

TERMS & CONDITIONS OF ENTRY

These Terms and conditions (T&Cs) incorporate, and should be read together with, any Trader or Performers T&Cs.

The organisers, acting reasonably at all times, reserves the right, in its absolute discretion, to refuse admission to the event, ban from entry to the event, or remove from the event any person who:

A. Conditions of Entry

- i. Refuses to comply with any requirements regarding COVID-19 at the time of the event, including but not limited to, the wearing of masks, proof of vaccine or providing negative lateral flow tests.
- ii. Is under 18 and not accompanied by a parent or legal guardian.
- iii. Is not in possession of a relevant ticket, pass or wristband for the event.
- iv. Refuses to allow themselves and/or their belongings to be searched by an appropriate SIA operative. You may be body/bag searched at the entrances, on the site or when leaving.
- v. Is in possession of a prohibited item or substance or is suspected to be under the influence of a prohibited substance. Prohibited items are as follows:
 - Excessive amounts of cigarettes, i.e., more than for personal consumption
 - Alcohol – no alcohol is permitted to be brought onsite.
 - Illegal substances including New Psychoactive Substances (NPS) or what was previously considered a 'legal high'. This includes nitrous oxide.
 - Unauthorised sound systems; Professional film or video equipment or Audio recorders; Portable laser equipment and laser pens; megaphones
 - Fireworks of any nature; aerosols over 250ml and air-horns.
 - Flares and Sky / Chinese Lanterns; Generators, BBQs, flares, fireworks, or anything else that can be construed as a fire risk.
 - Any goods with unauthorised logos; any goods for unauthorised trading
 - Dogs (any animals) except guide dogs.
 - Anything in glass or cans
 - Any items which may reasonably be considered for use as a weapon. For the avoidance of doubt, it is prohibited to bring into the event any weapons, fireworks, smoke bombs, glass bottles, sharps or other articles, which may cause injury. The throwing of any article which could cause injury or affect the enjoyment of other visitors is strictly prohibited.
 - Corkscrews
 - Bottle Openers
 - Cutlery/Knives
 - Key chains
 - Anything else deemed as an offensive weapon.
- vi. Acts in an inappropriate and/or undesirable manner, where such behaviour has been reported to the event by a reliable independent source
- vii. Climbs or stands upon fences, barriers, stages, stalls, bars or any other building or structures at the event.
- viii. Has displayed any sign or visible representation of any kind which is, or could be reasonably judged to be, threatening, abusive or insulting.
- ix. Enters any areas of the site where visitor access is prohibited
- x. Carries out any form of trading that has not been authorised by the organisers.

B. General Conditions

- i. By purchasing a ticket 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.
- ii. No unauthorised buses, coaches or trucks will be allowed on site.
- iii. Any person carrying illegal items or carrying out illegal activity displaying signs of anti-social behaviour will be given to the Police and refused entry.
- iv. The venue is unable to accept any liability for personal or property damages, losses (including surrendered items) or injuries sustained at this event - other than caused as a result of our negligence.
- v. The ticket is not refundable or transferrable
- vi. Bill subject to change.
- vii. Please check all your tickets on purchase as mistakes cannot always be rectified.
- viii. Some areas and performance spaces may be unsteady under foot please take care when moving around the site
- ix. Certain performances may contain strobes and/or SFX
- x. Children are welcome at the event but must stay with their nominated parent or guardian at all times.
- xi. Please do not bring food to the event. The traders are lovely and are one of the things that make the event possible.
- xii. Smoking and vaping is banned within enclosed public spaces or buildings including marquees. Smoking is not permitted in and around the children's area.
- xiii. Excessive exposure to loud music may cause damage to your hearing or to your child.
- xiv. Please use the bins and recycling points provided on and off site.
- xv. Eviction will be considered a last resort. In the first instance warnings will be given. Security will monitor the person/ persons and any persistent anti-social behaviour will result in the person/ persons being escorted to the Gate / Eviction Point where a decision will be made as to the best course of action.

C. Refunds & Cancellations

- i. In the event of cancellation neither the venue or Organisers shall be liable for any ticket holder expenses or costs, including travel & accommodation.
- ii. Tickets are sold subject to our right to alter or vary the published Event programme without notification which may result in changes to the performance line-up, playing times or any other aspect of the Event. We reserve all rights in this regard. Any published start times of a performance at the Event are estimates and subject to change. We shall not be liable for any change of a published start time or change to the artists scheduled to perform. No scheduled acts may be considered as headline acts regardless of their relative fame or prominence in the billing and so cancellation by an artist or performer will not entitle you to a refund.
- iii. We reserve the right to make alterations to the time, date, duration and Venue of the Event or other details governed by any Ticket in the event of unforeseen or other circumstances, including (without limitation), Force Majeure, safety and security concerns or decisions from any Authorised Person or other competent authority. In the event of such alteration, [neither] we [nor the Official Ticketing Agents] will be liable to the Ticket Holder or any other person for any costs, expenses or other losses resulting from such alteration,

- iv. As soon as possible after we become aware of postponement, rescheduling or cancellation of the Event, all available information will be posted on www.robomagiclive.com but it is the responsibility of the Ticket Holder to ascertain whether the Event has been postponed, rescheduled or cancelled and any new dates, times, and venue.
- v. A Ticket will not be exchanged or refunded if: a) after the Event has started, it is stopped for any reason and is not completed the same day; b) on the date of the Event, the start time is delayed for any reason; c) the start time (but not the date) of the Event changes after the date the Ticket was purchased; or d) the Ticket is used for entry into the Venue. e) within 7 days of the Event Date.
- vi. We shall only be required to refund a Ticket Purchaser (on application by the Ticket Purchaser) with the Face Value of the relevant Ticket, in the following circumstances: a) if the Event is cancelled before the Event has started; b) if the Ticket is for an Event which is postponed before the Event has started and the Event is rescheduled to another date (whether at the Venue or at a different venue) subject to the Ticket Purchaser's election under the point below; or c) if the Ticket Purchaser is otherwise entitled to a refund under applicable law.
- vii. If the Event is postponed before the Event starts and the Event is rescheduled to another date (whether at the Venue or at a different venue), the Ticket Holder may elect to either: a) use the existing Ticket for the rescheduled Event if the Event is rescheduled for another date but at the Venue; or b) if the Event is rescheduled to a different venue and there are insufficient Tickets available, or the Ticket Holder is unable to attend any rescheduled Event (whether at the Venue or at a different venue), the Ticket Purchaser shall be entitled to apply for a refund if the Ticket is for an Event which is postponed before the Event has started and the Event is rescheduled to another date (whether at the Venue or at a different venue)
- viii. We shall not be required to refund any fees or charges paid in addition to the Face Value of the Ticket (for example, any Handling Fee or postage or courier charges) except where required by applicable law. No interest or costs will be payable in respect of any monies refunded.
- ix. Only the original Ticket Purchaser may apply for a refund. If we initiate a refund process under sub-paragraphs a) if the Event is cancelled before the Event has started; b) if the Ticket is for an Event which is postponed before the Event has started and the Event is rescheduled to another date (whether at the Venue or at a different venue) subject to the Ticket Purchaser's election or c) if the Ticket Purchaser is otherwise entitled to a refund under applicable law, the Ticket Purchaser will be advised of the process and the prescribed deadline for refund applications through the media or via direct communication within [10] working days of the cancellation or rescheduling of the Event. The Ticket Purchaser must follow the prescribed process and deadline and produce the original Ticket in order to be eligible for a refund. We shall not be required to issue a refund in relation to any Ticket which we reasonably believe has been the subject of a sale, transfer or disposal.
- x. Promotions, deals or discounted offers are provided at our discretion. All such offers are subject to availability and may be withdrawn by us at any time. Retrospective refunds are not permitted against any offer or promotion advertised after a booking is made
- xi. Admission to an event is at all times subject to any terms, conditions or rules of the Promoter and the venue operator. If you breach those terms, conditions or refuse to follow these rules then the Promoter or venue operator may refuse admission or require you or other ticket holders to leave the venue/event and you will not be entitled to a refund. You will have to adhere to the Promoter or venue operators specific terms of entry

