

Weyfest Terms & Conditions of Ticket / Merchandise Purchase

General

Terms and conditions of purchases will apply to all transactions placed online, by e-mail, telephone or by post with Weyfest or an official third party ticket agent as listed on the Weyfest website.

Tickets purchased 'second hand' from unauthorised non-official outlets will not be valid for return or refund where applicable.

Please read carefully before placing any order. Possession of a ticket signifies an acceptance of these terms and conditions.

We will take reasonable care to ensure that all details, descriptions and prices appearing on the website are correct at the time when the information was entered. Although we aim to keep the Website as up to date as possible, the information appearing on this Website at a particular time may not precisely reflect the position at the moment you place your order.

Prices

All prices are shown in pounds sterling (£) and there is no additional liability for VAT by the ticket buyer.

Orders

All credit / debit card transactions are subject to validation checks and authorisations by the card issuer. If the issuer of your card refuses to authorise payment to us, Weyfest will not be liable for any delay and / or non delivery of your tickets.

Delivery

Tickets or merchandise will be delivered as soon as possible. Whilst every effort is made to ensure that delivery is made within reasonable timescales, some delays are occasionally inevitable. Tickets and merchandise are subject to availability.

All tickets remain the property of Weyfest until payment of all sums owing in respect of those tickets has been received in full by Weyfest.

All ticket holders must exchange their ticket for a wristband on arrival and must be worn at all times for the duration of the festival to gain access to the arena. The wristbands are durable and will not come off when worn correctly so no replacements will be given for lost wristbands.

Disabled Concession

We assume that, whereas the disabled person wants to come to Weyfest, the carer may not and so the disabled person must purchase a normal ticket (+ campsite pass if camping) and, on production of proof of disability at the box office on arrival, the carer will be entitled to purchase a carer ticket at half of the gate price. This is limited to one carer for disabled persons over the age of 16 for festival entry only and does not include camping or campervan passes. Where it is imperative that a second carer is necessary to accompany the disabled person, documentation to that effect must be

presented to the Box Office staff on arrival. All discount carer passes are sold at the discretion of the Box Office staff following receipt of an acceptable form of proof of disability.

Acceptable forms of proof of disability are:

- Eligibility for Middle or Higher rate DLA (for care or mobility) or
- Receipt of enhanced rate PIP.

Disabled parking badges, disabled railcards or any concessions other than those listed above are not valid.

Returns Policy

Unwanted tickets are not eligible for refund.

Lost /Stolen/Damaged Tickets Policy

Once received, tickets are the responsibility of the ticket buyer. Under no circumstances will Weyfest Ltd issue duplicates for lost, stolen or damaged paper tickets (eTickets can be resent).

Cancellation/Refund Policy

In the event of the postponement of a Weyfest Ltd event due to Force Majeur or government legislation, all tickets will be rolled forward to the following event. Proof of purchase may be required.

Terms & Conditions of Festival Entry

Right of Admission

Weyfest and The Rural Life Museum reserve the right to refuse admission to the festival of any persons reasonably deemed to be a potential safety risk to themselves or others or that may affect the enjoyment of others and/or the running of the festival.

Persons will not be admitted who in the opinion of festival authorities and/or designated representatives, appear to be under the influence of drink and/or illegal substances and/or are acting aggressively and/or are abusive. For security, all bags will be searched and entry will be denied if any of the following items are found: **Weapons (including anything within reason that could be used as a weapon), alcohol, glass or glassware, recreational drugs.**

Glass bottles, open fires, fireworks and illegal substances are strictly prohibited and are therefore not allowed onsite. No private sound systems will be permitted onsite. No video or tape recorders, professional photographic equipment or laser pens will be permitted onsite.

Neither Weyfest nor The Rural Life Museum accepts responsibility for any loss or damage of personal belongings.

Weyfest will be operating the Challenge 21 initiative which aims to cut down on underage alcohol sales. Anyone who looks under 21 will be asked to prove that they are over 18 with ID. Anyone

failing to provide adequate ID will be issued with an under 18 wristband and will be denied alcohol at the bar. For more details see the FAQ page at www.veyfest.co.uk.

Stewards will be patrolling the festival arena and will report any underage drinkers and/or those who they believe to be under age to their appropriate supervisor and those persons may then be escorted off site.

Each ticket will be exchanged for a wristband on arrival and this must be worn at all times for the duration of the festival. Replacements will not be given for lost wristbands.

Children under 16 must be accompanied by a ticket holding adult.

Alcohol

The compliance of Weyfest with the four licensing objectives of Waverley Borough Council determines that alcohol cannot be brought into the festival but is permitted on the campsite. Weyfest intends to protect its valuable license and so bag searches are carried out and any alcohol or glass found will be confiscated. Alcohol is available from the licensed bar within the festival arena. Soft drinks are permitted in the arena in plastic bottles only. Glassware is not allowed onto the site but is permitted in the campsite.

Camping

Entrance to the campsite is with a Camping wristband only.

Camping is only permitted within designated camping areas and with a valid wristband. BBQ's are allowed but must be off the ground. Flat throwaway BBQ's or any type of open fire are not permitted.

This is a strict Health & Safety requirement and any individuals not complying may be permanently ejected from the entire event without re-admission.

With the exception of dropping equipment off, no motorised vehicles will be allowed to remain in the campsite without prior written consent. Neither Weyfest nor The Rural Life Centre accept responsibility for any loss or damage of personal belongings in the festival arena, campsite or car parks.

Festival Opening Hours

Current festival opening hours can be found on the FAQ page and are subject to change without notice.

Disabled Facilities

There will be a designated camping area for disabled patrons who wish to camp, with adequate disabled toilet facilities. There is a designated disabled parking area. Adequate disabled toilet facilities are available in the festival arena.

License

Weyfest music festival is subject to license by Waverley Borough Council.

Programme

Whilst every effort is made to ensure the full advertised programme is maintained, the organisers reserve the right to add, withdraw or substitute artistes, and to vary the advertised programme and running times if necessary, without prior notice.

Dogs

Dogs are permitted on the site except for in the café and refreshment areas and the children's playground. Dogs must be kept on a lead at all times.

Smoking

Smoking is only permitted within the designated smoking areas.

Trading

Strictly no trading is permitted within the festival arena without prior written consent.

Data Protection Act

Weyfest only collects an email address if you opt in to our newsletter and does not disclose this email address to any third parties. Ticket purchase is completed through a third party agent, Skiddle, so Weyfest does not handle card transaction data. Weyfest is only privy to the contact information given to Skiddle by the customer in order to fulfil the order – and only then if the customer chooses to opt in to giving us that visibility.

Possession of ticket signifies consent as a patron to photography and/or filming/sound recording of the festival which may then be used for promotional purposes.

Amendments

Weyfest reserves the right to amend its terms & at any time and in accordance with all relevant laws and consumer rights.