

Event regulations & Terms of purchase

“Flight Level” in this document refers to the non-profit organisation Flight Level Norge.

Event Regulations

We expect everyone at Flight Level’s events to follow our rules. This includes, but is not limited to, all participants, crew members, partners, guests and managers. Violations of these rules may result in consequences such as warnings, exclusion from the event and police reports, depending on how serious we consider the violation to be. In some cases, we may also confiscate unwanted items, or items used against the crew’s instructions, or that violate the event rules. Such items, provided they are legal, with the exception of alcohol, can be collected after the event, or when you are about to leave the venue.

Flight Level reserves the right to exclude any person from the event without refunding tickets or covering travel costs for those concerned.

For questions about the regulations, reach out to daniel.lange@vatsim-scandinavia.org

1. **Duties as participant:** At Flight Level’s events we wish everyone to have a good experience and respect each other.
 - a. **Identification:** We ask that all participants can identify themselves. This is necessary to have a complete overview of all participants, as well as to know who is actually in the venue. Valid identification is a passport, driver's license, bank card with photo or other national or international ID approved by the Norwegian authorities. If you or your child who is going to Flight Level’s event does not have any form of valid identification, please contact us.
 - b. **Participants between the ages of 13 and 18:** Participants under 18 years old need parental consent to attend Flight Level’s events. This consent is

provided in the form of a signed consent form that is sent to Flight Level prior to the event start. Participants without the consent will be rejected at check-in.

- c. **Be vigilant and take care of each other:** You are responsible for being vigilant and looking after others around you. If you see someone who seems unwell, talk to them or call for help by contacting the crew. We all have a shared responsibility to look after those around us. If you believe there is an immediate risk to life or health, contact the relevant emergency services before alerting the crew immediately.
 - d. **In case of emergencies:** In case of fire or fire alarm, please leave the venue in a calm manner without bringing any of your belongings. If you detect a fire, activate the nearest fire alarm or contact the crew - whatever is closest. If you believe there is an immediate risk to life, contact the relevant emergency services before alerting the crew immediately.
2. **Unwanted items:** Our list of unwanted items can never be complete, and the crew can therefore exercise discretion in which items can be brought in.
- a. **Rule of thumb:** If it's not allowed on an airplane, it's probably not allowed here either.
 - b. **No white goods** can be brought into the venue. This includes, but not limited to microwave, fridges, etc.
3. **Unwanted actions:** We expect participants to follow the Norwegian law and respect everyone.
- a. **There is zero tolerance** for both physical and verbal violence, bullying or other transgressive behavior.
 - b. **Sales of items to other participants** is not allowed, but fetching food on behalf of someone else is allowed. It's not allowed to purchase beverages on behalf of others at the venue or connected areas.
 - c. **All alcoholic beverages and drugs are prohibited** at the venue. Intoxicated persons will not be allowed into the venue. Participants found intoxicated inside the venue risk being thrown out of the event without a refund of ticket or transportation costs.
 - d. **Smoking**, including but not limited to the use of e-cigarettes and vaping devices, is strictly prohibited within the venue. All smoking must take place outside the designated perimeter.

- e. **Theft and vandalism** are strictly prohibited, and any violations will be handled in accordance with Norwegian law.
 - f. **Software designed for peer-to-peer file sharing or excessive bandwidth consumption** are not allowed on the network. Devices using this will be blocked off the network.
 - g. **The internet access** shall not be used to perform any illegal activity, such as but not limited to: exploiting, hacking, downloading copyrighted material or similar.
4. **Tickets, refunds and early departure:** When purchasing tickets, there are some restrictions.
- a. **The tickets are non-refundable**, also if it's a no-show. In addition to adhering to Norwegian law, Flight Level might issue exceptions on its own discretion. If a refund is issued, Flight Level reserves the right to deduct any transaction fees already charged by Vipps or other financial institutions from the refund amount.
 - b. **If you need to leave early** due to unexpected events, illness or similar, the tickets are not refundable. Please contact the crew if you're under 18 so we can alert your parents/guardians in this event.
 - c. **Regulation or terms breach** will not refund your ticket or grant any compensation for transport.
 - d. **Resale** is not possible as the ticket is personal and tied to the initial participant.
5. **2025 Specifically:** These are some clarifications or adjustments specific for this year's event.
- a. The use of "House of Nerds" in this document refers to the whole location, including the venue. The use of "venue" in this document refers to the basement where the LAN takes place, which is a part of House of Nerds.
 - b. The venue is alcohol free at all times, this includes storage and consumption. House of Nerds have the rights to sell and serve alcohol outside the basement - and take the responsibility to only serve alcoholic beverages to participants of legal age.
 - c. No participants under the age of 20 years are allowed upstairs in House of Nerds after 20:00 on days during this event. If you wish an alcohol free beverage, please contact the crew so it can be arranged. We will ensure water is available at all times.

- d. All beverages must be purchased from House of Nerds. No participants are allowed to bring their own beverages to House of Nerds, this includes a soda you might get as a part of the menu outside House of Nerds. This is a limitation because of The Alcohol Act ("Sjenkeloven"). There are no restrictions for food.
- e. In case of breaching the rules above, House of Nerds staff has the full right to exclude you from House of Nerds, which means also the venue and Flight Level's event.

Terms of Purchase

1. The participant is required to follow all the regulations for the event.

2. Tickets

- a. All tickets are non-refundable.
- b. The ticket is personal and can't be transferred to another person.
- c. The ticket is not deemed valid until full payment is received and confirmation is sent by Flight Level.
- d. The ticket grants you one seat, one network connection and one power outlet at the venue for the whole duration of the event.
- e. Valid ID must be shown upon arrival to validate the ticket.

3. Participants under the age of 18 need their parents/guardians consent to take part in the event. This consent needs to be received within the event starts.

4. Privacy and data protection

- a. By purchasing a ticket, you consent to us collecting and storing personal data such as name, email address, phone number and other necessary information to administer your participation in the event.
- b. Personal data is used to administer ticket purchases, participation, as well as other necessary purposes related to the organization of the event. The processing of personal data is carried out in accordance with applicable data protection legislation (GDPR).
- c. We reserve the right to contact you via SMS or email with information that we consider relevant to your participation in the event or the operation of the organization. This may include, but is not limited to, event reminders, newsletters, membership information and other communications that are considered useful for participants.

- d. Your personal data will only be shared with third-party providers where necessary for the implementation of ticket purchases and event administration.
- e. We may also anonymize your data for statistical purposes and the improvement of future events.

5. Responsibilities and Rights of Flight Level

- a. Flight Level reserves the right to change the times, location and program of the event and will strive to notify everyone of changes with big impacts.
- b. Flight Level is not responsible for personal injuries, loss of property or other incidents that may occur during the event.
- c. Participants are responsible for their own personal belongings during the event.
- d. Flight Level is not responsible for any damage to software/hardware that is connected to our network or power supply.

6. Participants are expected to follow all guidelines and safety rules applicable during the event. Violation of the rules of conduct may result in expulsion without the right to a refund.

Last updated: 19 Feb 2025