellers. Third-party resale websites, ticket marketplaces, brokers, and other third-party sellers are not HVS sales channels.

Tickets for HVS performances may appear on third-party resale websites at prices substantially higher than the official HVS ticket price. These listings may include large markups, added fees, inaccurate descriptions, or tickets that the seller does not actually have at the time of sale. Under New York law, online resale marketplaces generally must disclose the established ticket price, sometimes called the face value or official ticket price, before purchase, so buyers can see when a ticket is being sold at a markup.

HVS is not responsible for prices, fees, representations, refund policies, customer service, or delivery promises made by third-party sellers or resale platforms. For the best price and the most reliable admission experience, patrons should purchase tickets directly through official HVS sales channels. HVS can only guarantee the validity, authenticity, and terms of tickets purchased directly through HVS.

Tickets purchased from third-party sellers or resale platforms are purchased at the buyer’s own risk. HVS does not provide refunds, exchanges, account credits, or replacement tickets for tickets purchased through third-party sellers or resale platforms, except as required by law. Any purchaser who buys through a reseller or resale platform should seek any refund or remedy directly from that seller or platform.

HVS reserves the right, to the fullest extent permitted by law, to refuse, cancel, or deactivate any ticket that HVS reasonably determines is invalid, fraudulent, altered, duplicated, canceled for non-payment, obtained through unlawful means, or otherwise ineligible for admission. Admission is subject to ticket validation by HVS at the time of entry.