

Outfields Music Festival 2022 Ticket Terms and Conditions

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. Your possession of this ticket constitutes Your acceptance of these Terms and Conditions.
- b. Artists and billed attractions may be subject to change.
- c. No liquids, gels or lotions are permitted into the Event with the exception of bottled drinking water. Sun cream over 100ml will not be permitted. Perfume and make up will be permitted in plastic or paper containers sized 100ml or less. Glass containers of any size will not be permitted.
- d. Plastic bottles no larger than 500ml may be brought into the site, including plastic sports bottles. Refillable metal bottles are not permitted.
- e. Any gels or liquids that do not comply will be disposed of by security staff.
- f. 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.
- g. No trading or promotional activities allowed within the festival site without Outfield Festival's prior consent.
- h. 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.
- i. 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.
- j. Food hampers/coolboxes will be permitted but must not contain alcohol or any other prohibited items as outlined in General c).

Refunds

- a. Refunds are only considered on major cancellation, material alteration or by special exception determined by Outfields Music Festival in its sole discretion.
- b. For the purposes of these T&Cs:
 - **'major cancellation'** is the cancellation of the Event in full (and not rescheduled).
 - **'material alteration'** is a change (other than a rescheduling) which, in Outfields Music Festival 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 Outfields Music Festival in its sole discretion.
- c. Refunds should be requested from the **point of purchase**, no later than three months after the Event.
- d. A minimum of the proportionate amount of the face value of the ticket will be refunded.
- e. Refunds of any booking fees per ticket and/or per order fees are subject to the T&Cs of the point of sale.

Age Policy

- a. Children under 16 years old must be accompanied by a parent or guardian (18 or over) at all times.
- b. We do not accept any parental or supervisory duty of care or liability for any under 18s on site.

Tickets

- a. It is prohibited to resell tickets for the Event except where resold using the official resale platform of the official ticket agent You purchased from.
- b. You must retain this Ticket on Your person at all times during the Event.
- c. Outfields Music Festival will not issue duplicates for lost or stolen tickets.
- d. 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). Tickets remain the property of Outfields Music Festival.
- e. Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of Outfields Music Festival.
- f. If You have obtained this Ticket in breach of these Terms and/or if You breach any of these Terms then it 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 eject You from the Event and You may be liable to legal action for trespass. Void tickets are non-refundable.
- g. You may only leave and re-enter the Venue during the Event at Our discretion and/or that of the Venue management. Otherwise, there will be no re-admission or pass outs of any kind. You will leave via a different route to how You arrived.
- h. All tickets remain the property of Outfields Music Festival until 12 Noon the day after the Event.

Security

Outfields Music Festival reserves the right to evict a customer without refund, and/or refuse admission. Please act responsibly.

- a. We reserve the right to body/bag search at any time during the Event.
- b. Any item(s), reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, must be surrendered to staff.

- c. Any person carrying illegal items or carrying out illegal activity will be given to the Police and refused entry.
- d. Anyone found in possession of illegal drugs/substances will be refused entry/ejected from site and may be handed over to the police. Outfields Music Festival has a zero tolerance policy to drugs.

Damage/Losses

- a. Outfields Music Festival 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.
- b. We may prosecute You if You cause damage to the Venue, the Venue infrastructure, or cause harm to any other person at the Event and/or Venue.

Banned Items

- a. **Banned from Event** - : Aerosols, Airhorns, Alcohol, Animals (except for assistance dogs), Balloons, Barbeques and any kind of cooking apparatus, Bicycles, Blowtorches, Drones, Drugs, Gas canisters, Gazebos/parasols/large (golf) umbrellas, Glass (including glass makeup or perfume bottles), Fireworks, Flags on poles, Flares, Illegal substances, Items which may be regarded as weapons, Legal highs (inc Nitrous Oxide and associated equipment including balloons), Laser equipment/pens, Liquids/gels over 100ml, Megaphones, Metal Water Bottles, Pyrotechnics, Recording or transmitting equipment, Roller skates, Scooters, Sky or 'Chinese' lanterns, Smoke bombs, Sound systems (including personal speakers), Spray cans, Tabards/high viz jackets, unauthorised buses, coaches or trucks, goods with unauthorised event or artist logos. Also see General c) for details on liquids, gels and lotions.
- b. Excessive amounts of food or cigarettes. Only bring enough for personal consumption.
- c. Anyone resisting the surrender of disallowed items or disregarding these conditions will face eviction. Items that are surrendered will not be returned.
- d. Under 18s are not permitted to purchase alcohol on site. A challenge 25 policy will be in place for all alcohol sales on site.
- e. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.
- f. Photographic and other recording equipment is permitted if 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.
- g. The use of drones or similar equipment for any reason is strictly forbidden on site without written permission from Outfields Music Festival.

Health & Safety

- a. You must comply with any and all instructions given to You by Us, Venue and/or Event staff and stewards.
- b. Smoking is only permitted at the designated smoking point. It is not permitted in enclosed public spaces or buildings (eg toilet blocks, cricket pavilion and food and spectator areas).
- c. Excessive exposure to loud music may cause damage to Your hearing.
- d. Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.

COVID-19

- a. "COVID-19" means COVID-19 and all variants.
- b. There may be measures in place in relation to COVID-19. These will be determined according to health and safety and government statutory requirement and advice at the time of the Event. Your breach of any of these may lead to You being refused entry and/or ejected from the event.
- c. COVID-19 is an extremely contagious disease that can lead to severe illness and death. There is an inherent and elevated risk of exposure to COVID-19 in any public place or place where people are present and there is no guarantee, express or implied, that You will not be exposed to COVID-19 at the event. By entering the venue/event, You voluntarily assume all risks related to exposure to COVID-19.
- d. You must not attend the event if You are experiencing any COVID-19 symptoms or if You have been instructed to self-isolate by the NHS Test and Trace programme.

Housekeeping

- a. Please use the bins and recycling points provided on and off site.
- b. No animals, other than guide or hearing dogs, are permitted on site.
- c. 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 Us or a steward promptly since complaints are very difficult to deal with after the Event.
- d. The Event is outdoors. You are strongly advised to bring appropriate clothing and footwear to protect against potential inclement weather.

Information & Notification

- a. Disabled Facilities are available (including parking on site) – please email info@outfields.org.uk for further information and/or contact Event stewards on the day.
- b. Outfields Music Festival, www.zerodegreeslouth.org.uk/outfields-music-festival/ or email info@outfields.org.uk
- c. Facebook, <https://www.facebook.com/outfieldsmusicfestival/>
- d. If any of these T&Cs are unclear, please contact info@outfields.org.uk