

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:

Towersey Festival Ltd
PO Box 10753
Nottingham
NG16 9FZ
UK

info@towerseyfestival.com
Tel +44 (0)115 8774424

Buying Tickets

These are available from 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 Gigantic directly

Customerservices@gigantic.com
Tel +44 (0) 115 807 7900

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. Either printed or on a smart phone.
No tickets will be sent out by post.

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

Customerservices@gigantic.com
Tel +44 (0) 115 807 7900

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.

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. 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 0115 8774424 or email us on 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.

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).

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.

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.

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.

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 2020 and will be subject to a 50% administration charge.

NO REFUNDS on any tickets from 1 June 2020.

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.

Young Person (5-17yrs) Tickets

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

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