

Coral Cloud Resort: Film Festival Code of Conduct and User Agreement

Welcome to Coral Cloud Resort's Film Festival! To ensure a safe, enjoyable, and memorable experience for all attendees, we have established this code of conduct and user agreement. By participating in the festival, guests agree to abide by the guidelines outlined below.

Code of Conduct

1. Respect for All

- Treat fellow guests, staff, and artists with kindness and respect. Harassment, discrimination, or disruptive behavior will not be tolerated.
- Please respect personal boundaries during meet-and-greet events and other interactions, both with other attendees and with our featured guests.

2. Event Etiquette

- Please arrive on time for all scheduled screenings, panels, and activities. As we do not wish to interrupt events already in progress, late arrivals may not be accommodated.
- Please silence mobile devices, including smart watches, during events to avoid disruptions.
- Adhere to assigned seating. It is not possible to reserve seats for people in your party who have not yet arrived.

3. Safety and Security

- Follow all safety instructions provided by resort staff, security personnel, and event coordinators.
- Bags and personal items may be subject to inspection at event venues.
- Refrain from bringing prohibited items, including weapons, outside food or drink, and recording devices.

4. Photography and Recording

- Photography is allowed in designated areas only. Flash photography is prohibited during screenings and panel discussions.
- Any audio or video recording of screenings, panel discussions, or performances is strictly forbidden.

5. Alcohol and Controlled Substances

- Alcohol consumption is permitted in designated areas only. Please drink responsibly. We reserve the right to stop serving any guest, at our staff's discretion.
- The possession or use of illegal substances is strictly prohibited.

6. Dress Code

- Dress appropriately for the festival's atmosphere, with consideration for themed events and venue requirements.
- Several of our restaurants have specific dress codes, which can be viewed when making a reservation.

7. Environmental Responsibility

- Dispose of trash in designated bins and participate in recycling initiatives.
- Respect the resort's natural surroundings, including its beaches, vineyards, and grounds.

8. Complaint Resolution

- Guests are encouraged to report any issues to resort staff. Complaints will be addressed promptly and professionally.

User Agreement

1. Acknowledgment of Risks

By attending the film festival, guests acknowledge that certain activities may involve risks. Coral Cloud Resort is not liable for injuries, losses, or damages incurred during participation.

2. Ticketing and Admissions

- Festival passes and event tickets are non-transferable and must be presented for entry.
- We encourage guests to make use of our app, where all tickets can be viewed and you can receive notifications of any changes to our event schedule.
- Lost or stolen paper tickets cannot be replaced.

3. Event Modifications

- Coral Cloud Resort reserves the right to modify event schedules, venues, or guest appearances due to unforeseen circumstances.
- Ticket holders will be notified of significant changes as soon as feasible.

4. Privacy and Data Use

- By purchasing tickets or registering for events, guests consent to the use of their data for festival-related communications.
- Photos or videos taken at the festival may be used for promotional purposes. Entering designated filming and photography areas implies consent for this usage.

5. Prohibited Activities

- Unauthorized reselling of tickets is not allowed.
- Unauthorized solicitation or distribution of promotional materials is prohibited.

6. Refund Policy

- Refunds are granted only for event cancellations initiated by Coral Cloud Resort.
- No refunds will be issued for changes to the schedule or dissatisfaction with the experience.

7. Adherence to Resort Policies

- All festival attendees must comply with Coral Cloud Resort's general policies and procedures, which can be found on our website.

Enforcement and Penalties

- Guests who violate the code of conduct or user agreement may be asked to leave without a refund.
- Severe violations may result in a permanent ban from the resort and legal action, if applicable.