

# Artists (Participants) Terms & Conditions

Completion of your registration indicates your acceptance of the following Terms and Conditions. The conscious act against the following agreement might lead to cancellation of your show/performance and/or blacklisting for future episodes of the festival.

Updated: 26.01.2026

## **Treatment of ThessFringe Staff and Participants**

Thessaloniki Fringe Festival (“ThessFringe”) is a product of the non-profit organisation “Fringe Arts” and has a duty of care to its participants, staff, volunteers and contractors to ensure a safe working environment for all.

## **Professional Behaviour**

We require artists to be on time to any rehearsals, workshops, meetings and performances and in a clear-minded state and sober condition where they are able to perform. The participant and everybody part of their company agrees to be on site at the respective venue no later than 30 min before their show.

ThessFringe and its staff endeavour to reply to email and telephone communications from participants within two working days.

## **Participation Fee**

Any show that makes a final agreement with a venue, will need to pay a participation fee of 40 Euros for venue capacity of 40 and below, 60 Euros for performances in venues with a capacity of 40 and above in order to finalise their registration.

Your participation fee contributes towards the services ThessFringe provides to administer the festival and the inclusion in the festival brochure and website listings.

Participation in both is non-negotiable in order to adequately promote the festival; however, if your current financial circumstances do not allow for immediate payment, we encourage you to contact the festival team to discuss possible arrangements.

The registration is completed and participation secured:

1. When you have secured a deal with a festival venue.
2. You have agreed to the Terms & Conditions via Eventotron
3. We have successfully received your deposit and registration fee.

Tickets will go on sale 6-8 weeks before the festival.

## **Proofing**

Please check all copy (texts) for your event details to ensure there are no mistakes in the information you are providing us. It is your responsibility to ensure this is correct at the point of registration.

## **Content Control**

ThessFringe reserves the right to edit any material supplied that we consider, at our sole discretion, to be offensive, defamatory and/or risk any criminal or civil action being brought against ThessFringe. ThessFringe reserves the right to cancel any such show that has been falsely programmed, either prior to or during the festival.

ThessFringe stands for diversity, inclusion and equality. If we consider, in our sole discretion, the content of any event to discriminate against any of the protected characteristics, we reserve the right to remove the event from our programme without refunding the participation fee.

## **Exclusivity**

The artist should not programme performances of the exact full show in the city of Thessaloniki at least a month before the festival, ideally not within the same year. Work-in progress and slots in line-up shows are fine. The Festival reserves the right to

cancel the show and withhold any payment should the show be scheduled within the month before the festival.

## **Copyright**

You are responsible for obtaining the proper and relevant rights and permissions to perform or adapt a work that is under copyright from the author, literary agent or publisher of the work. These details can usually be found on the inside cover or first pages of the script. Make sure that you have informed the relevant contacts if this applies to your event. ThessFringe is not liable for any breaches of copyright and reserves the right to withdraw any event from the programme that does not have the right permissions to perform or display said work.

## **GDPR**

ThessFringe will use details provided in Eventotron to contact you with information relevant to performing at ThessFringe and to add you to the newsletter. To opt-out of this, please email [mail@thessfringe.com](mailto:mail@thessfringe.com).

ThessFringe consents to the General Data Protection Regulation of the European Union.

For more information, see: <https://www.thessfringe.com/privacy-policy/>

## **Show Changes**

Once the ThessFringe programme has been announced, any changes to an event, including but not limited to date, time, venue, format, duration, content, or participating artist, must be submitted to and approved by the ThessFringe team before being implemented or publicly communicated.

Participants may not advertise, announce, or implement changes without prior written approval from ThessFringe.

Following approval, it is the responsibility of both the participant and the venue to implement the approved changes and to ensure that all relevant on-site information and external communications are updated accordingly.

ThessFringe requires at least two working days' notice to review and, if approved, publish changes in advance of the event.

### **Marketing, Press and Publicity**

**ThessFringe is responsible for the promotion of the festival as a whole and for the publication and promotion of the official festival programme. Venues are responsible for promoting their own programme of events taking place at their location. Participants are responsible for the promotion of their own individual shows.**

*Exceptions* are made for awarded shows which received an invitation from ThessFringe, in this particular case, the festival might support their marketing & press campaigns additionally.

All participants may undertake their own marketing and publicity activity, including press outreach, social media, and the design, production, and distribution of any promotional materials for their show, provided that all such activity:

- is accurate and consistent with the official programme,
- does not misrepresent ThessFringe or the festival programme, and
- complies with all applicable laws and venue policies.

All artist-created promotional materials for shows taking place during the festival period must include the ThessFringe logo or footer (for posters & flyers) and be consistent with the festival's branding guidelines. Designs should be submitted to the ThessFringe marketing team for confirmation prior to distribution. Please allow the marketing team 3 days to approve any material you send.

ThessFringe may, at its discretion, share, repost, or amplify participant-created content through its own channels

Please note that fly-posting is illegal, and is therefore prohibited in public places.

ThessFringe artists are encouraged to document their journey via Instagram / Facebook and/or TikTok and tag the festival:

FB: [@thessfringefestival](https://www.facebook.com/thessfringefestival)

IG: [@thessfringe](https://www.instagram.com/thessfringe)

TT: [@thessfringe](https://www.tiktok.com/@thessfringe)

#ThessFringe

## Images

ThessFringe has the right to refuse an image that is of poor quality, not to the required specifications, incorrectly labelled or deemed to be offensive.

You as participating artist are responsible for obtaining the proper and relevant rights and permissions of any images used in your registration and event listing. Any disputed images will be requested to be removed unless proof of ownership is produced. In cases where ownership cannot be proved, images may be removed by ThessFringe. ThessFringe is not liable for any breaches of copyright and any fines or charges will be passed onto the participant.

## Complimentary Tickets

### Festival Complimentary Tickets (Festival Comps)

Festival comps are reserved for the festival team.

- For venues with a capacity of fewer than 40 seats, **one (1)** festival complimentary ticket is held per performance.
- For venues with a capacity of 40 seats or more, **two (2)** festival complimentary tickets are held per performance.

If these tickets are not used, they will be released for general sale **one hour before the performance.**

### **Company Complimentary tickets**

Company comps are tickets that are reserved for the participating artists/companies.

- Each company is entitled to **two (2)** complimentary tickets per performance.
- These tickets must be reserved by the company via Eventotron.
- If not reserved, they will be released for general sale **30 minutes before the performance.**

Arrangements for additional company complimentary tickets may be made directly with the venue. If an agreement is reached, the festival must be notified so that the agreed number of complimentary tickets can be held off sale.

### **Press Complimentary Tickets**

Press complimentary tickets are reserved for accredited press and media representatives.

- For venues with a capacity of fewer than 40 seats, **one (1)** press complimentary ticket is held per performance.
- For venues with a capacity of 40 seats or more, **two (2)** press complimentary tickets are held per performance.

If these tickets are not used, they will be released for general sale **one hour before the performance.**

### **Arts Industry Tickets**

ThessFringe provides festival passes to festival programmers, theatre managers, and arts industry professionals, granting free access to festival performances.

- Participants may opt in to the arts industry scheme via Eventotron.

- In some cases, a ticket may be issued in advance to guarantee a seat for an arts industry professional.

### **Personal Assistant Tickets**

ThessFringe can issue one complimentary (free) ticket per performance to the assistants of disabled (both visible and non-visible) customers who would otherwise be unable to attend an event. This supports the festival in its mission to make events more accessible to audiences with disabilities.

### **Box Office Information**

It is the responsibility of the participant to provide ThessFringe with a contact for the person in charge of the sale of tickets for their event(s) in Eventotron. All tickets will be sold through the ThessFringe Box Office in Eventotron.

### **Audience Seating**

It is the responsibility of the participant and venue to inform ThessFringe of any seating plans, seating arrangements, allocated seating and restricted views at the point of registering. ThessFringe cannot be held responsible for any errors due to the provision of incorrect information, or the non-provision of information, by participants or venues.

### **Ticket Refunds**

ThessFringe tickets are not refundable. In the rare event where a refund is reasonable, e.g. due to a falsely booked ticket at the door by the festival staff, refunds usually require two working days advance notice from the ticket purchaser or the box office. Within two working days after the event starts, refunds will only be granted with prior approval from the venue or participant and will be considered on a case-by-case basis. In the event that ThessFringe Box Office cannot contact the venue management or participant in time before the start of the event, or if there are no contact details

available, then the ThessFringe Box Office reserves the right to use their own discretion when issuing refunds.

If a customer has a grievance and requests a refund after a show has finished, ThessFringe will pass the complaint to the venue management or participant who will make a decision on whether to offer a refund and instruct ThessFringe accordingly.

### **Ticket Sales Report**

Online box office is always available through the Eventotron account and will allow the participant access to ticket sales details 24 hours a day. These sales reports include all tickets sold through Eventotron. It is the responsibility of the participant to inform themselves about customer reports before the event.

### **Commission and Settlement**

ThessFringe will deduct a 10% commission (ex. VAT) on all tickets sold through the ThessFringe Box Office and Viva. The commission is calculated on your gross sales (i.e. before 24% VAT is deducted).

Please clarify any hiring, payment and taxation questions with the venue before you close an agreement. We have uploaded a guideline that will support you on your way. Please make sure to read it carefully.

Settlements will be paid within three weeks of the festival ending, and payment will be made to the venue in charge of your events, unless otherwise specified. The transfer may take up to three working days for the bank. A final sales report with a summary of any deductions will be made available to you via Eventotron. It is then your venue's responsibility to forward your agreed settlement to you. Refer to your contract with your venue for their payout date, please bear in mind that they will need some extra time to work out your final settlement.



Where ticket settlements have been paid out as requested, ThessFringe is not responsible for any payments due to third parties e.g. artists, performers, venues, external promoters or box offices.

ThessFringe is not responsible for late payments if incorrect bank details have been provided at the point of registration.

ThessFringe reserves the right to retain any money made through ticket sales that is outstanding to ThessFringe.

### **Venues**

It is the responsibility of the participant to communicate effectively with their venue. Participants should ensure they are clear on the financial agreement with the venue before taking part in ThessFringe and be in receipt of a written contract agreeing to the financial and all other arrangements.

### **Music Rights Greece**

Regardless of whether the venue holds a licence, all participants must indicate during registration in Eventotron if copyrighted music will be used in their event. Participants are solely responsible for paying any applicable music royalties or fees associated with the use of copyrighted music. Any fines or penalties resulting from unreported use of copyrighted music will be the responsibility of the participant, not ThessFringe. Note: events that are free or donation-based are exempt from music royalty fees.

### **Deposit**

ThessFringe requests a deposit of EUR 150, which will be fully refunded within five days after your events have taken place. If paying the full amount upfront presents a difficulty, payment in instalments or alternative arrangements may be considered following an individual discussion with the festival team. Please send your inquiry to the address below.

If an event is cancelled *by the participant*, the participant is not eligible for a refund of the participation fee, nor for the deposit paid. But there will be no additional cancellation fees.

If an event is cancelled due to extreme unexpected circumstances (natural disaster, war, civil unrest), participants are eligible for a refund of 100% of their participation fee and deposit paid. Participants should request this by emailing [mail@thessfringe.com](mailto:mail@thessfringe.com).

### **Participation fee refunds in event of Festival cancellation or curtailment**

The participation fee is not refundable. If any in-person events of ThessFringe need to be cancelled due to a declaration of war, disease epidemic including COVID-19, natural disaster events that fall under the legal term, “Act of God”, or a period of national mourning, the festival will go ahead digitally if/where possible and participants with in-person events will be given the option to transfer to digital and receive a refund of the difference between the in-person and digital fees.

In case of such cancellation or curtailment, or of a full festival cancellation or curtailment of all events, participants will also be given the chance to postpone their registration to 2026 for no additional charge. In the case of a full cancellation or curtailment, or in the case of participants with in-person events not wanting to transfer to digital or to 2026, participants will receive a 70% refund on their participation fee and deposit, with 30% going towards ThessFringe to cover costs incurred.

In case of cancellation of the festival due to natural disasters, pandemics, riots, strike of the airlines and/or civil aviation authority, bankruptcy and restructuring of the debt of Greece within a margin of 15 days before the festival, no refund will be made to the participants whatsoever.

## **Photo & Video Footage**

ThessFringe reserves the right to record, photograph and/or film your show and associated activities (e.g. get-in) for the purpose of documentation or the creation of promotional material.

As part of a promotional video trailer, ThessFringe reserves the right to use sequences (seconds) of any programmed shows from the video material provided by the artist during the application process. The same stands for any photos you submitted.

ThessFringe does not guarantee a photographer or videographer, but has a pool of volunteer photographers who might document parts of your show. Artists may choose to commission one professional Fringe photographer/videographer through Eventotron. This service is offered at a special, discounted rate and is paid directly to the assigned photographer/videographer. ThessFringe will facilitate the connection between the artist and the photographer/videographer a few weeks prior to the festival.

By opting in to this service, the artist agrees to grant ThessFringe access to a selection of the resulting photos and/or video footage, which the festival may use for current and future promotional purposes, in recognition of the special pricing offered.

## **Disputes**

Disputes between parties outside of ThessFringe shall not be arbitrated by ThessFringe.

If a dispute arises between a ThessFringe participant and their ThessFringe venue or any other ThessFringe stakeholder, ThessFringe will endeavour to arbitrate.

## **Contacting ThessFringe**

You can always contact ThessFringe by emailing [mail@thessfringe.com](mailto:mail@thessfringe.com) or calling (+30) 6934724111. The service hours are 09:30-17:30, Monday – Friday outside of festival dates, and seven days a week 10:00-22:00 during the festival.

Marketing Enquiries [marketing@thessfringe.com](mailto:marketing@thessfringe.com)

Press Enquiries [press@thessfringe.com](mailto:press@thessfringe.com)

Box Office [Boxoffice@thessfringe.com](mailto:Boxoffice@thessfringe.com)

Programming Enquiries [programme@thessfringe.com](mailto:programme@thessfringe.com)

## **Complaints Procedure**

To report any complaints, please email [mail@thessfringe.com](mailto:mail@thessfringe.com), call us on (+30) 6934724111 or write to us at ThessFringe, Panagias Faneromenis 2, 546 32 Thessaloniki, Greece.

Please see [thessfringe.com](http://thessfringe.com) for our full policy.

### **Both parties (ThessFringe staff and participants) agree to adhere to the following:**

Reports of mistreatment of ThessFringe staff or participants will be treated seriously and may lead to the cancellation of your event. In serious cases, you may be blacklisted and unable to return.

Complaints made against ThessFringe staff will follow our disciplinary procedure and will be escalated to the ThessFringe management and in severe cases, forwarded to the legal board.

Actions considered unacceptable include, but are not limited to:

Physical violence, abuse, written or spoken language that leads someone to feel afraid, written or oral language containing expletives, hate speech, defamatory statements, inflammatory allegations, unwanted physical attention, sexual harassment, unreasonably persistent communications, unreasonable time scale demands.