

## **Towersey Festival Terms & Conditions 2018**

As organisers of Towersey Festival we want you to be extremely satisfied with the service we offer and the products we supply. As a responsible retailer who values your custom, it is our responsibility to provide detailed information about our Terms & Conditions, which you can find on this page.

In the unlikely event that you are unable to find the information you are looking for, please contact us:

The Festival Office  
PO Box 296  
MATLOCK  
Derbyshire  
DE4 3XU  
UK

info@towerseyfestival.com  
Tel +44 (0)1629 827016

### **Buying Tickets**

These are available from [www.towerseyfestival.com](http://www.towerseyfestival.com)  
There are no booking fees

### **Pricing**

The price for the goods will be as stipulated on the website at the time you place your order. We try to ensure that all prices displayed on the website are accurate, but the price of the goods on your order will need to be validated prior to processing your order. If there is a problem, we will inform you of the correct price and will give you the opportunity to purchase the goods at the correct price or cancel your order.

All products on the website are priced in pounds sterling. For sales delivered to UK addresses prices include VAT at the current rate of 20%.

**NB** – once tickets have been bought at a certain price, there will be no refunds of balance difference on any other ticket option offered.

### **Delivery of tickets**

Your ticket receipt will be sent to you as an email from either Eventbrite (main website) or Ticketsellers (instalment plan). Please check the booking information and if any of it is incorrect please contact us immediately:

info@towerseyfestival.com  
Tel +44 (0)1629 827016

**NB** – Please save your ticket receipt email. It will contain a QR logo and a pdf file that contains the QR logo for scanning. Make sure you have your ticket order proof available for us to process at the Box Office when you arrive at the Festival.

**NB** – no tickets will be sent out by post.

If your ticket receipt email hasn't arrived within a reasonable time please contact us.

info@towerseyfestival.com  
Tel +44 (0)1629 827016

Please note that Towersey Festival does not accept responsibility for additional tax and duty charges levied by HM Revenue & Customs and if necessary will charge the advertised price.

## **Privacy**

Any details which you provide to us from which we can identify you are held and processed lawfully and in accordance with the Data Protection Act 1998. Towersey Festival is the sole owner of the information collected on the website.

The information you enter when placing an order is required to confirm and process your order and to ensure the highest possible level of service. Unless you ask us not to we will send you updates about our and our partners events and products only. Your details are not passed to any third parties. If you have any queries regarding this, please email [info@towersefestival.com](mailto:info@towersefestival.com).

## **Security**

All your contact details are encrypted again on our servers, which are protected from unauthorised access.

To keep your details even safer we recommend that before entering your credit/debit card information in a shared environment (e.g. your workplace) that you check that no one is watching and regularly virus check your computer to remove any malicious software that may compromise your security, such as key-press logging software.

## **Festival Information**

### **Accessibility**

We offer a complimentary ticket to anyone requiring a full-time carer and ask that you provide proof of disability - via email is fine - which then goes on file so we don't have to repeatedly ask you for this.

Proof accepted is:

- Front page of DLA / PIP
- Front page of Attendance Allowance letter
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

Please buy the ticket/s you require (not the carer's). If you do choose to camp in the canvas/caravan area, the online booking system will ask you if you require a camping pitch within the disabled persons camping area.

Then forward your ticket confirmation email to [info@towersefestival.com](mailto:info@towersefestival.com) and we will issue a complimentary ticket (same type) to your carer. We will need their name, postal and email addresses please.

### **Artists**

The Festival gives no warranty that artists named in the programme or any publicity will perform at any particular time, or at all, and reserve the right to present alternative performers and re-programme events when unforeseen circumstances prevail. However, every effort will be made to carry out the programme as advertised.

### **Children's (5-11yrs) Tickets**

Available when booked at the same time as Adult tickets only.

Includes camping.

**Under 5s** go FREE and do not need a ticket.

Subject to availability.

### **Concession Tickets (Adult Weekend tickets only)**

Available for Students, Senior Citizens (60+) and people claiming Jobseeker's Allowance (JSA).

Proof of entitlement must be shown on collection please.

Camping NOT included (can be purchased, subject to availability).

Available on Tiers 2 and 3. Full price from Tier 4.

Subject to availability.

### **Day Tickets**

Cover all events on the relevant day (subject to space), for Friday, Saturday, Sunday and Monday.

You can collect your ticket/s from 9am on Friday 24 August 2018.

Camping NOT included. (can be purchased - permitted on the night of the Day ticket bought). Please buy these night camping tickets at the same time as your Day tickets.

Subject to availability.

### **Discounts**

Our 10 for 9 offer applies to Adult Weekend non-camping or camping tickets only - if you buy 9 tickets you get another ticket free. **NB** - There can be no mixing of ticket type or camp sites.

### **Dogs**

We are unable to accommodate dogs\* on any area of the Site.

\* Dogs to assist people with disabilities will be admitted to all venues including the Festival Green.

### **Festival Green Tickets**

The Festival Green is an area on Site with plenty of space for people to come and take in a few hours of the Festival. There are a variety of performance shows around the Site. These are included in the Festival Green gate price. This ticket is valid for events around the Festival Green and in The Headless Horseman (Festival Green Bar), subject to space, from 10am until 11.30pm each day.

Tickets available from mid-2018 online (until midnight before each day valid) or from Bizzie Lizzie Florist, Thame and on the day at the Festival Box Office.

Subject to availability.

### **Photographs in Printed Publicity, Visual and Audio Promotion**

Ticket holders consent to their inclusion in printed publicity, visual and audio promotion of the Festival. There will be no payment in cash or tickets for the use of any such photograph.

### **Resident Weekend Tickets**

These are for residents of Thame & Towersey only.

Available 1 February – 19 August 2018 inc.

x2 Adult, x2 Youth (12-17yrs) x2 Children (5-11yrs) mix maximum per household.

**NB** – orders are monitored and those made in excess of above quantities or from areas outside of Thame and Towersey will be cancelled and monies returned.

### **Refunds**

Not available on Day tickets.

Refunds on Weekend tickets with/without camping will be given consideration on written request before 1 June 2018 and will be subject to a 50% administration charge.

NO REFUNDS on any tickets from 1 June 2018.

**NB** – once tickets have been bought at a certain price, there will be no refunds of balance difference on any other ticket option offered.

### **Weekend Tickets**

Cover ALL programmed events from Friday to Monday. Subject to space and availability.

Does not include camping (camping can be purchased, subject to availability).

**Wet Weather**

In the event of wet weather some Festival Green events will be moved, retimed or even cancelled. See Information notice boards for details.

**Youth (12-17yrs) Tickets**

Available when booked at the same time as Adult tickets only (30yrs + / NOT Adult Concessions). Limited to x2 Youth tickets per booking.

**NB** - If camping is required the Adult must be booked into the same camp site as the 2 Youths. Subject to availability.

These Terms & Conditions are subject to change at any time without prior notice. Any such change shall not affect any contract between us at the time of such change.

Nothing in these Terms & Conditions affects your statutory rights as a consumer.