

TICKET / ENTRY TERMS & CONDITIONS – BLACK DEER FESTIVAL 2022

Black Deer Live Ltd (Hereinafter referred to as the promoter) reserves the right to refuse you entry to and/or eject you from the Event.

In particular but without limitation You may be refused admission to or removed from the Event for any of the following reasons:

- o for health, safety, event licensing, statutory, regulated or Public Health England guidance reasons
- o if you behave in a manner which has or is likely to affect the enjoyment of other persons at the Event
- o if you use threatening, abusive or insulting words or mannerisms;
- o if, in the Promoter's reasonable opinion, you are acting under the influence of alcohol or drugs
- o if you fail, when required, to produce proof of identity or age
- o if you refuse to comply with the Promoter's security searches
- o if you breach these Terms; and/or if Your Ticket or wristband is void.
- o If you do not comply with any conditions outlined by the Promoter in order to access the festival
- o If you are not/do not comply with the event and government guidance surrounding Covid 19.

If before or during the Event You have a complaint in relation to the Event (including without limitation in relation to Your ability to view the Event), please contact the Promoter or a steward promptly since complaints are very difficult to deal with after the Event

GENERAL-

- a) These Terms and conditions (T&Cs) incorporate, and should be read together with, any Vendor's and/or Agent's T&Cs or regulations, which you can obtain from the point of purchase from the Official Agent.
- b) Artists and billed attractions may be subject to change.
- c) No trading or promotional activities allowed within the venue without The Promoter's consent.
- d) Goods using unauthorised event logos and unauthorised professional recording equipment will be confiscated.
- e) Do not buy tickets or goods from unlawful street traders/touts. They are invalid.
- 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. If You attend an Event with Your child aged under 18 years You give the foregoing Your express consent on their behalf. This includes filming by the police or security staff that may be carried out for the security of customers=and/or the prevention of crime.

REFUNDS -

- a) Refunds are only considered on major cancellation, or by special exception determined by The Promoter
- b) Refunds are subject to the T&C's detailed at your time of booking.
- c) Booking Fee and any Transaction Fees are not refundable in these circumstances. If you opted for Ticket Refund Protection this is also a non-refundable fee.

AGE POLICY -

- Under 18s must be accompanied by an adult (aged 21 or over).
- Photographic ID might be required to gain entry.
- Please note that there is a maximum of 3 under 18s per adult over 21.
- Everyone will require a ticket to gain entry but children under 5 go free. They must be accompanied by a Ticket Holder aged 21 or over.
- Please note that there is a maximum of 4 under 12s per adult.
- Please bring proof of ID to show you are 18 or over. We accept the following forms of Identification:
 - o Current UK Passport
 - o Current Driver's License or Provisional License
 - o Plus the following cards (part of the PASS Scheme) • VALIDATE UK
 - o CitizenCard
- d) We do not accept any parental or supervisory duty of care or liability for any under 18's on site.
- e) Food and drink will be available for purchase at the Event. A challenge 25 policy will be in place for all alcohol sales on site

TICKETS AND WRISTBANDS –

- a) Tickets are non-transferable, non-refundable, will only scan once and are only valid when purchased from official agents
- b) Tickets/ RFID wristbands purchased from unauthorised sources will be rendered invalid and refused admission.
- c) All entry tickets must be exchanged for a RFID wristband on first time entry at a RFID wristband exchange.
- d) The ticket holder is responsible for their ticket until it is exchanged for a RFID wristband and then responsible for their RFID wristband for the duration of the Event.
- e) E-tickets must be valid, presented in full and not tampered with (in the event of accidental damage, refer to point of purchase prior to event).
- f) Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of the Promoter
- g) All RFID wristbands remain the property of the Promoter until 12 Noon the day after the last day of the event.

SECURITY

- a) The Promoter reserves the right to evict a customer without refund, and/or refuse admission. Anti-social behavior may lead to eviction. Please act responsibly

- b) Eridge Park will be a managed, fenced and ticketed event enabling a stop, search and confiscation policy to be adopted.
- c) You may be body/bag searched at the entrances, on the site or when leaving.
- d) Any item(s), reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, will be confiscated.
- e) Any person carrying illegal items or carrying out illegal activity may be handed over to the Police, refused entry or evicted.
- f) Throwing gas, aerosol or similar canisters/containers on to fires is extremely dangerous and will lead to eviction.
- g) No liquids in glass bottles shall be brought onto the site. Any glass is banned, however Glass perfume bottles are permitted onto the site at the discretion of Security Industry Authority staff.

DAMAGE/LOSSES

The Promoter is unable to accept any liability for personal or property damages, losses (including confiscations) or injuries sustained at this event - other than caused as a result of our negligence.

BANNED ITEMS

- a) **Banned from event** – Glass (bottles, jars or containers), air horns, fireworks/pyrotechnics, flares and distress flares, illegal items, illegal substances, unidentifiable substances, new psychoactive substances (NPS), laser equipment/pens, liquid fuels, air horns / megaphones & similar items capable of generating loud noise, firewood, nitrous oxide and associated equipment (balloons / CO2 dispensers / cream dispensers), sky or 'Chinese' lanterns, sound systems, percussion instruments (including drums) spray cans, unofficial tabards/high visibility reflective jackets, blow torches, generators with the exception of those fixed in campervans, camping gas canisters (exemption for gas canisters fitted within campervans), gazebos, firewood, aerosols over 250ml, petrol burners, bicycles, skateboards, scooters, roller blades, personal motorized vehicles (unless mobility scooter), any goods for unauthorised trading, any item that may reasonably be considered for use as a weapon, or which may cause danger, offence or disruption to any other person.
- b) Excessive amounts of food, cigarettes and alcohol considered to be more than enough for personal consumption.
- c) **Banned from arena** – Disposable BBQs and other stoves permitted in the campsite, camping equipment, including hammers and mallets, chairs, umbrellas including golf umbrellas and parasols, long pole flags, suitcases and large backpacks, firewood, flags, photographic equipment is permitted provided that it is for personal non-commercial use only. In the event of any subsequent commercial use, the bearer agrees to pay the Promoter for the cost of a license issued by the Promoter for permission to take photographs / visual / audio recordings for commercial use (Cameras with lens of over 6" will not be allowed through the arena entrance), bottled water (empty bottles are permitted) Please refill your empty bottles at the water points inside the arena for free. Please note: you cannot bring alcohol in to the arena (bars are available in the arena). Anyone resisting the confiscation of disallowed items or disregarding these conditions will face eviction.
- d) **Items that are confiscated will not be returned.**
- e) Under 18s are not permitted to bring alcohol or to purchase alcohol on site. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.

FIRE AND SAFETY

- a) Fires are not permitted anywhere on site except for at the designated camp fire points managed by the Promoter
- 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 tents and big tops.
- d) Excessive exposure to loud music may cause damage to your hearing.
- e) Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances without prior warning
- f) The use of drones or similar equipment for any reason is strictly forbidden on site without written permission from The Promoter.
- g) The event organisers do not condone the excessive consumption of alcohol or the possession or use of illegal substances.
- h) Intoxicated adults in charge of minors will be refused admission and the Police will be called if there are concerns regarding duty of care.

HOUSEKEEPING

- a) Please use the bins and recycling points provided
- b) No animals, other than guide or hearing dogs, are permitted.. You must make sure they are kept on a lead and clean up after them
- c) There is strictly no camping in the Arena and for non-camping ticket holders
- d) Black Deer Festival is on a green-field site. While there are some sheltered areas (marquees & Big Tops) it is mainly an open-air event. Weather and ground conditions may be variable and in times of extreme weather, mobility on the site may become very difficult, please consider this before entering the site.

INFORMATION & NOTIFICATION –

- a) Disabled Facilities are available – please email Accessibility@blackdeerfestival.com in advance to arrange these.
- b) Event website – <https://blackdeerfestival.com> If any of these T&C's are unclear please contact info@blackdeerfestival.com

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