



Nero Piedmont

Piedmont Theatre Group, LLC Business Practices

- 1. Event Cancellation:** Should Piedmont Theatre Group, LLC cancel an event for which you have pre-paid, you will have the option of receiving a refund (less Paypal processing fee) or an event credit.
- 2. Inability to Attend an Event:** Piedmont Theatre Group, LLC will make every effort to accommodate emergency situations that may arise and reserves the right to evaluate each situation on a case by case basis. However, the following policies apply in the event that you have pre-paid for an event but are unable to attend:
 - Should you pre-pay for an event, be unable to attend the event, and do not provide notice to Piedmont Theatre Group, LLC, the appropriate number of blankets for the event will be applied to your character as if you had attended the event. You will not receive a refund or an event credit.
 - Should you pre-pay for an event, be unable to attend the event, and provide advanced notice to Piedmont Theatre Group, LLC so that a replacement for your allocated bed space is found prior to the event, you will have the option of receiving a refund (less Paypal processing fee) or an event credit.
 - Should you pre-pay for an event, be unable to attend the event, and a replacement for your allocated bed space is not found prior to the event even if you provide advanced notice to Piedmont Theatre Group, LLC, the appropriate number of blankets for the event will be applied to your character as if you had attended the event. You will not receive a refund or an event credit.
 - Should you choose to use an event credit to register for an event and then be unable to attend the event, the appropriate number of blankets for the event will be applied to your character as if you had attended the event. You will not receive a refund or another event credit.
- 3. Guaranteed Bed Space for Pre-Paid Attendees:** Please understand that the availability of a bed is not guaranteed unless you have pre-paid for the event. We rent camp sites by the site so we cannot rent additional buildings without having event payments in hand, in advance and in full. Unfilled beds are filled on a first-come first-served basis for those paying at-door.
- 4. New Player Free Event:** Every brand new player will be able to attend their first event free. They must not have any characters in any Nero database and they must not have played Nero before. They will receive a year of free Membership, which will expire 1 year after their initial attendance.
- 5. At-Door Event Payments:** Event payments made at an event will not incur any additional fees but must be made in cash or check. Should a personal check bounce, the customer will be assessed the appropriate fees from Piedmont Theatre Group, LLC bank and will not be able to write a personal check for an event in the future.
- 6. Page Rules:** A Page is defined as someone who cannot participate in combat for medical reasons and/or is under 14 years of age.

Should a person be over 14 and a Page, they are able to be a part of combat and can participate according to the Page combat rules.

Should a person be under 14 years of age, they are not able to be part of combat or within the combat area. They must stay with their Parent or Legal Guardian at all times and cannot be left unattended. They are permitted to roleplay only but are not allowed to accumulate IG items or treasure.