

Reservation and Cancellation Policy:

1. All reservations are subject to availability and will be confirmed by the venue.
 - a. Cancellations must be made at least 24 hours before the reservation time.
 - b. No-shows or cancellations made less than 24 hours before the reservation time may be subject to a cancellation fee.
2. Payment Policy:
 - a. A deposit may be required to secure the reservation.
 - b. Payment for all services rendered must be made in full at the end of the event.
 - c. Payment can be made by cash, credit card, or check.
3. Conduct and Liability:
 - a. The venue reserves the right to refuse service to anyone who violates our code of conduct.
 - b. The client is responsible for any damage caused to the venue or equipment by themselves or their guests.
 - c. The venue is not responsible for any lost or stolen items during the event.
4. Food and Beverage Policy:
 - a. The venue will provide all food and beverage services for the event.
 - b. Outside food and beverage is not allowed without prior approval from the venue.
 - c. The client is responsible for notifying the venue of any dietary restrictions or food allergies.
5. Event Timeline:
 - a. The client must provide the venue with a timeline for the event at least 2 weeks before the event date.
 - b. Any changes to the event timeline must be approved by the venue.
6. Termination:
 - a. The venue reserves the right to terminate the event if the client violates any terms of service
 - b. In the event of termination, no refunds will be given.

Ticketing and Admission:

1. All ticket sales are final, and refunds will only be issued in the event of a cancellation.
 - a. The venue reserves the right to refuse admission to anyone who violates our code of conduct or who appears to be under the influence of drugs or alcohol.
 - b. The venue may require a valid ID for admission to events that are 18+ or 21+.
2. Conduct and Liability
 - a. The venue reserves the right to remove any individual or group who violates our code of conduct, including but not limited to, fighting, harassment, or other disruptive behavior.
 - b. The client is responsible for any damage caused to the venue or equipment by themselves or their guests.
 - c. The venue is not responsible for any lost or stolen items during the event.
3. Performance and Sound Policy
 - a. The venue will provide in house sound and lighting equipment for the event.
 - b. The client is responsible for ensuring that all performers and crew comply with sound level restrictions and the venue's performance policies.
 - c. The venue may interrupt or terminate a performance if it violates the venue's performance policies or if it becomes a safety concern.
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PRIVACY POLICY

1. What personal information is collected and how
 - a. Information about customers such as name, contact information, phone number, email address and payment details.
 - b. Accessibility Information. We may collect details of your health requirements if you have accessibility requirements when attending events.
 - c. Contact and billing information. When you create an account, buy a ticket or have a ticket transferred to you by a friend, we will collect your contact and billing information, such as your name, street address, zip code, email, phone number and credit card number.
 - d. Demographic information. We might collect information like your age range, race, or gender, or information about events you like or products you buy. We might collect this as part of a survey, for example.
 - e. Information used for health/safety purposes. We may collect information from ticket purchasers and attendees for compliance purposes related to infectious disease to the extent required under applicable law. This information may include names, contact details, seat locations, along with entry and exit times.
 - f. In situations where a third party for an event organizer requires the collection of health information (such as test results), please refer to their privacy policy and terms to understand how your data was collected and used.
 - g. Other information. We may collect information about the browser and device you're using, your IP address, your location, the site you came from, the site you visit when you leave us, and how you used or didn't use our site or app. We may collect this using technology such as GPS and Wi-Fi
2. How the information is used
 - a. The information is used for The StoneHouse mailing list, advertisements and our reward system
 - b. We may share information if we think we have to in order to comply with the law or to protect ourselves.
 - c. We use information to provide you with products and services. We use your information to process your order and provide you with customer support. This includes sending you emails about your account or a ticket

purchase. We might also contact you about this policy or our website terms.

- d. We may use your information to make our website, products, and services better. We may combine information we get from you with information about you we get from third parties.
3. How the information is shared
 - a. Information is shared with third party advertisements.
 - b. We may share information with any successor to all or part of our business.
 4. How the information is protected
 - a. You can opt out of receiving our marketing emails. You can also change your preferences in your account. It may take about ten days to process your request. Even if you opt out of getting marketing emails, we will still be sure to send you transactional messages. For example, we may still contact you about your orders.
 - b. You can control cookies and tracking tools
 - c. Control tools on your mobile devices. For example, you can turn off the GPS locator or push notifications on your device.
 5. How customers can access and control their information
 - a. You can opt out of receiving our marketing emails. You can also change your preferences in your account. It may take about ten days to process your request. Even if you opt out of getting marketing emails, we will still be sure to send you transactional messages. For example, we may still contact you about your orders.
 - b. You can control cookies and tracking tools
 - c. Control tools on your mobile devices. For example, you can turn off the GPS locator or push notifications on your device.
 - d. Your Privacy Rights.
 - i. You have choices about how to control the collection, use, and sharing of your personal information
 - ii. Depending on where you live, you may have specific rights around your personal information. Below we explain what those rights are and how you can exercise them:
 - iii. Disclosure. You have the right to request a report showing the personal information collected, shared, and sold about you.
 - iv. Deletion. You have the right to request that we delete any personal information collected from or about you.
 - v. Correction. You have the right to request that we correct inaccurate personal information collected from or about you.

- vi. Opt-Out of Sale/Sharing or Processing. You have the right to opt out of the sale or sharing of your personal data. You also have the right to opt out of the processing of your data for targeted advertising or profiling purposes.
 - vii. Non-Discrimination. We shall not discriminate against you based on your exercise of any of the above rights.
- 6. How the policy may change
 - a. The policy should state that the establishment may update the privacy policy and how it will communicate changes to customers.

Accessibility Statement for The StoneHouse

At The StoneHouse, we are committed to providing a welcoming and inclusive experience for all of our guests. We strive to make our facility accessible to everyone, regardless of their abilities or disabilities.

The following information is provided to help you plan your visit to The StoneHouse and to ensure that you have the best possible experience:

1. Parking and Entrance:
 - a. We offer accessible parking spaces close to the entrance of the venue, and our main entrance is wheelchair accessible. If you need assistance entering the building, please let us know and we will be happy to help.
2. Assistive Devices:
 - a. We offer assistive listening devices, as well as captioning for select events. Please contact us in advance of your visit to request any specific accommodations that you may need.
3. Seating:
 - a. We have designated accessible seating areas in our venue, and we are happy to accommodate any additional seating requests to ensure your comfort and enjoyment of the event.
4. Restrooms:
 - a. We have accessible restrooms available for our guests, and we make every effort to keep them clean and well-stocked.
5. Service Animals:
 - a. We welcome service animals in our venue. Please let us know if you will be accompanied by a service animal so that we can ensure that they are comfortable and accommodated during your visit.

If you have any questions or concerns about accessibility at The StoneHouse, please do not hesitate to contact us. We are committed to providing the best possible experience for all of our guests and are always happy to help.

The StoneHouse Cookies Policy

Last Updated April 2023

This Cookies Policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on The StoneHouse, your choices regarding cookies, and further information about cookies.

1. What are cookies?
 - a. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used to make websites work or improve the efficiency of a website. Cookies can also be used to provide information to the owners of the website or third-parties.
2. How we use cookies
 - a. We use cookies on the [Website Name] for the following purposes:
 - i. Essential cookies: These cookies are necessary for the website to function properly and to provide the services that you have requested
 - ii. Analytics cookies: These cookies allow us to understand how visitors use our website, so we can improve the content and user experience.
 - iii. Advertising cookies: These cookies are used to serve you with advertisements that may be relevant to you and your interests.
 - iv. Social media cookies: These cookies are used to enable you to share pages and content that you find interesting on our website through third-party social media platforms.
3. Third-party cookies
 - a. We may also use third-party cookies on our website, such as Google Analytics, Facebook Pixel, and LinkedIn Insight Tag. These cookies are used to provide us with information about how our website is used and to serve you with advertisements that may be relevant to you based on your browsing history. Please note that we do not have control over these third-party cookies and their use is governed by the privacy policies of the third-party providers.
4. Your choices regarding cookies
 - a. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies if you prefer. However, this may prevent you from taking full advantage of our website.

Further information about cookies

You can learn more about cookies and how to manage them at the following websites:

- AllAboutCookies: <http://www.allaboutcookies.org/>
- Network Advertising Initiative: <http://www.networkadvertising.org/choices/>
- Your Online Choices: <http://www.youronlinechoices.com/>

Changes to this Cookies Policy

We may update this Cookies Policy from time to time, and the updated version will be indicated by the "Last updated" date at the top of this policy. We encourage you to review this policy periodically to stay informed about how we use cookies.