

Hampton Court Palace Festival - Ticket Terms & Conditions

This Ticket is subject to the terms set out below and the full Ticket Terms and Conditions, a copy of which can be found at our website www.hamptoncourtpalacefestival.com.

1. A valid Event Ticket entitles the holder to attend the Event on the relevant date and at the relevant times stated on the Event Ticket. The concert at the Event (“**Concert**”) is a seated concert and all seats are pre allocated at the time of booking. Some concerts may have an allocation of ‘Standing Tickets’. These tickets will have designated areas in which they are valid.
2. It is the Event Ticket holder’s responsibility to check his or her Event Tickets, as mistakes cannot always be rectified, and the Organisers shall not be responsible for any lost or stolen Event Tickets. All Event Ticket sales are final and the Organiser shall not be liable for any loss whatsoever suffered by a holder of an Event Ticket, including consequential losses.
3. Unless otherwise stated herein, all ticket sales are final. No refunds, cancellations or exchanges are available after an Event Ticket has been purchased.
4. Event Tickets cannot be resold, exchanged, or transferred. To do so or to alter or deface any Event Ticket will render it void. Any unlawful reselling (or attempting to do so) is prohibited and may result in cancellation of the Event Ticket without any refund or compensation and/or the holder of the Event Ticket holder being refused entry or removed from the Event.
5. This Event is an outdoor event and the majority of the seats are uncovered - please be prepared and dress accordingly for the weather. No refunds will be given due to inclement weather. Umbrellas are not permitted in the auditorium.
6. Occasionally, inclement weather can disrupt an open-air event. Any decision to cancel the Event will be taken only at the advertised start time. No refund will be made if the Event starts but is later abandoned.
7. Event Tickets are sold subject to the Organiser’s right to alter or vary the programme.
8. The Organiser reserves the right to refuse admission to any Event Ticket holder and may on occasion conduct security searches to ensure the safety of visitors. The Organiser shall be entitled to remove anyone from the venue who is under the influence of drugs or excessive alcohol or who, in the reasonable opinion of the Organiser, is conducting themselves in a manner inappropriate to their continued attendance.
9. Proof of age may be required for all types of Event Ticket. Please ensure that you have ID with you in case you are asked. Failure to provide such ID may result in you being asked to stop consuming and purchasing alcohol and/or leave the Event. If you look under 21 you may be asked for proof of age when you buy alcohol at the Event.
10. By purchasing an Event Ticket you agree to comply with the following:
 - Persons under 18 years of age must be accompanied by an adult at all times
 - Persons under 18 years of age are not permitted to consume alcohol at the Event
 - No alcohol or food may be taken into the ‘Auditorium’, therefore relevant bag searches may be in operation.
 - Smoking is prohibited in the ‘Auditorium’.

Any person breaching the terms and condition rules risks being ejected from the Event and if appropriate reported to the police.