

Hiero Day Canada Rules & Ticket Sales Policies 2026

The following Rules & Policies form part of your sales agreement with Shambhala Music Festival Ltd. ("SMF Ltd.") for entry into the 2026 Hiero Day Canada (the "Event"), held at **Salmo River Ranch (Riverside Campground)**, located 6km east of Salmo, British Columbia on Hwy #3 & #6 (the "Property").

By purchasing a ticket, you agree to comply with all Rules & Policies below. SMF Ltd. will rely on these terms in any dispute resolution.

1. 19+ Event Requirement

This is a strictly **19+ Event** with no exceptions.

- All attendees must be **19 years of age or older**
 - Two (2) pieces of valid government-issued ID are required
 - ID must verify identity and age
 - Failure to present valid ID will result in denied entry without refund
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2. Arrival, Event Access & Departure

Event Dates & Times:

- General Admission access: **8:00 AM, September 12, 2026**
- Event concludes: **3:00 PM, September 13, 2026**

Arrival:

- Gates open at **8:00 AM**
- Early arrival prior to gate opening is not permitted
- Entry is only permitted through designated access points
- Attendees must remain within approved Event boundaries at all times

Departure:

- All attendees must vacate the Property by **4:00 PM, September 13, 2026**
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3. Early Entry & Camping Access

- **Arrival Policy:** General Admission tickets include access to the Event on 8:00 a.m. Saturday, September 12th. SMF Ltd. offers early access to the Event grounds on Friday, September 11th, 2026, for a fee. Early Entry Fee rates will be released on the Event website before the Event. The Ticket Gate opens at 8:00 a.m. sharp on Saturday, September 11th, 2026. Event guests arriving before this time will not be allowed entry into the Event.
- **Early Entry access: 4:00 PM – 12:00 AM, September 11, 2026**
- GA camping access begins **September 12, 2026 at 8:00 AM**

If lodging is purchased, it includes the applicable nights as per package selection.

4. Ticket Delivery

- Tickets are delivered electronically in PDF format
 - Tickets must be presented digitally or printed for scanning
 - SMF Ltd. is not responsible for lost, stolen, or duplicated tickets
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5. Wristbands & Entry Validation

- Tickets are exchanged for wristbands upon entry
 - Wristbands must remain intact, visible, and unaltered at all times
 - Damaged or removed wristbands will not be replaced
 - Wristbands are non-transferable once issued
 - Security may verify wristbands and ID at any time
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6. Security Screening & Search Policy

Entry constitutes consent to full security screening.

- All guests, bags, vehicles, and personal items may be searched
- Refusal of search will result in denied entry or removal
- Security reserves the right to refuse any prohibited or unsafe item
- Compliance with all provincial and federal laws is required

7. Event Conduct & Site Regulations

All attendees must behave respectfully and responsibly.

- Harassment, violence, or unsafe behaviour will not be tolerated
 - Unauthorized or “renegade” stages are strictly prohibited
 - Staff and security instructions must be followed at all times
 - Violations may result in immediate removal without refund
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8. Ground Access Restrictions

- All areas outside the designated Event footprint are strictly off-limits
 - 24-hour security patrols monitor perimeter zones
 - Trespassing will result in immediate removal and possible banning from future events
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9. Parking

- Parking is provided in designated lots only
 - Parking is first-come, first-served
 - Vehicles parked illegally (including highway shoulders) will be towed at owner's expense
 - Guests must follow all traffic control and signage instructions
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10. Camping

- Camping is only permitted in designated camping areas
 - Guests must remain within assigned or approved camping zones
 - Unauthorized camping may result in removal without refund
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11. Alcohol & Substances

- Alcohol is permitted for personal consumption within your campsite only.
- Glass containers are strictly prohibited
- Illegal substances are strictly prohibited
- Any illegal activity may be reported to RCMP and enforcement agencies

12. Photography, Video & Media Consent

By attending the Event, you consent to being photographed, filmed, or otherwise recorded. SMF Ltd. and its affiliates, partners, licensees, and associated entities may use attendees' image, likeness, voice, and appearance for promotional, marketing, advertising, and commercial purposes in any media without compensation or further approval. Professional media requires approved SMF accreditation. Personal media may not be used commercially without written permission.

13. Event Data Collection

Types of Data Collected:

We may collect the following types of personal and non-personal information from users:

Personal Information: Name, email address, phone number, postal address, and any other information voluntarily provided by users during registration or ticket purchase.

Non-Personal Information: Browser information, device type, IP address, cookies, and usage data collected through analytics tools.

Purpose of Data Collection:

We collect user data for the following purposes:

1. Event Registration: To facilitate event registration and ticket purchase.
2. Communication: To send event updates, confirmations, and important information related to the Event.
3. Analytics: To analyse user behaviour on our website and improve our services.
4. Marketing: To send promotional materials or offers related to our events with user consent.

Data Sharing:

1. We may share user data with the following third parties:
2. Event Organizers: Information provided during event registration may be shared with the event organisers.
3. Service Providers: We may use third-party service providers for payment processing, analytics, and marketing. These providers may have access to user data as necessary for their services.

Data Security:

We take reasonable measures to protect user data. However, please be aware that no method of online transmission or storage is entirely secure.

User Rights:

1. Users have the following rights regarding their data:
2. Access: Users can request access to their personal data we have collected.
3. Rectification: Users can request corrections to inaccurate data.

4. Deletion: Users can request the deletion of their data, subject to legal obligations.
5. Opt-out: Users can opt-out of receiving marketing communications.

Cookies and Tracking Technologies:

We use cookies and similar tracking technologies to enhance the user experience and gather information about user interactions with our website.

By using our website and providing your information, you agree to the terms outlined in this data collection clause and our privacy policy.

14. Medical Consent

By attending the Event:

- You consent to emergency medical treatment if incapacitated
 - Emergency services may be contacted on your behalf
 - You are responsible for any non-covered medical costs (including ambulance fees)
 - Health information may be used only for treatment, payment, or legal obligations under BC privacy law
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15. Vehicle & Personal Effects Search

All vehicles and belongings are subject to search.

- Entry is conditional upon compliance with all search procedures
 - Refusal results in denied entry or removal
 - Banned items list applies at all times:
<https://www.shambhalamusicfestival.com/plan-your-journey-home#banned-items>
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16. Riverside Lodging Terms

Applies to: Glamping, RV, and Yurt accommodations.

- Sites are assigned by SMF Ltd.
- Guests must stay within assigned boundaries
- No site changes or reservations allowed
- One parking space included per booking unless otherwise specified
- Additional vehicles must use general parking

Failure to comply may result in removal without refund.

17. Code of Conduct

All attendees must comply with SMF Ltd. Code of Conduct:

<https://www.shambhalamusicfestival.com/health-safety-harm-reduction#code-of-conduct>

Violations may result in:

- Immediate removal
- Loss of wristband and privileges
- No refund
- Possible law enforcement involvement

18. Liability & Refund Policy

- All ticket sales are final
- No refunds or exchanges are issued under any circumstance
- This includes cancellation due to weather, wildfire, government action, or force majeure events

19. Acceptance of Terms

By purchasing a ticket, you acknowledge and agree to all Rules & Policies outlined above as part of your binding agreement with SMF Ltd.

Release of Liability and Waiver Agreement

This Release of Liability and Waiver Agreement ("Release") is made and provided by the person signing below ("Participant") to participate in the 2026 Hiero Day Canada ("Event") and all of the activities attendant at the Event ("Activities"), including the camping services provided under the branding "Riverside Lodging", as hosted by Shambhala Music Festival Ltd. ("SMF Ltd."), a British Columbia corporation and located at the Salmo River Ranch on Highway #3 in British Columbia ("Property"), and for other good and valuable consideration, Participant agrees to all Terms set forth in this Agreement.

Participant acknowledges that entering into this Release is required as a condition to participating in the Event. The Effective Date of this Release is on the date of its execution and delivery by the Participant.

1. Assumption of Risk. Participant understands and is aware that the Activities involve inherent risks, dangers, and hazards. The Activities include, but are not limited to, dancing, walking, swimming, camping and general recreation in conjunction with using the facilities and amenities located on the Property. The Participant may sustain serious injury, including but not limited to temporary or permanent disability, paralysis, death, and property damage. Such risks and dangers may be caused by the Participant's own actions or inactions, the actions or inactions of others who are also participating in the Activities, the condition of the Property, adverse weather conditions, the conduct of other Participants at the Event, or the negligence of SMF Ltd., its affiliates, and their respective directors, officers, employees, agents, representatives, shareholders, successors, and assigns ("Releasees"). PARTICIPANT VOLUNTARILY AND FREELY ASSUMES ALL RISKS, DANGERS, AND HAZARDS THAT MAY OCCUR PURSUANT TO PARTICIPATING IN THE ACTIVITIES, INCLUDING THE RISK OF INJURY, DEATH, OR PROPERTY DAMAGE, WHETHER CAUSED BY NEGLIGENCE OF THE COMPANY OR OTHERWISE.

2. Participant's Representations. Participant acknowledges and represents that: (1) Participant is qualified to participate in the Activities and is 19 years of age or older; (2) Participant will at all times wear appropriate attire for an outdoor music event and while participating in the Activities as an attendee of the Event; (3) Participant understands that unless they have purchased specific Lodging packages, they are responsible for their own provision of overnight sleeping gear should they be camping at any time during the Event; (4) Participant shall at all times follow all the rules and regulations for the Activities and of the Property, including rules governing the Lodging camping services offered by SMF Ltd., and any other rules and regulations that may be established or modified by SMF Ltd., which are presently attached to this Agreement as "Schedule A – 2026 Shambhala Music Festival Rules & Ticket Sales Policies"; (5) Participant has informed themselves about the Activities that will be involved in the Event, either by previous participation in the Activities or pursuant to his or her investigation; (6) Participant will not consume or be under the influence of any alcohol or drugs at any time of participating in the Activities; and (7) Participant has fully read and understands each of the provisions of this Release and acknowledges that the Participant is voluntarily waiving substantial legal rights, including the right to sue SMF Ltd. and the Releasees.

3. Release from Liability. Participant hereby agrees to waive and release any and all claims which Participant has or may have in the future against SMF Ltd. and the Releasees arising from the participation of the Activities for any injury, temporary or permanent disability, death, damages, liabilities, expenses, costs, and/or causes of action, now known or hereinafter known in any jurisdiction in the world, whether caused by the negligence of SMF Ltd., the Releasees, or by any other reason. Participant acknowledges and agrees that this Release is a complete release of any responsibility of SMF Ltd. and the Releasees for any injury, temporary or permanent disability, death, damages, liabilities, expenses, costs, and/or causes of action sustained by the Participant while participating in the Activities.

4. Indemnification. Participant agrees to indemnify, defend, and hold SMF Ltd., along with Releasees, harmless from and against any third-party claims, losses, liabilities, damages, expenses, and costs, including reasonable outside attorneys' fees and court costs, to the extent arising out of the Participant's participation in the Activities, whether or not arising out of SMF Ltd. and its Releasees' (1) negligence or willful misconduct; (2) violation of applicable law; or (3) material breach of any of the terms of this Release, and/or the Code of Conduct provided on the SMF Ltd. website at <https://www.shambhalamusicfestival.com/health-safety-harm-reduction#code-of-conduct>

5. No Duty to Supervise. Participant acknowledges and agrees that he or she is aware that SMF Ltd. and the Releasees have no duty to supervise the Activities of the Participant. The Releasees assume no responsibility or liability for the acts or omissions of SMF Ltd., the Releasees, or any such related persons.

6. Entire Agreement. This Release is the entire agreement between the parties with respect to the subject matter hereof and supersedes any prior agreement or communications between the parties, whether written, oral, electronic, or otherwise. Except as expressly provided in this Release, there are no representations, warranties, conditions, other agreements or acknowledgements, whether direct or collateral, express or implied, that form part of or affect this Release.

7. Governing Law. This Release shall be governed by, and construed and enforced in accordance with, the laws in force in British Columbia, excluding any conflict of laws rules or principles which might refer such construction to the laws of another jurisdiction. The Parties hereto agree to submit to the exclusive jurisdiction of the courts of British Columbia and waive any objection relating to improper venue or inconvenience forum to the conduct of any proceeding in any such court.

8. Severability. In the event that any term or provision, or any portion of a provision, of this Release is held to be invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Agreement.

This Release of Liability and Waiver Agreement is available for download here: <https://www.shambhalamusicfestival.com/hiero-day-canada-terms-conditions>. Please take the time to download this document and review the same with a lawyer if you are unsure of the meaning and implications of any of its terms. By digitally signing this Agreement, you acknowledge that you have had time to inform yourself of the meaning and implications of the document and you have read and understood all the Terms.

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