

## **Towersey Festival Terms & Conditions 2019**

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 827012

### **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 published 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%.

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 Gigantic. Please check the booking information and if any of it is incorrect please contact us immediately:

info@towerseyfestival.com  
Tel +44 (0)1629 827012

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.

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 827012

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 Policy**

Any details which you provide to us from which we can identify you are held and processed lawfully and in accordance with GDPR 2018. 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 ours 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@towerseyfestival.com](mailto:info@towerseyfestival.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**

The Festival takes place on a green field site with flat access. There is a drop-off point by the main gate and a dedicated area for parking in the FREE car park. Due to the layout of the site this is the closest to the venues we can safely get you in a vehicle.

There is wheelchair/mobility scooter access at all venues and in our headliner marquee, known as Venue 65, there is also a well-positioned viewing platform. Our volunteers are always on hand and ready to assist if required.

If you choose to stay overnight, there is a designated camping area for those with accessibility requirements. There are dedicated toilet and shower facilities in this area and if needed, hook-up for recharging scooter batteries etc. You may also keep a road vehicle nearby. This area also has its own manager who will be on hand from Get-in to Get-out to advise and assist.

We offer a complimentary ticket to anyone requiring a Personal Assistant (PA) and ask that you provide proof of eligibility - via email is fine. Proof accepted is:

- Front page of DLA / PIP (no specific rate)
- Front page of Attendance Allowance letter (no specific rate)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

If you have any questions, please call us on 01629 827012 or email us on [info@towerseyfestival.com](mailto:info@towerseyfestival.com) from where we will respond as soon as possible and do what we can to help make your visit to TOWERSEY FESTIVAL a great experience.

### **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.

### **Camping - changes to improve safety on the site.**

Fire Safety recommendations tell us that cars parked immediately adjacent to tents and live in vehicles is a potential danger.

We have taken the advice and in 2018 made a small change to the camping and vehicles arrangement.

If camping in a tent, we have created camping areas with vehicle areas opposite for your safety. Your car can now be parked NEAR you but not immediately adjacent.

Caravans and live in vehicles will be parked in a dedicated area of the site with any towing vehicles parked nearby.

Friends and family of caravaners and live in vehicle owners may pitch tents adjacent to caravans and live in vehicles. Caravan and live in vehicles may not pitch in tented areas. Please inform the campsite volunteers if you need to hold space for friends tents adjacent to your van.

Once parked, your car or towing vehicle should stay in its parking spot. If you choose to drive off the site during the Festival, on your return you will be asked to park your vehicle in the Free Car Park near Gate 1.

Returning or access to the site will be from 6pm Monday 26 August. If needed before, please go to the Volunteer's Base near Gate 5.

### **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 (65+) 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 Friday 23 August 2019.

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. 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 Festival Green Bar, subject to space, from 10am until 11.30pm each day.

Tickets available in advance 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. We appreciate there may be circumstances in which a person must not be included in any of the above. Please make this known to the Festival photographers / film crew at the event.

### **Resident Day & Weekend Tickets**

These are for residents of Thame only.

Available until 18 August 2019 inc.

x2 Adult and x2 Youth (12-17yrs)/Children (5-11yrs) mix max per household for Weekend tickets.

No limit on Day tickets.

Orders are monitored and those made in excess of above quantities or from areas outside of Thame will be cancelled and monies returned.

### **Refunds**

Not available on Day or Festival Green tickets.

Refunds on Weekend tickets with/without camping will be given consideration on written request before 1 June 2019 and will be subject to a 50% administration charge.

NO REFUNDS on any tickets from 1 June 2019.

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 outdoor 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 x1 Adult booking.

If camping is required, the Adult must be booked into the same camp site as the 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.