



GUEST EXPERIENCE GUIDE

VERSION 1.0

Everything you need to know before, during and after your HouseShow

THE HOUSESHOW PROMISE

Does this help the artist?

Does it improve the host experience?

Does it create a better experience for the guest?

Does it strengthen the community?

For HouseShow guests • Labor Day 2026 Launch Edition

WELCOME

Welcome to HouseShow

You are not buying admission to a generic concert series. You are choosing a specific artist, a specific host and a specific HouseShow experience.

HouseShow is a marketplace for intimate live music in private and unique spaces. A city can have many HouseShows happening across a weekend - or even on the same evening. Your ticket is valid only for the specific HouseShow you purchased.

MORE THAN A PERFORMANCE

Come for the artist. Arrive as a guest. Leave with a memory - and perhaps a few new connections.

01 · DISCOVER

Choose the HouseShow That Fits You

- Browse individual HouseShow listings and choose the artist, date, time and experience that appeal to you.
- Review the show description, capacity, city, artist information and any available host details.
- Look for food or non-alcoholic beverage add-ons if the host is offering them.
- Review artist merchandise options when they are available for that HouseShow.
- Because capacities are intentionally limited, purchase early when a show matters to you.

ONE TICKET · ONE HOUSESHOW

A ticket is tied to the specific HouseShow you selected. If you want to attend HouseShows on Friday, Saturday and Sunday, you purchase each show separately.

02 • BUYING YOUR TICKET

From Checkout to Confirmation

STEP	GUEST EXPERIENCE
Select	Choose the specific HouseShow and quantity of tickets.
Add options	If offered, select food/non-alcoholic beverage add-ons or eligible artist merchandise.
Pay securely	Complete the checkout flow shown on HouseShow.
Confirmation	Your purchase generates a digital ticket/confirmation tied to your email.
My Tickets	Use the email address from checkout to find your tickets in the HouseShow ticket area.
Arrival	Have your QR code or ticket code available for check-in.

Use the same email address throughout the purchase and ticket-retrieval process. If a ticket appears temporarily as processing, follow the current platform instructions while payment verification completes.

03 • PRIVACY & ADDRESS

Private Homes Deserve Thoughtful Privacy

Many HouseShows take place in private homes. HouseShow is designed to protect the host location while still giving paid guests the information they need to attend.

- A detailed private address may be limited to valid ticket holders.
- Do not post or redistribute a private host address publicly.
- Use the parking and arrival instructions provided for your specific HouseShow.
- If you are bringing another ticketed guest, make sure they understand the same privacy expectation.

A SIMPLE RULE

Treat the host address the way you would want your own home address treated.

04 • BEFORE YOU GO

Arrive Ready to Enjoy the Evening

Guest pre-show checklist

- ☐ Confirm date, start time and city.
- ☐ Review your digital ticket and arrival instructions.
- ☐ Save the QR code or ticket code where you can access it quickly.
- ☐ Review parking guidance before leaving home.
- ☐ Check whether food/non-alcoholic beverage add-ons are included or available.
- ☐ Review any house rules or show-specific notes.
- ☐ Plan to arrive within the stated arrival window rather than substantially early or late.
- ☐ If you can no longer attend, use the current HouseShow support/refund process rather than privately transferring access without approval.

05 • ARRIVAL

The Welcome Is Part of the Show

- Park only where the host or HouseShow directs.
- Keep driveways, neighboring homes and emergency access clear.
- Have your ticket ready before reaching check-in.
- Enter only through the guest entrance identified by the host.
- Respect private areas of the home and follow any posted or communicated house rules.
- Introduce yourself. HouseShow is designed for connection, not anonymity.

You are entering someone's home as well as attending a performance. That dual role is part of what makes HouseShow different.

06 • DURING THE PERFORMANCE

Listen Up Close

- Silence your phone and minimize distractions.
- Keep conversation for appropriate breaks unless the artist invites interaction.
- Follow the host's photography/video guidance and respect the artist's boundaries.
- Do not block walkways, exits or other guests' sightlines.
- Applaud generously and participate in the energy of the room without overpowering the performance.
- Remember that intimate sound levels are intentional. The goal is presence, not volume.

The closer the room, the more every guest shapes the atmosphere.

07 · FOOD & NON-ALCOHOLIC BEVERAGES

Hospitality Without the Added Alcohol Risk

HouseShow is designed and promoted as a non-alcoholic live performance experience. HouseShow does not sell, facilitate or promote alcoholic beverages as part of the HouseShow offering. The policy supports a safer, simpler and more consistent experience for guests, hosts, artists and the platform.

- Complimentary water should be available at the HouseShow.
- Some hosts may offer food and non-alcoholic beverage options for purchase.
- Available add-ons are specific to the HouseShow and may be selected during the applicable purchase flow.
- Tell the host or support team promptly about significant allergy or accessibility concerns where advance notice is relevant.

HOST ECONOMICS

When a host sells food or non-alcoholic beverages through HouseShow, the current model allocates 88% to the host and 12% to HouseShow.

08 · SUPPORTING THE ARTIST

Merchandise, Attention and Word of Mouth

A HouseShow gives you several ways to support an artist beyond the ticket itself.

ACTION	WHY IT MATTERS
Listen	Full attention is one of the most valuable things an intimate audience can give.
Artist merch onsite	100% of onsite artist merchandise revenue goes to the artist.
Artist merch platform/offsite	95% goes to the artist and 5% to HouseShow to cover transaction/platform costs.
Follow	Use the artist's official channels if you want to continue the relationship.
Share	Tell friends about the artist and the specific experience rather than posting private host details.

HouseShow-branded merchandise is separate from artist merchandise and supports HouseShow directly.

09 • THE HOST

You Are a Guest in a Real Space

- Treat furniture, art, outdoor areas and household belongings with care.
- Use only guest-access areas.
- Ask before moving furniture, opening doors or entering private areas.
- Respect restroom, smoking, pet, accessibility and other house-specific guidance.
- Keep noise outside the performance area considerate of neighbors.
- Leave the space at least as orderly as you found it.

THE HOUSESHOW STANDARD

A host is opening more than a venue. They are opening a personal space. Respect is part of the ticket.

10 · AFTER THE MUSIC

Stay for the Connection - Not Forever

One of the best parts of a HouseShow can happen after the final song: a conversation with the artist, meeting another guest, or thanking the host. Enjoy that moment while respecting the host's closing time and the artist's schedule.

- Thank the artist and host when you have the opportunity.
- Browse artist merchandise if offered.
- Exchange contact information with new friends privately rather than sharing other guests' information without consent.
- Depart within the host's stated timeframe.
- Keep outdoor departure noise low, especially in residential neighborhoods.
- If HouseShow requests feedback, share specific observations that can improve future experiences.

11 · REFUNDS & CHANGES

Know Which Policy Applies

HouseShow uses different decision models because not every purchase involves the same parties.

PURCHASE	WHO DECIDES
Ticket / qualifying shared event refund	Where a discretionary decision is required, HouseShow follows the applicable two-of-three principle among artist, host and HouseShow.
Food/non-alcoholic beverage event adjustment	The two-of-three principle applies where the shared event transaction requires a discretionary adjustment.
Artist merchandise	The artist controls the refund decision for the artist's merchandise.
HouseShow merchandise	HouseShow controls the refund decision for HouseShow-branded merchandise.

Some events or payment issues may qualify for automated treatment under the current platform Terms. Always follow the transaction-specific instructions presented by HouseShow.

12 • SAFETY & RESPECT

Protect the Room for Everyone

- Follow reasonable directions from the host, HouseShow team and emergency personnel.
- Do not harass, threaten or intentionally disrupt artists, hosts or other guests.
- Do not share private residential information publicly.
- Report meaningful safety, accessibility, harassment or property concerns promptly.
- Keep children or dependents appropriately supervised when they are permitted at the specific show.
- Use common sense around steps, pools, fire features, outdoor surfaces, equipment and cables.
- If you need assistance, ask rather than improvising in a private space.

THE GOAL

Everyone should leave the HouseShow feeling respected, welcomed and glad they came.

What Guides the Platform

Before HouseShow makes an important decision, we ask four questions:

Does this help the artist?

Does it improve the host experience?

Does it create a better experience for the guest?

Does it strengthen the community?

As a guest, you are part of that promise. Your attention supports the artist. Your respect supports the host. Your presence shapes the guest experience. Your relationships help strengthen the community.

14 · COMMUNITY

Palm Springs First. Everywhere Next.

HouseShow launches as a marketplace capable of supporting multiple independent HouseShows throughout Palm Springs. The number of shows is created by verified artists and hosts choosing to work together - not by a fixed centrally programmed concert series.

For a city launch, HouseShow contributes 2% from HouseShow's 12% platform share to a local music-, artist- or community-focused cause. Artists and hosts may choose to contribute as well, but their participation is voluntary.

The purpose is simple: when HouseShow enters a community, the community should share in the value created there.

15 • GUEST CHECKLIST

The 60-Second Review

Before you leave home

- ☐ Correct HouseShow, date and time confirmed.
- ☐ Ticket QR/code accessible.
- ☐ Address and parking instructions saved.
- ☐ House rules reviewed.
- ☐ Food/non-alcoholic beverage options reviewed if applicable.

At the HouseShow

- ☐ Check in promptly and follow host directions.
- ☐ Respect private areas and neighbors.
- ☐ Silence distractions during the performance.
- ☐ Support the artist and connect with other guests.
- ☐ Leave within the closing window and keep departure considerate.

16 · FREQUENTLY ASKED QUESTIONS

Guest FAQ

Is my ticket good for any HouseShow that weekend?

No. Each ticket is valid only for the specific HouseShow you selected and purchased.

Can there be many HouseShows in Palm Springs at once?

Yes. HouseShow is a marketplace. Verified artists and hosts can independently create multiple HouseShows across the city.

Why can't I always see the full address before buying?

Many HouseShows are held in private residences. Address visibility can be restricted to valid ticket holders to protect host privacy.

What do I show at the door?

Have your digital QR code or ticket code ready for check-in.

Is alcohol served?

HouseShow is designed and promoted as a non-alcoholic experience and does not sell, facilitate or promote alcoholic beverages as part of the HouseShow offering.

Can I buy food or drinks?

Some hosts offer food and non-alcoholic beverage add-ons. Options vary by show.

Does artist merchandise really support the artist?

Yes. Artists keep 100% of onsite artist merchandise revenue. Platform/offsite artist merchandise is currently 95% artist / 5% HouseShow.

How do refunds work?

The policy depends on the purchase. Shared discretionary ticket/event adjustments use the applicable two-of-three model; merchandise refunds are controlled by the merchandise owner.

Can I share the host address with friends?

Do not publicly redistribute a private residential address. Every attendee should follow the ticketing and guest-access process for that HouseShow.

CLOSING

Come for the Music. Be Part of the Room.

A HouseShow works because people choose to participate differently. The artist performs close enough to see every face. The host opens a personal space. Guests bring attention, curiosity and respect.

Your ticket gets you through the door. What you bring to the evening helps determine what everyone carries home.

We do not measure success by the number of performances we create. We measure success by the connections and memories they create.

HOUSESHOW.CO