

## TICKET TERMS & CONDITIONS - DOWNLOAD FESTIVAL

### GENERAL

- a) These Terms and Conditions (Ts&Cs) incorporate, and should be read together with, any Vendor's and/or Agent's terms and conditions or regulations, which you can obtain from the point of purchase from the Official Agent.
- b) Your possession of this ticket constitutes your acceptance of these Ts&Cs.
- c) Artists and billed attractions may be subject to change.
- d) Tickets are personal revocable licences and shall at all times remain our property and subject to these Ts&Cs.
- e) Upon purchase, please check tickets carefully as mistakes cannot always be rectified after purchase.
- f) You give your express consent to your actual/ simulated likeness to be included for no fee within any audio or visual recording to be used in any media for any purpose at any time. This includes filming by the police or security staff which may be carried out for the security of customers and/or the prevention of crime.
- g) No unauthorised buses, coaches or trucks will be allowed on site.

### AGE POLICY

- a) The Event is not suitable for young children.
- b) Children under 5 (aged 4 or below) are NOT permitted.
- c) Children under 16 (aged 15 or below) must be accompanied by a parent or guardian (18 or over) ticket holder at all times.
- d) Food and drink will be available for purchase at the Event. A challenge 21 policy will be in place for all alcohol sales on site.

### REFUNDS

- a) Duplicate tickets will not be issued.
- b) Refunds are only considered on major cancellation, substantial alteration or by special exception, all as determined by Live Nation in its sole discretion.
- c) Refunds should be obtained from the point of purchase, no later than 3 months after the event.
- d) A minimum of the face value of the ticket will be refunded.
- e) Refunds of booking fees per ticket are subject to the T&Cs of the point of sale.

### DAMAGE & LOSSES

- a) You agree that we will not be liable for any loss, injury or damage to any person (including yourself) or property however caused (including by us): (a) in any circumstances where there is no breach of a legal duty of care owed by us; (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury resulting from our negligence); or (c) to the extent that any increase in any loss or damage results from breach by you of any of these Ts&Cs.

### TICKETS & WRISTBANDS

- a) Tickets may be invalidated if any part is removed, altered or defaced.
- b) Live Nation will not issue duplicates for lost or stolen tickets or wristbands.
- c) Tickets cannot be resold or transferred if prohibited by law. Where a ticket is offered for re-sale in accordance with these Ts&Cs, you must provide the buyer with full details of the ticket. The buyer of a ticket must be made aware of these T&Cs and any other terms and conditions applicable to the Event.
- d) Tickets or wristbands purchased from unauthorised sources will be rendered invalid and refused admission.
- e) Weekend Tickets must be exchanged for a wristband on first time entry at a wristband exchange.
- f) Day Tickets must be retained by the customer at all times whilst in the arena. There is no re-admission for day ticket holders.
- g) Weekend Tickets - The ticket holder is responsible for their ticket until it is exchanged for a wristband (for weekend ticket holder) and then responsible for their wristband for the duration of the Event.
- h) Day Tickets – the ticket holder is responsible for their ticket until they leave the event. There is no readmission for day ticket holders.
- i) Tickets must be valid, presented in full, with stubs and not tampered with. In the event of accidental damage, refer to the point of purchase prior to Event.
- j) All tickets and wristbands remain the property of Live Nation until 17.00 on the day after the last day of the Event.
- k) Tickets cannot be used as part of any marketing, media, sales promotion or ticket package without the prior written consent of Live Nation.
- l) Ticket obtained in breach of these Ts&Cs and/or if you breach any of these Ts&Cs then it shall be void.
- m) Void tickets are non-refundable.

### SECURITY

- a) We reserve the right to refuse you entry to and/or eject you from the Event in reasonable circumstances including without limitation for health and safety or licensing reasons; if you behave in a manner which has or is likely to affect the enjoyment of other persons at the Event; if you use threatening, abusive or insulting words or mannerisms; if you are found in possession of any prohibited item or substance; if in our reasonable opinion you are acting under the influence of alcohol or drugs; if you fail, when required, to produce proof of identity or age; if you breach these Ts&Cs; or if your ticket is void. PLEASE SEE EJECTION POLICY ON THE EVENT WEBSITE.
- b) We reserve the right to confiscate any item, which in our reasonable opinion, may cause danger, offence or disruption to any other persons at the Event or is one of the items not permitted as listed on the Event website.
- c) Anyone resisting the surrender of disallowed items or disregarding these Ts&Cs will face ejection.
- d) We may prosecute you if you cause damage to the venue, the venue infrastructure, or cause harm to any other person at the Event.
- e) You may be body / bag searched at the entrances, or anywhere else at the venue at any time including when leaving.
- f) Any person carrying illegal items or carrying out illegal activity will be given to the Police and refused entry.
- g) Anti-social behaviour may lead to ejection. Please act responsibly.
- h) CCTV will be in operation throughout the venue at all times and you may be recorded
- i) Throwing gas, aerosol or similar canisters / containers onto fires is extremely dangerous and will lead to ejection.

### BANNED & RESTRICTED ITEMS

- a) **Without limitation, the following may not be brought into the Venue:** Excessive amounts of alcohol, cigarettes or food ie. more than for personal consumption, glass - bottles, jars or containers, Chinese lanterns or sky lanterns, illegal substances, unidentifiable substances , new psychoactive substances (NPS), Nitrous oxide and associated equipment (balloons, CO2 dispensers, cream dispensers), portable laser equipment and laser pens, blowtorches, unofficial tabards or reflective jackets, fireworks / pyrotechnics, flares / distress flares, generators (exemption for

generators within campervans), any goods with unauthorised festival logos, any goods for unauthorised trading, any items which may reasonably be considered for use as a weapon, any items which may cause danger, offence or disruption to any other person, individual camping gas canisters (exemption for gas canisters fitted within campervans), portable stoves with gas canisters built in, aerosols over 250ml, airhorns and megaphones, flags, firewood, sound systems, spray cans, drones and petrol burners.

- b) **In addition the following items will not be allowed in the arena:** Alcohol, drinks bottles other than sealed plastic water / soft drinks bottles under 500ml, cans, disposable barbeques and other stoves permitted in the campsite, professional cameras, film, audio and video equipment\*, camping equipment, umbrellas (including golf umbrellas).
- c) **Only food for personal consumption on the day will be allowed in to the arena**
- d) The following stoves are permitted in the campsites: Meth stoves including fuel, Trangia stoves, Solid fuel / hexi stoves, Gel stoves, Green base camp cooker, Firelighter stoves.

\*In the arena cameras are normally permitted for personal use. Cameras with lens of over 6" will not be allowed through the arena entrance. Professional cameras and video / audio equipment are strictly prohibited. Live video / audio recordings made without the permission of the artiste or premises licence holder are prohibited.

#### **FIRE SAFETY**

- a) Fires are not permitted in the arena or the campsite.
- b) The burning of plastics, bedding, tents, furniture etc is not permitted anywhere on site.
- c) Smoking is not permitted in enclosed public spaces or buildings including arena big tops. This includes e cigs.

#### **HOUSEKEEPING AND SAFETY**

- a) The Event is outdoors. You are strongly advised to bring appropriate clothing and footwear to protect against potential inclement weather.
- b) Please use the bins and recycling points provided on and off site.
- c) No animals, other than guide or hearing dogs, are permitted on site.
- d) Excessive exposure to loud music may cause damage to your hearing.
- e) Pyrotechnics, lasers, smoke machines, strobe lighting or other special effects may take place during some performances.
- f) The use of drones or similar equipment for any reason is prohibited on or near the event.
- g) Under 18's are not permitted to bring alcohol or purchase alcohol onsite. It is illegal for an over 18 to purchase alcohol on behalf of someone under 18.

#### **INFORMATION & NOTIFICATIONS**

- a) Please contact us in advance of the Event if you have any specific access requirements in relation to the Event, otherwise it may not be possible for us to meet your needs. All requests should be addressed to [access@downloadfestival.co.uk](mailto:access@downloadfestival.co.uk)
- b) Disabled Facilities are available – please contact [access@downloadfestival.co.uk](mailto:access@downloadfestival.co.uk) for further information.
- c) Event website – [www.downloadfestival.co.uk](http://www.downloadfestival.co.uk) for ejection policies, safety and travel information.
- d) If any of these Ts&Cs are unclear please contact [info@downloadfestival.co.uk](mailto:info@downloadfestival.co.uk)