



Tickets - Terms & Conditions

Your possession of a Ticket constitutes Your acceptance of these Terms and Conditions

- We reserve the right to limit, at the time of purchase, the maximum number of Tickets that any person may purchase for the Event. Tickets may be limited to a maximum number per person, per payment card and/or per household. We reserve the right to cancel without prior notice any Tickets purchased in excess of this number.
- The nominated payment card or the registered bank account used to purchase Tickets must be registered in the name and address of the Ticket Purchaser. We reserve the right to refuse any application for Tickets from any person who fails to comply with this condition or to cancel any Tickets purchased in breach of this condition.
- To prevent fraud and protect both you and us, either we or the Official Ticketing Agent may carry out checks and/or you may be asked to provide additional information (such as a copy of a credit or debit card statement) after your booking so we can verify your purchase. If we or the Official Ticketing Agent suspect fraud, we may cancel any order for Tickets.
- It is your responsibility to check your Tickets and booking confirmation and inform us immediately of any inaccuracies; mistakes cannot always be rectified. We cannot accept any liability if we are not notified of any inaccuracy in any documentation within 5 days of purchase.
- All ticket types and camping passes are strictly non-refundable and non-transferable.
- 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.
- 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 Agent will be liable to the Ticket Holder or any other person for any costs, expenses or other losses resulting from such alteration
- As soon as possible after we become aware of postponement, rescheduling or cancellation of the Event, all available information will be posted on <https://www.wildfieldevents.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.

- A Ticket will not be exchanged if:
 - after the Event has started, it is stopped for any reason and is not completed the same day;
 - on any day of the Event, the start time is delayed for any reason;
 - the start time (but not the date) of the Event changes after the date the Ticket was purchased; or
 - the Ticket is used for entry into the Venue.
- 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:
 - if the Event is cancelled before the Event has started;
 - 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).
 - if the Ticket Purchaser is otherwise entitled to a refund under applicable law.
- 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:
 - use the existing Ticket for the rescheduled Event if the Event is rescheduled for another date but at the Venue; or
 - 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.
- 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.
- 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.
- For the purposes of safety, security and/or checking compliance with these Conditions, each Ticket Holder shall, if requested by any Authorised Person, co-operate and comply fully with the instructions and guidelines of such Authorised Person (including by producing a valid Ticket and photographic proof of identity and proof of age (driver's licence or passport)).
- A Ticket Holder may be requested to submit to a body check and/or a search of his/her possessions and/or vehicle for the purposes of locating and removing any Prohibited Item, and any refusal by the Ticket Holder may result in refusal of admission to or eviction from the Venue without refund or compensation.
- Tickets are only valid when purchased directly from official agents or Wild Field Events Ltd.
- Tickets/wristbands purchased from unauthorised sources will be rendered invalid and refused admission.
- Tickets must be exchanged for a wristband on first entry at a wristband exchange. No re-admission on ticket.
- 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). Tickets remain the property of Wild Field Events Ltd.
- Wild Field Events Ltd. will not issue duplicate tickets for lost or stolen tickets.
- Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of Wild Field Events Ltd.
- The ticket holder is responsible for their tickets until it is exchanged for a wristband and then responsible for their wristband for the duration of the event.
- All wristbands remain the property of Wild Field Events Ltd. until 12 Noon the day after the last day of the event.

Ticket Types

First 100 Family Festival Camping Tickets. Limited special offer ticket valid for either 2 adults and up to 2 under 18's or 1 adult with up to 3 under 18's This promotion includes access to the Festival during opening times and a family camping pass on Friday 9 August 2019 from 12:00 to 12:00 Monday 12 August 2019

Weekend Festival tickets are valid on both Saturday 10 August 2019 and Sunday 11 August 2019 from 10:00 - 20:00, giving access to the Festival Arena and car parks only.

Day Festival tickets are valid on either Saturday 10 August 2019 or Sunday 11 August 2019 from 10:00 -20:00, giving access to the Festival Arena and car parks only.

Camping Passes: are valid on from Friday 9 August 2019 from 12:00 to 12:00 Monday 12 August 2019. Only available when purchased in conjunction with a valid Adult Festival Ticket. Giving access to the Festival camping areas only.

Adult Festival tickets can only be used by persons age 18 or over on the day the festival starts.

Child Festival Ticket (Age 5-17), can only be purchased by an appropriately aged adult (see below).

Child Festival Ticket (under 1- 5yrs) can only be purchased by an appropriately aged adult (see below).

Baby Festival Free Ticket (under 1yr) If you are bringing a new born age under 1, you must apply for a free Baby Festival pass'

All Child Under 18's Weekend and Day Tickets must be accompanied by a Ticket holding parent, guardian or nominated guardian. Full details below:

- By purchasing a Child or baby ticket you are confirming that you are either the parent, legal guardian or nominated guardian of the teen or child for whom you are purchasing.
- Ticket holders under the age of 18 can only enter the festival with the person who purchased their ticket i.e. their parent, legal guardian or nominated guardian.
- Any under 18 ticket holders attempting to enter the festival without this person will be denied entry to the festival. For safety reasons, any persons attempting to enter the festival with a under 18's ticket holder that are not the parent, legal guardian or nominated guardian for will be denied entry
- All under 18's MUST camp in the same area as their families.
- A maximum of 4 under 18's per adult - MUST be the parent, legal guardian or appointed guardian.
- All under18's MUST be accompanied by an adult over the age of 18 - MUST be the parent, legal guardian or nominated guardian.
- All under 18's attendees must be accompanied by their parent/guardian at all times after 10pm.

Prior written permission is needed by Wild Field Events Ltd. to use Wild Field Family Festival tickets in any sales promotions, media, marketing, reward programmes, staff incentives, raffles, auctions or general competitions.

Wild Field Events Ltd.

Company Number 11606962

www.wildfieldevents.com

