

## **Privacy and Security Policy**

### **Disclosure of Personal Information:**

Lakeside Chautauqua is committed to keeping your personal information strictly confidential. Only the organization of the performance for which tickets were purchased will retain your information. When we collect your personal information (i.e. name, address, e-mail, and telephone number) it is in an effort to improve your shopping experience and to notify you about program updates, services and answer inquiries. Beyond the presenting organization for your event, it is our policy not to disclose any of your personal information at any time, unless you tell us to do so. We do not sell, trade or rent your personal information to third parties. From time to time, we'll share aggregated (collective) information about our members as a group or generate aggregate reports and market research for business partners. These reports will not identify individual members.

### **Cookies:**

Our site uses cookies to personalize and improve your shopping experience. These cookies do not contain any confidential or personal information. They allow us to enhance your shopping experience at Lakeside Chautauqua. For example, if you have added products to your shopping cart and suddenly have to log out of our site, you can return later that day and still have those items in your shopping cart.

### **Security:**

We use industry-standard methods to protect your information from unauthorized access. Among other techniques, we store such information on a computer behind our "firewall" in a secure location, and we restrict the number of employees internally who can access such data. To ensure the safety of your personal information, including your credit card number, we use Secure Socket Layer (SSL) Technology. SSL protects information as it crosses the Internet. Any data stored is kept in a secure off-site location and stored in a password-protected server. Please be aware, of course, that there is no such thing as perfect security - on or off the Internet.

Please keep security in mind as you reach other websites through links from Lakeside Chautauqua. Each separate company has its own privacy policies and practices and may market to you accordingly. Although we choose our business partners carefully, we can make no representations concerning privacy and security on those sites.

Your password is your key to your account. You should never share it with anyone, and we request that you change it periodically and often. You can change your password at any time by accessing My Account on our home page. If you can't remember your password, the reminder phrase you entered when you last changed or set-up your password will be e-mailed to you immediately. You may also contact us at [ticketoffice@lakesideohio.com](mailto:ticketoffice@lakesideohio.com) for additional help. We strongly urge you to sign off your account and close your browser window when you have finished your shopping to prevent someone else from accessing your account.

### **Changing Personal Information:**

You may at any time modify or change any information you have previously provided to us by clicking on "My Account", then choose the appropriate section to edit, review, or delete your personal information. Changes will be updated immediately. You may also contact us at [ticketoffice@lakesideohio.com](mailto:ticketoffice@lakesideohio.com) and we will be happy to change, modify or delete any information for you.

### **Changes in Policy:**

If you have any concerns or questions with respect to our Privacy Policy, please feel free to contact us at [ticketoffice@lakesideohio.com](mailto:ticketoffice@lakesideohio.com). By using this site, you are agreeing to the conditions of this Privacy Policy. **DO NOT USE THIS SITE IF YOU DO NOT AGREE WITH THIS PRIVACY POLICY.** If we decide to change our Privacy Policy as a whole or in part, it will be posted on the site. Please check this page periodically for changes.

### **Terms of Use**

Thank you for purchasing from Lakeside Chautauqua.  
Please note the following Terms of Use.

1. All sales are final. No request for cancellations, changes or refunds is accepted.
2. If your tickets are to be mailed, you should receive them within a reasonable amount of time, generally 7 to 10 days. If you do not, please contact Lakeside Chautauqua - no later than by 5pm on the day of for a weekday performance or 4pm on a Saturday for a Saturday or Sunday performance to insure proper Lakeside Chautauqua attention.
3. If your tickets are to be "held at will call", they will be at the Visitor Center on the day of arrival. If the Visitor Center is closed tickets will be held at the Gate booth. It would be helpful if you can arrive early to allow for parking and to avoid the last-minute rush.
4. You must have the credit card you used for the purchase with you for identification. If someone else is picking up the tickets, either that same credit card or a photocopy of it with an authorization note from you must be presented. It would also be helpful to have with you a copy of your order confirmation and the confirmation number.
5. Lakeside Chautauqua cannot be held responsible or liable for injuries, loss or damages incurred by patrons while attending or participating in any events or activities on the grounds of Lakeside.
6. All patrons purchasing from Lakeside Chautauqua must do so in the light of the above limitations.
7. Refunds on tickets purchased are made for a cancelled or postponed event only. In all instances when a ticket is refunded, only the cost of the ticket is refunded.