

VISITOR REGULATIONS

Welcome to InterPetFest 2024! To ensure a safe, enjoyable, and productive experience for all participants, we have established the following rules and policies. Please review these guidelines carefully

1. General Admission Policies

- When entering the entrance to visit the InterPetFest event, you will have 2 options:
 - With the donation entrance option, you are contributing to rescue and shelter units. For every VND20,000 you receive 1 sticker and stick on the poster of the unit which you would like to donate. The total number of stickers will be counted every day to be converted into donation money to each shelter unit.
 - For visitors who have promotional codes from brands/companies participating in the event, you can input on the online registration form to get free entrance.
- Online & On-Site registration: Visitor(s) should receive a Confirmation Email with QR Code(s) upon your online registration via InterPetest website.
- Show Management shall have sole discretion over admission at all times.
- Visitors under 12 years old must be accompanied by an adult. Visitors under 12 years old are not required to do online registration for their visit.
- Visitors above 60 years old are not required to do online registration for their visit when accompanying an adult. Visitors above 60 years old are required to do online registration if visit the event alone (Our on-site supporting staff will provide instant assistance if needed)
- Solicitation from visitors is prohibited at the event except by exhibitors within their booths.
- We encourage visitors to wear business appropriate attire.
- Smoking, vaping, and alcohol consumption are not permitted within the event premises

2. Regulations on pets and pet owners when participating in the event

2.1 Regulations on pets

- Dogs and cats must be on a leash at all times when walking in the event unless being carried, being kept in a bag/ backpack/ trolley or attending events where unleashing is allowed
- Dogs and cats have to have a vaccination book. If you don't have your vaccination book you won't be able to enter.
- Pets must be current on all vaccines: submit digital copies for online pre-registration / and bring hard copy to the event.
- Pets under 4 months old are not encouraged in the event for their own safety, or they can attend the event at their own risk.
- Dogs over 20kg need to be muzzled to participate in the event.
- Dogs under 20kg do not need to wear a muzzle. However, owners need to wear a muzzle if their dog is aggressive and likely to bite participants or other dogs. Therefore, the Organizers encourage you to use a muzzle to ensure greater safety.
- Pets must be under the owner's control at all times. If the pets become aggressive, the owner must remove his/her pets from the event immediately.

2.2 Pet Owners' Responsibility

- Pet owners are required by law to leash your dog(s) in public places. Leashing the dog(s) is part of being a responsible pet owner. You can better control the dog and prevent it from getting lost or from disturbing others unintentionally.
- Dog owners must be responsible and considerate to others by making sure their dogs are not a nuisance e.g. excess barking, bad behavior, aggressiveness.
- Owners are responsible for and must be able to handle their own pets. Please clean up after your own pet with pee pads and poop bags provided by the Organiser.
- Owners are required to always bring hygiene kits in case their pets make waste at the event.
- Owners are responsible for picking up and disposing of their pet's waste. Failing to clean up after your pet will result in a VND500,000 fine per occurrence.
- InterPetFest provides Designated Areas for Pets at the event. Please feel free to make full use of the Pet Toilets placed specially for pets to complete their businesses, be it big or small.
- Pet owners need to bring bags or tools to clean up after their pets.
- Owners have to take their pets for a bathroom break before heading to the event.

– By bringing pet(s) to the event venue, owners certify that their pet(s) are clean and healthy. The Organizer will refuse entry for pets infested with ticks, are sick or unwell.

– By entering the event hall, all visitors fully indemnify the Organizer against all liabilities including but not limited to claims, damages, losses, injuries and/or death, for whatever reasons, caused by persons and/or animals. The organizer reserves the right to refuse entry or remove any persons and/or animals for any cause deemed not in the best interest to the event.

3. Health and Safety Policies – Emergency Procedures:

– In case of an emergency, follow the instructions of event staff and security personnel. Emergency exits are clearly marked throughout the venue.

– First Aid: First aid stations are available on-site. Contact any event staff member if you require medical assistance.

4. Code of Conduct – Respect and Inclusion:

4.1 Event Code Of Conduct

– In order to participate in International Pet Festival, all exhibitors, buyers, speakers, sponsors, Show Management, agents, contractors, Exhibit Hall and Trade Show facility management, APPA and PIDA staff, and more generally all attendees and participants to InterPetFest (each a “Participant” and together the “Participants”), must agree to abide by this code of conduct (“Code of Conduct”).

4.2 Expected Behavior

– In order to support an environment that builds community and positive connections, the following behaviors are expected of all Participants in InterPetFest:

- Treat all participants with respect and consideration, valuing a diversity of views and opinions.
- Be considerate, respectful, and collegial.
- Behave in accordance with professional standards (such as this Code of Conduct, and applicable laws).
- Communicate with respect for others, critiquing ideas rather than individuals.
- Avoid personal attacks directed toward other Participants.
- Respect the rules and policies of the Saigon Exhibition and Convention Center (SECC) or any other venue associated with InterPetFest.

4.3 Unacceptable Behavior

– Violations of this Code of Conduct include but are not limited to the following:

- Harassment in any form, including bullying, threatening, stalking, intimidation, microaggressions, insinuations or disparaging comments that are hurtful or interfere with any other Participant's experience.
- Sexual harassment, including but not limited to, unwanted or inappropriate conduct, unwanted sexual attention, comments, jokes, or advances.
- Violence, threats of violence, or violent language directed against another person.
- Possession of a weapon or any item that can be used as a weapon, which may be used to threaten or cause injury to others if used in a certain manner.
- Discriminatory jokes and language based on sexual orientation, race/ethnicity, gender identity, religion/creed, national origin or political views.
- Failure to obey any rules or regulations of the event venue, including any destruction or vandalizing of personal or event property and materials.
- Boisterous, lewd or offensive behavior or language that disrupts InterPetFest , a session, or other formal or event segment in any way.
- Falsely reporting violations of this Code of Conduct and/or retaliating against another Participant for reporting a violation of this Code of Conduct.
- This Code of Conduct is not intended to be all inclusive, and it is likely there will be conduct and/or issues that it does not specifically address. In that event, as in all others, Participants are expected to follow the direction of Show Management who will take appropriate action to ensure the safety, security and well-being of Participants.
- Show Management reserves the right in its sole discretion to determine what constitutes unacceptable behavior and what actions it will take to address incidents that occur.

4.4 Consequences Of Unacceptable Behavior

– Unacceptable behavior will not be tolerated. Anyone asked by Show Management or affiliates to stop engaging in unacceptable behavior is expected to comply immediately. If a Participant engages in unacceptable behavior or fails to comply with expected behavior at any time during InterPetFest, Show Management may take any action it deems appropriate, including but not limited to removing the Participant from InterPetFest and/or any affiliated event without a refund, disqualification from attending future events, or notification of on-premises security or local law enforcement as necessary.

4.5 Reporting Unacceptable Behavior

– If you witness or are subjected to unacceptable behavior or have any other concerns during InterPetFest, notify Show Management or any affiliate as soon as possible. If you have questions in advance of the event regarding the Code of Conduct or its implementation, please email admin@eventure.com.vn

– By registering for a visit I accept and will adhere to the Code of Conduct when participating in InterPetFest. I understand that Show Management may take any action it deems appropriate, including removing me from InterPetFest and/or any affiliated event without a refund, should I fail to adhere to this Code of Conduct.

5. Photography and Video Policy

– From time to time, Show Management or its contractors will record, photograph, and/or stream the various aspects and activities of the International Pet Festival for both archival and promotional purposes. By attending InterPetFest, Exhibitors/Attendees give Show Management and its contractors permission to use any Exhibitor/Attendee's voice and image in any such archival or promotional recording, photograph, or streaming activity without any compensation or credit to the Exhibitor/Attendee.

– Additionally: Visitors taking photos/videos of any Exhibitors/Booths require the permission of the Exhibitors. Exhibitors are prohibited from taking photographs/videos of any product/display in the New Products Showcase area other than their own.

– Press badges may be given to members of the media who are authorized to photograph and video.

5.1 Privacy Policy

– Data Collection: Personal information collected during registration will be used for event-related purposes only. We are committed to protecting your privacy and will not share your information with third parties without your consent.

– Marketing Communications: By registering, you agree to receive updates and promotional materials from InterPetFest. You can opt-out at any time by following the unsubscribe instructions in our communications.

5.2 Liability Waiver – Assumption of Risk:

– By participating in InterPetFest, attendees and exhibitors assume all risks associated with attending the event, including personal injury or property damage.

– Indemnification: Attendees and exhibitors agree to indemnify and hold harmless InterPetFest, its organizers, sponsors, and venue from any claims arising from their participation in the event.

5.3 Cancellation Policy

– Event Cancellation: In the unlikely event that InterPetFest is canceled, attendees and exhibitors will be notified as soon as possible.

Contact Us If you have any questions or need further assistance:

– Email: admin@eventure.com.vn

– Office Address: 28 Thao Dien, Thao Dien Ward, Dist.2, HCMC, Vietnam

Thank you for your cooperation and support. We look forward to seeing you at InterPetFest