

14 September 2016

A Statement from Burning Seed

Folks, we're mindful we need to keep you fully in the loop on site conditions. DPI have been on site for a week or so and it's not looking great. We're seeing severe flooding right across the Paddock and the DPI crew report major delays to the infrastructure build. Matong has seen record floods in recent weeks and most of the site is currently waterlogged - from Centre Camp to the north east of the site and from the Stockade to quiet camping.

We're hopeful that conditions will improve but need to stay alert to the situation and will be posting updates over the next few days. We realise this may be challenging and disconcerting but please bear with us - we hope to have more clarity on the situation in the next few days.

At this stage the event is still in prospect. We're looking at **this Friday evening** as a tipping point for some tough decisions. We want to provide you with as much information as we can, when we can, so we've put this FAQ document together - we'll keep updating this as new questions come.

We're sure you'll have more questions but please bear with us over the next few days.

General FAQ

Why are we only finding out now?

It's two weeks from the event. While we've been closely monitoring site conditions at Matong, these have worsened in the last few days and we now also have a much clearer picture of the weather outlook in the days leading up to the event.

Is there a chance Seed will be cancelled?

It is possible but we are exploring every possible alternative to avoid that situation.

When will the decision be made to cancel (or not)?

It's only fair that we make any decision as soon as we can. We're expecting to make a call later this week pending a) the weather conditions worsening in Matong impacting on our ability to run a safe event and b) identifying alternative options. Friday evening is the earliest we can make the call on either front.

Who can I talk to about this?

We understand this is a difficult situation. Seed is a volunteer-run event with no paid staff and we ask that if you have questions you fully review this document first to see if the answer you're looking for is covered. If your question isn't covered, and you are part of a Theme Camp or Art Project, we'd ask that you talk with your Theme Camp or Art Project lead - we're contacting these leads with information to cascade to their crew and team members. If your question isn't covered, and you're part of a community crew, please contact your team lead. Everyone involved on crew is doing what they can with their spare time to make sure we get through this situation in the best way possible and we really appreciate your help and consideration. But otherwise, if you can, please hold on contacting us until we can provide a firmer update on Friday evening.

Does Burning Seed org have insurance to cover for this kind of thing?

Yes, we have event cancellation insurance which covers us for this eventuality. The cancellation cover is there to allow us provide a refund of the ticket purchase price to ticket holders in case the event does not go ahead.

If the event is cancelled, when will this refund occur?

We will have to go through the process of making a claim with the insurance underwriters and let that process run its course. We'll aim to make that process move as quickly as possible.

Will the insurance cover my costs?

No. The insurance will just cover the cost of the ticket.

I'm about to book heaps of stuff for my theme camp - should I go ahead?

This is exactly why we're letting people know as early as possible about the current uncertainties.

*If you can postpone any large expenditure until after **this Friday's announcement** please do so, as we will have a lot more clarity by then on the prospects for Matong or another alternative.*

Why not just postpone Seed until it dries out at Matong?

Postponing the event would be prohibitively expensive. We'd have to extend all of the booked services and infrastructure rentals. Some of these may not even be available for extended booking as they would have already been booked for other purposes after Seed. Our volunteer crew, already on the site, also have lives they need to get back to, so if we postponed we'd have insufficient crew to carry out the build, run the event, and execute the packdown. Even if we undertook the massive effort and expense to attempt to delay the event, there is a chance the site would not dry out enough to host the event before the end of October.

Art

I've invested so much in my art piece - what happens with that?

The ARTEry will be in touch with all artists to work with you to figure out next steps based on the outcome of Friday's decision. Regardless of what happens, all grant artists will receive their final payments upon submission of receipts. If we are forced to cancel the event we hope you'd consider storing your amazing creation and bringing it to the event next year.

What about the Temple and the Effigy - will we still burn them?

This depends on the outcome of the options we are currently exploring.

What about Art Cars? Will they still be allowed at the new site?

We are still exploring this as well.

If Seed is cancelled this year, will the theme be the same next year?

No it will be space unicorns vs the rain hippies ;)

Crewing

Will I still be expected to do my shift with Gate/Rangers/Greeters/Artery etc?

Yes. If the event goes ahead we will still need everyone to pitch in more than ever.

Theme Camps

If it's cancelled or if Theme Camps can't make it to the new site will they still get a grant?

Theme camp grants will still be honoured as long as all receipts are submitted.

Let's say we find a new location - how will Theme Camp placement be managed?

The Theme Camp placement process will be similar to before, lead by our Town Planner in collaboration with Theme Camps, ARTery, and DPI. This will be managed on the fly however, and you will need to work with us as we place all fifty camps and thirty art projects in a short period of time.

If it's cancelled will Theme Camps get out of pocket expenses?

Money paid for tickets will be refunded, however any out of pocket expenses will not be covered by Seed. We understand all the hard work and energy that has been put into the lead up to this event, especially by theme camps, and greatly value your contribution.

I've booked stuff from local suppliers - what if they can't deliver to another site if that's an option?

Other arrangements will need to be made with local companies. It will be up to each individual theme camp to manage their financial logistics.

Ticketing and reimbursement

If it is cancelled will participants be reimbursed?

Yes, participants will be reimbursed the cost of their ticket.

What about my out of pocket expenses? I can't afford to spend extra on petrol etc.

Our insurance does not cover reimbursement of non-ticket participant expenses.

I bought my ticket from someone else on transfer - how do I get reimbursed?

We are currently working with our ticketing service, Quicket, to develop a comprehensive procedure for these types of reimbursements.

I want to transfer my ticket - how do I do that?

<https://www.facebook.com/groups/burningseedtix/> to find someone to swap your ticket with and to complete a ticket swap go here

<https://www.quicket.com.au/events/15845-burning-seed-2016/> and log into your burner profile and follow these instructions

*<http://help.quicket.co.za/customer/en/portal/articles/942501-transfer-tickets-to-someone-else>
<insert ticket swap page here?>*

www.burningseed.com

Alternate location

When will we know whether Matong or another location? When will a decision be made?

The evening of Friday 16 September - this Friday - at the latest.

I can't make it to an alternative site - how do I get a refund?

All ticket holders will be contacted once a decision is made with further steps.

What facilities are required at an alternative location?

Toilets, water, communal cooking areas - we'd need these facilities in situ given the limited time we have for infrastructure build.

Why wasn't an alternative location identified before now?

There is a site search team that has been investigating alternate sites to accommodate Seed's expected growth in the coming years, but as yet we haven't found anything that fully suits our needs.

Will the dates stay the same (28 Sept-3 Oct) at the alternate location?

Likely yes, however gate times may change, stay tuned for further details if we do move sites.

What about early/late entry?

We're still working on this as part of our feasibility research for an alternate site.