

## 2023 TICKET TERMS & CONDITIONS

### Contents

1	Summary – the simplified version	1
2	Details – the full version	2
3	General	3
4	Refunds	3
5	Age Policy	4
6	Tickets	4
7	Security	4
8	Damage / Losses	4
9	Banned Items	4
10	Use of Cameras	5
11	Health & Safety	5
12	Housekeeping	5
13	Information & Notification	6

### 1 Summary – the simplified version!

Like many things, there are Terms and Conditions applicable – the “small print”. We need to tell you what they are, and you’ll find them in the details below. It is, of course, important that you follow them all so if you think you might break them, it is your responsibility to read the detailed Ts & Cs first!

However, much of the detail boils down to a handful of simple and obvious things you would expect:

1. Behave reasonably. If you don’t we may throw you out!
2. We have no plans to change the line-up but due to circumstances beyond our control it might change. You are buying tickets for the event as a whole, not individual bands, so we won’t offer refunds should that happen.
3. You can’t bring your own drinks into the music arena, other than water/soft drinks up to 500ml, and if you do they should be in plastic/unbreakable containers, not glass. This condition will be enforced at the entrance to the music arena. There are two reasons for this – without the revenue from the bar we would have to increase ticket prices to cover costs, and also it is a condition of the alcohol licence.
4. Only buy tickets from us. If you buy a ticket from a third party and it proves to be invalid (a scam), you won’t be let in unless you buy a valid one from us.
5. We might film or record any part of the event and you understand and accept that.
6. Anyone under 16 must be accompanied by someone over 21.
7. Don’t bring any restricted items into the arena. You accept that you, and any bags you bring, may be searched by our staff to ensure you are not bringing in anything that you shouldn’t. There is a list of obvious items on the website and a more extensive one in the details below. In particular don’t bring anything that any reasonable person would consider dangerous – our security staff won’t let you in!
8. We do not condone the use of illegal drugs and if you try to bring any into the arena you won’t be allowed in, the security staff will confiscate them and may report you to the Police.

9. Smoking is not permitted inside the marquees. Please dispose of cigarette butts in the bins provided.
10. This is a music festival – smoke machines, lighting effects (including strobe effects) and pyrotechnics may be used. Please be aware of this and if these affect or worry you, take appropriate precautions.

We have some FAQs on the website, please refer to them at [www.nvrf.rocks/faqs](http://www.nvrf.rocks/faqs).

Remember this – these Ts & Cs are in place to make the event a fun, enjoyable success for everyone, not to make life hard!

Have a great festival – we'll see you there!

## 2 Details – the full version

**Nene Valley Rock Festival is owned and operated by NVRF Ltd and these Terms and Conditions form the agreement between the holder of any ticket and NVRF Ltd (referred hereafter as “NVRF”)**

### 3 General

1. These Terms and conditions (T&Cs) incorporate, and should be read together with, any Vendor's and/or Agent's T&Cs or regulations, which you can obtain from the point of purchase from the Official Agent. Your possession of this Ticket constitutes Your acceptance of these Terms and Conditions.
2. Artists and billed attractions may be subject to change.
3. No liquids, gels or lotions are permitted into the event in containers or vessels of a capacity larger than 750ml , regardless of whether the liquid, gel or lotion occupies part or all of that capacity. This includes hand sanitisers and soft drinks / water in sealed containers. Glass containers of any size will not be permitted.
4. Empty plastic bottles not larger than 750ml may be brought into the site, including plastic sports bottles. There will be water points available on site for free water refill.
5. Any gels or liquids that do not comply will be disposed of by security staff.
6. Do not buy tickets or goods from unlawful street traders / touts. There is no guarantee of tickets' validity for entry unless purchased from official ticket agents for the event.
7. No trading or promotional activities allowed within the venue without NVRF's prior consent.
8. You give your express consent to your actual/ simulated likeness to be included for no fee within any audio or visual recording to be used in any media for any purpose at any time. This includes filming by the police or security staff which may be carried out for the security of customers and/or the prevention of crime.
9. Food and drink will be available for purchase at the event. A challenge 21 policy will be in place for all alcohol sales on site.
10. We are operating a no big bag policy and excessively large bags will not be permitted.
11. No glass of any description, barring lenses in spectacles or similar, will be permitted into the event.

### 4 Refunds

1. Refunds are only considered on major cancellation, material alteration or by special exception determined by NVRF in its sole discretion.
2. For the purposes of these T&Cs:
  - **'major cancellation'** is the cancellation of the Event in full (and not rescheduled). If only one or more days (but not all days) of the Event are cancelled, you may only be offered a proportionate partial refund;
  - **'material alteration'** is a change (other than a rescheduling) which, in NVRF's opinion, makes the Event materially different to the Event that ticket purchasers, taken generally, could reasonably expect. In particular, please note that the following are not deemed to be 'material alterations': changes to the line-up of the Event; adverse weather conditions; changes to individual members of a band; curtailment of the Event where the majority of the Event is performed in full; and delays to starting the performance of an Event; and
  - **'special exception'** is an exception determined by NVRF in its sole discretion.
3. Refunds should be requested from the point of purchase, no later than three months after the Event.
4. A minimum of the proportionate amount of the face value of the ticket will be refunded.

5. Refunds of any booking fees per ticket and/or per order fees are subject to the T&Cs of the point of sale.

## **5 Age Policy**

1. The Event is suitable for persons of all age, if suitably accompanied and supervised throughout. Children under 5 (Aged 4 or below) are permitted, though NVRF is clear in its advice to parents and guardians that the sensitivity of young children to high levels of noise means that appropriate care should be taken at all times to suitably protect children's hearing. Children under 16 years old must be accompanied by a parent or guardian (21 or over) at all times, without exception, in any area of the event, including Camping and other peripheral areas.
2. We do not accept any parental or supervisory duty of care or liability for any under 16's on site.

## **6 Tickets**

1. Tickets/wristbands purchased from unauthorised sources may be rendered invalid and admission refused. We do not sell wristbands and any purchased wristbands will be refused entry. Only wristbands issued by the event in exchange for a valid ticket are valid for entry.
2. You must retain this wristband on Your person at all times during the Event.
3. NVRF will not issue duplicates for lost or stolen tickets or wristbands.
4. Tickets must be valid, presented in full at the first time of entry, and not tampered with (in the event of accidental damage, refer to point of purchase prior to event).
5. If You have obtained a Ticket/wristband in breach of these Terms and/or if You breach any of these Terms then it shall be void, and all rights conferred on You or evidenced by such Ticket shall be void. If You seek to gain entry to an Event using a void Ticket then we reserve the right to refuse You entry to or eject You from the Event and You may be liable to legal action for trespass. Void tickets are non-refundable.
6. You may only re-enter the Venue during the Event at our discretion and/or that of the Venue management. Routinely this will be available to customers but may be withdrawn or suspended at any time at the discretion of management. You will leave via a different route to how you arrived.

## **7 Security**

1. NVRF reserves the right to evict a customer without refund, and/or refuse admission. Please act responsibly.
2. Searching is a condition of entry to the event. You may be body/bag searched at the entrances by security and / or detection dogs, on the site or when leaving.
3. Any item(s), reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, must be surrendered to staff.
4. Any person carrying illegal items or carrying out illegal activity may be reported to the Police and refused entry.

## **8 Damage / Losses**

1. NVRF is unable to accept any liability for personal or property damages, losses (including surrendered items) or injuries sustained at this event - other than caused as a result of our negligence.
2. We may prosecute You if You cause damage to the Venue, the Venue infrastructure, or cause harm to any other person at the Event and/or Venue.

## **9 Banned Items**

1. **Banned from event** - : Aerosols, Airhorns, Alcohol, Animals (except for assistance dogs), Balloons, Barbeques and any kind of cooking apparatus, Bicycles, Blowtorches, Drones, Drugs, Gas canisters, Gazebos/parasols/large (golf) umbrellas,

Glass (including glass makeup or perfume bottles), Food hampers/cool bags/boxes, Fireworks, Flags on poles, Flares, Illegal substances, Items which may be regarded as weapons, Legal highs (including Nitrous Oxide and associated equipment including balloons), Laser equipment/pens, Liquids/gels over 500ml, Megaphones, Metal Water Bottles, Pyrotechnics, Roller skates, Scooters, Sky or 'chinese' lanterns, Smoke bombs, Sound systems (including personal speakers), Spray cans, , goods with unauthorised event or artist logos. Also see General c) for details on liquids, gels and lotions.

2. Excessive amounts of food or cigarettes. Only bring enough for personal consumption.
3. If you have a medical condition that means you need to bring your own food or drink or medication, please bring a medical note or evidence to support this.
4. Anyone resisting the surrender of disallowed items or disregarding these conditions will face eviction. Items that are surrendered will not be returned and cannot be stored for safekeeping by Security.
5. Under 18's are not permitted to purchase alcohol on site. A challenge 21 policy will be in place for all alcohol sales on site.
6. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.
7. The use of drones or similar equipment for any reason is strictly forbidden on site without written permission from NVRF.

## **10 Use of Cameras**

1. You may use cameras within the general arena as long as this is without any detriment to those who are there to enjoy the event - this includes the use of mobile phones and tablets. We reserve the right to ask people to desist if their use is unreasonable and consistently blocking the view of other people. Basically - if you're sensible then all will be fine! We do have official photographers who can supply magazines, websites etc in relation to reviews of the event so contact us if you need those. We will heavily restrict photo passes and only offer them to those who are helping with our festival. Use of video cameras will only be possible with advance approval from us.
2. Photographic and other recording equipment is permitted if it is for personal non-commercial use only. Unauthorised professional recording equipment is not permitted. In the event of any subsequent commercial use, the bearer agrees to pay the Promoter for the cost of a licence issued by the Promoter for permission to take photographs / visual / audio recordings for commercial use.

## **11 Health & Safety**

1. You must comply with any and all instructions given to You by Us, Venue and/or Event staff and stewards.
2. Smoking is not permitted in enclosed public spaces or buildings including Arena marquees. This includes e-cigarettes.
3. Excessive exposure to loud music may cause damage to your hearing.
4. Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.

## **12 Housekeeping**

1. Please use the bins and recycling points provided on and off site.
2. If before or during the Event You have a complaint in relation to the Event (including without limitation in relation to Your ability to view the Event), please contact Us or a steward promptly since complaints are very difficult to deal with after the Event.
3. The Event is outdoors. You are strongly advised to bring appropriate clothing and footwear to protect against potential inclement weather.

**13 Information & Notification – All NVRF Events**

1. Disabled Facilities are available – please contact [info@nvrfr.ocks](mailto:info@nvrfr.ocks) for further information
2. If any of these T&C's are unclear please contact [info@nvrfr.ocks](mailto:info@nvrfr.ocks) for guidance or clarification