

GENERAL-

1. These terms and conditions (“T&Cs”) incorporate, and should be read together with, any vendors’ and/or agents’ terms or regulations, which you can obtain from the point of purchase from the official ticket agent. Your possession of this ticket constitutes your acceptance of these T&Cs.
2. Artists and billed attractions may be subject to change.
3. No trading or promotional activities are allowed within the venue without the prior consent of Live Nation (Music) UK Ltd (“LN”).
4. Goods using unauthorised Event logos and unauthorised professional recording equipment must be surrendered to staff.
5. Do not buy tickets or goods from unlawful street traders/touts. There is no guarantee of tickets’ validity for entry unless purchased from official ticket agents for the Event.
6. 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 CCTV and/or filming by the police or security staff which may be carried out for the security of customers and/or the prevention of crime.
7. No unauthorised vehicles will be allowed on site.
8. 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.
9. You must comply with any and all instructions given to you by us and/or Event staff and stewards.
10. These T&Cs are governed by English Law and any dispute arising out of or in connection with these T&Cs shall be subject to the exclusive jurisdiction of the English courts.

AGE POLICY –

11. The Event is not suitable for young children.
12. All under 16s must be accompanied by an adult ticket holder (aged 18 or over) who must remain on site throughout the whole weekend as the under 16-year-old’s guardian.
13. We do not accept any parental or supervisory duty of care or liability for any under 18s on site.

TICKETS AND WRISTBANDS –

14. It is prohibited to resell tickets for the Event except where resold using the official resale platform of the official ticket agent you purchased your ticket from, or in the case that the official agent does not have an official resale platform then via Twickets, in accordance with the relevant ticket agent’s resale terms and conditions.
15. Tickets and wristbands purchased from unauthorised sources may be rendered invalid and admission refused. Only wristbands issued by the Event in exchange for a valid ticket are valid for entry.
16. Tickets must be valid, presented in full, with stubs and not tampered with (in the event of accidental damage, refer to point of purchase prior to Event).
17. Tickets and wristbands remain the property of LN until the Event closes.
18. LN will not issue duplicate tickets for lost or stolen tickets or wristbands.
19. Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of LN.
20. If you have obtained your ticket in breach of these T&Cs and/or if you breach any of these T&Cs then your ticket shall be void, and all rights conferred on you or evidenced by such ticket shall be void. If you seek to gain entry to the Event using a void ticket, then we reserve the right to refuse you entry to or evict you from the Event and you may be liable to legal action for trespass. Void tickets are non-refundable.

WEEKEND TICKETS

21. Weekend tickets must be exchanged for a wristband on first time entry at a wristband exchange. There is strictly no readmission on tickets, but readmission is permitted on weekend wristbands. Wristbands are strictly non-transferable and will be invalid if removed, tampered with, transferred or resold. Wristbands must be worn at all times for the duration of the Event.
22. Weekend ticket holders are responsible for their ticket until it is exchanged for a wristband and then responsible for their wristband for the duration of the Event.

DAY TICKETS

23. Day ticket holders are responsible for their ticket until it is exchanged for a wristband and then responsible for their wristband for the duration of the Event Day. There is no re-admission for day ticket holders.
24. Day ticket holders should expect queues at the entry gate and arrive with plenty of time before the first act they wish to see – no refunds will be given for acts missed.
25. Weekend Arena Only tickets/wristbands are not valid for entry to the campsites, only the arena.

REFUNDS -

26. Refunds are only considered on major cancellation, material alteration or by special exception determined by LN in its sole discretion.
27. For the purposes of these T&Cs: ‘**major cancellation**’ is the cancellation of the Event in full (and not rescheduled). If only one or more days (but not all days) of the Event are cancelled, you may only be offered a proportionate partial refund; ‘**material alteration**’ is a change (other than a rescheduling) which, in LN’s opinion, makes the Event materially different to the Event that ticket purchasers, taken generally, could reasonably expect. In particular, please note that the following are not deemed to be ‘material alterations’: changes to the line-up of the Event; adverse weather conditions; changes to individual members of a band; curtailment of the Event where the majority of the Event is performed in full; and delays to starting the performance of an Event; and ‘**special exception**’ is an exception determined by LN in its sole discretion.
28. Refunds should be requested from the point of purchase, no later than three months after the Event.
29. A minimum of the proportionate amount of the face value of the ticket will be refunded.
30. Refunds of any booking fees per ticket and/or per order fees are subject to the T&Cs of the point of sale.

SECURITY -

31. LN reserves the right to evict customers without refund, and/or refuse admission where the Eviction Policy (which can be found at <https://downloadfestival.co.uk/eviction-policy/>) is breached.
32. You may be body/bag searched anywhere on site at any time by security and detection dogs. Searching is a condition of entry.
33. Any item(s), which may reasonably be considered to be a weapon (or used as a weapon), which may cause danger, offence or disruption to any other person, will be confiscated.
34. Any person carrying illegal items or carrying out illegal activity may be handed over to the Police, refused entry or evicted from the site without a refund.

35. Fires and the burning of any materials (including but not limited to plastics, bedding, tents and furniture) are not permitted anywhere on the Event site. Any such behaviour may lead to immediate eviction.
36. Smoking is not permitted in enclosed public spaces or buildings including arena big tops. This includes e-cigarettes and/or vaping.
37. Excessive exposure to loud music may cause damage to your hearing.
38. Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.
39. All those attending the Event do so at their own risk.

DAMAGE/LOSSES -

40. LN does not accept any liability for personal or property damages, losses (including confiscations) or injuries sustained at this Event, other than those caused as a direct result of LN's negligence.
41. We may prosecute you if you cause damage to the site, the site infrastructure, or cause harm to any other person at the Event and/or site.

BANNED ITEMS -

Please note: only bags A4 size or smaller are permitted in the arena.

42. **Banned from Event** – Glass, fireworks/pyrotechnics, flares and distress flares, illegal items and substances, unidentifiable substances, new psychoactive substances (NPS), laser equipment/pens, air horns / megaphones, nitrous oxide and associated equipment (balloons / CO2 dispensers / cream dispensers), sky or 'Chinese' lanterns, sound systems, spray cans, unofficial tabards/high visibility reflective jackets, blow torches, generators with the exception of those fixed in campervans, individual camping gas canisters (exemption for gas canisters fitted within campervans), firewood, aerosols over 250ml, petrol burners, any goods for unauthorised trading or with unauthorised Event or artist logos, any item that may reasonably be considered for use as a weapon, or which may cause danger, offence or disruption to any other person, unauthorised buses, coaches or trucks, drones
43. Excessive amounts of food, cigarettes and alcohol. Only bring enough for personal consumption and only up to a reasonable amount per person.
44. No animals, other than guide or hearing dogs, are permitted on site.
45. **Banned from arena** – Cans, disposable BBQs and other stoves permitted in the campsite camping equipment, umbrellas including golf umbrellas, firewood, flags, large or open drinks bottles (PERMITTED items include - under 500ml sealed* plastic soft drinks/water bottles and empty re-usable bottles of any size metal or plastic (no glass)). Please refill your empty bottles at the water points inside the arena for free. Bottles must be sealed and untampered or empty so that they are not used for bringing in alcohol to the arena such as vodka. You cannot bring alcohol in to the arena (bars are available in the arena). If you have a medical condition that means you need to bring your own food or drink or medication, please bring a medical note or evidence to support this.
46. Under 18s are not permitted to bring or to purchase alcohol on site. A Challenge 21 policy will be in place for all alcohol sales on site. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.
47. Photographic and other recording equipment is permitted provided that it is for personal non-commercial use only. Unauthorised professional recording equipment is not permitted. In the event of any subsequent commercial use, the bearer agrees to pay the Promoter for the cost of a licence issued by the Promoter for permission to take photographs / visual / audio recordings for commercial use.
48. The use of drones or similar equipment for any reason is prohibited on or near the Event without written permission from LN.
49. Anyone resisting the confiscation of disallowed items or disregarding these conditions will face eviction.
50. Items that are surrendered or confiscated will not be returned.

INFORMATION & NOTIFICATION – ALL LIVE NATION (MUSIC) UK LTD EVENTS

51. Disabled Facilities are available but must be arranged in advance – please email: access@downloadfestival.co.uk
52. Live Nation events, www.festivalrepublic.com or call information line on 0207 009 3001 (Mon-Fri 10am - 6pm).
53. You can find more information on how we process your data in our Privacy Policy (which can be found at <https://www.livenation.co.uk/privacy>).
54. Event website – <https://downloadfestival.co.uk/> for safety and travel information. If any of these T&Cs are unclear, please contact info@festivalrepublic.com

* Bottles must be sealed and untampered or empty so that they are not used for bringing in alcohol to the arena such as vodka.