

CONDITIONS OF SALE

Ticket Collection Notice: Please note that when collecting tickets you **MUST present your order ID number, the number supplied on booking.** If asking a friend or relative to pick up tickets then supply them with written authorisation. Unless this is produced **tickets cannot not be issued to that person.**

Under 18s - Proof of age must be presented at collection point for all persons purchasing concession tickets.

Purchase of a ticket for the event and entry to the festival site are subject to the following terms and conditions:

1. **All persons under 18 must be accompanied by a responsible adult.** Each adult may only bring three persons aged under 18 into the event. In this circumstance an adult will be anyone aged 21 or over. You may be asked for your proof of age on entrance to the event so should be prepared for that. The festival takes a non-compromising position in this regard.
2. Ticket bands must be worn correctly on wrists to gain entry to the festival arena and must be worn for the duration of each event. Removed bands will automatically become void. You will be asked for sight of your band, please co-operate with security staff.
3. No animals, with the exception of registered assistance dogs, will be admitted to the festival site.
4. No glass bottles, cans, alcohol, fireworks, flags, banners, poles or other similar articles may be taken into the festival site. Any such items found may be confiscated and the person refused entry or ejected from the venue without a refund.
5. Security officials representing the festival and police officers shall have the right to request all ticket holders (and the personal property of ticket holders) to be searched, and to refuse admission to or eject from the venue without refund, any ticket holder who refuses to be searched by such police officer or security official.
6. For circumstances beyond our control we reserve the right to alter or change the programme.
7. The Festival reserves the right to refuse admission or to eject ticket holders in all reasonable circumstances including in consideration of health and safety, environmental or security concerns. Any ticket holder acting in any manner that may pose a danger to themselves or others (for example if the ticket holder appears to be under the influence of drink and/or drugs, and/or is acting aggressively) shall be ejected from the venue without refund.
8. All performance areas at venues operate a strict no smoking policy. In the interest of safety, this will be rigidly enforced and any person not adhering to such a policy may be ejected from the venue without refund.
9. 'Doors' at the main festival site are open between the following times:
Thursday 5pm - 10pm
Friday 1.30pm - 10pm
Saturday 1.30pm - 10pm

No admittance will be allowed outwith these times regardless of whether a ticket has been purchased. Please refer to website for ticket collection opening times at the festival site publicised before festival.

10. All ticket holders consent to any official filming, photography and sound recordings as members of the audience and to the use, reproduction, storage and broadcasting of such films and recordings (including copies made) by the festival or its representatives.
11. **No tickets will be refunded or exchanged unless the event is completely cancelled when only the face value of the ticket will be refunded.**



MAIN SITE INFORMATION: The following information is provided in the interests of public safety and to ensure you fully enjoy the festival experience.

BE SENSIBLE: This is an outdoor festival on a grassy surface therefore it is your responsibility to wear appropriate clothing and footwear. Please take care around the arena and in particular when entering covered structures that may be crowded and/or dark.

YOUTH / CHILDREN (UNDER 18S): All persons under 18 must be accompanied by an adult. Patrons are permitted to access the festival site with a maximum of three youths or children per person for whom you are accepting responsibility. Please take extra care of young children in the busy auditorium areas, especially close to the stages or if they are on your shoulders. It is advisable to provide your child with ear plugs as young ears are sensitive. If you have lost a child please inform a steward who will assist in recovery.

ACCESSIBILITY: For the comfort of our disabled patrons there is access to the festival arena for blue badge holders and there are viewing areas at the mainstage and Islands stage. Please contact the festival office for further details.

CAMERAS: Please don't bring that expensive camera with you as no photographic images, video or audio recording are permitted of performances.

SEATING: There is a limited amount of occasional seating placed around the arena. If you do wish to bring your own seating, be mindful of where you place it. **Do not locate seats in walkways or within the main structures during busy periods as they can be a trip hazard.** Please do not be offended if you are asked to move; our security personnel are there to ensure the safety of all.

FOOD AND REFRESHMENTS: There is a catering area within the festival arena offering a wide range of foods, with a strong emphasis on quality local produce. Soft drinks, tea and coffee are also available. Tap water is freely available within the arena.

For the duration of the event the festival arena is a licensed area therefore it is an offence to bring alcohol for consumption into that area. Bar facilities are provided and patrons are asked to be mindful of local byelaws prohibiting the consumption of alcohol in public places outwith the festival arena. No glass is permitted within the arena.

Bars operate Challenge 25, therefore persons appearing to be under the age of 25 may be required to show proof of age when using the bar area for service. Please ensure you carry your proof of age card, otherwise you will not be served. All alcohol bought onsite is obtained by purchasing tokens at the token booths. Please drink sensibly.

FIRST AID: There is a First Aid point located within the festival arena. Contact a steward if you require assistance.

DRUGS: No drugs other than prescription drugs are permitted within any festival venue. Persons found in possession will be removed from the venue, wristbands confiscated, and reported to the authorities.

LITTER: Please respect the castle grounds and keep to festival areas only. Please place your waste in the recycling and general bins provided and help us reduce waste to landfill.

PARKING: There is no parking onsite and patrons are advised to leave all vehicles in the town centre and walk to the venue (about ten minutes on foot). The main exit from the castle grounds is located in a residential zone and patrons are asked to be mindful of this when leaving the venue late at night.

WARNING - LOUD MUSIC CAN DAMAGE YOUR HEARING. STROBE LIGHTING MAY BE USED DURING CERTAIN PERFORMANCES.