

Terms and conditions for the purchase of tickets: 7th October 2017, Golden Iris Festival

1. One ticket will enable you to collect one wrist band at the entrance to the event. The wrist band must be worn at all time during the course of the event and must be shown to event organisers on request.
2. A valid wrist band enables the ticket holder entrance to the festival site from 11am Saturday 7th until the site closes at 11pm. Exit and re-entry are allowed between 11am – 6pm on presentation of a valid wristband and ticket with first entry only after 6pm until 8pm when the entrance gate closes. Any paperwork/evidence associated with your ticket (e.g., proof of age) needs to be with you at all times and available for inspection by the event organiser team.
3. All those who have bought their ticket using the travel or local resident discount are to be prepared to show proof of local resident status or a valid public transport ticket if asked by the event organisers at point of collecting an event wrist band or at any point at the event.
4. All ticket holders are expected to work in partnership with the festival organisers and support the safe running of the event. The event organisers reserve the right to remove the individuals from the site immediately if jeopardise the ability of the Organisers, Health and Safety Officer or other event participants to support safe running of the event.
5. No adult/over 18 wristbands will be issued without a valid proof of ID. On the day of the event any one wearing an over 18 wristband can be asked to provide a proof of ID at any point. If proof of ID cannot be displayed at that time then the festival event team are authorised to swap the wristband for an under 18 band or evict the individual.
6. The event organisers reserve the right at their own discretion to evict anyone whose conduct they consider disorderly. This includes any behaviour that puts others at risk or disrupts the programme. The organisers of the event have a zero tolerance in regard of anti-social behaviour including use of illegal drugs and drunken behaviour.
7. All vendors have agreed to abide by event terms and conditions (including those within the Premises License), Health and Safety Policy and Alcohol Policy. Any ticket holder who is found to be putting the vendors in a compromising position in relation to the above will be evicted from the site.
8. The event organisers are not liable for any theft or damage to any items that occurs on the festival site, including to personal items brought into the site by ticket holders.
9. No alcohol or drugs are to be bought onto site, any externally sourced alcohol found will be confiscated. The event organisers reserve the right to search bags should they believe it necessary and in the interest of holding a safe event or meeting conditions of the Premises Licence.
10. Alcohol purchased on site may only be consumed in the designated areas for alcohol consumption.

11. The following items must not be brought onto site: glass bottles, animals, knives or other sharp objects, illegal substances, alcohol.
12. All tickets are non-refundable. Only where provision is directly made by the event organisers can a ticket be exchanged.
13. All ticket holders, through attending the event, consent to be recorded or photographed as part of the event audience without payment by the event organisers.
14. The event organisers will do everything in their control to ensure this event takes place. However, if external circumstances prevent the event from happening or if the event is to be deemed unsafe for any reason the Festival event organisers reserve the right to cancel the event
15. The event organisers will not be liable for any costs borne by ticket holders such as travel or accommodation, including in the case of event cancellation.
16. In the event of event cancellation event organisers will contact ticket holders by email. In order to facilitate swift information provision about the event, including in the case of cancellation you are reminded to include a valid and current email address with your order.
17. The event organisers reserve the right to make changes to the published event programme.
18. Ticket holders cannot take unauthorised recordings, films or similar of event proceedings. Attempts to do so may result in equipment being removed or being requested to leave the event.

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