

ISLE OF WIGHT FESTIVAL – TERMS and CONDITIONS OF ISSUE

The Ticket is issued for the Festival by the Promoter subject to the following Conditions.

1. The use of this Ticket shall constitute acceptance by the Bearer of the Conditions of Issue and imply an undertaking on the part of the Bearer to observe them and any other notice or regulation issued by the Promoter and displayed at the Venue.
2. All Tickets remain the property of the Promoter and are not transferable save to those people for whom the Tickets were purchased as part of a group booking. Those people will be subject to the Conditions of Issue which will apply as if he/she were the original recipient of the Ticket.
3. The Ticket will be exchanged for a wristband at the entrance gates and affixed by Festival staff. The Promoter reserves the right to refuse entry to the Bearer or to eject the Bearer where the wristband has been damaged or tampered with.
4. This Ticket may not be offered as a prize in a promotion or competition or transferred, lent or sold to any third party for profit or personal gain, as part of a hospitality or travel package or used for any other commercial purpose without the written consent of the Promoter. Tickets purchased from unauthorised sources, including from Internet touts or via Internet auction sites will be void and will not permit entry to the Venue.
5. The Promoter reserves the right to search all people and personal property upon entry to and while at the Venue. Glass items, candles, gas canisters (over 300g), flares, knives, illegal substances, drugs, 'legal highs', laser equipment/pens, megaphones, nitrous oxide, animals, fireworks, smoke canisters, poles, banners or flags, drones and any items which in the absolute discretion of the Promoter are considered to be a risk to the safety of the audience and/or affect the enjoyment of the audience and/or the running of the Festival are prohibited.
6. The Promoter reserves the right to refuse to allow folding and/or camping style chairs and/or inflatable seating into the Festival Site and/or beyond a designated point in the Festival Site and/or to require people to cease using any or all such chairs/seating in the Festival Site in the interests of health and safety or if required to do so by any legislation or statutory requirement. For the avoidance of doubt, folding and/or camping style chairs are permitted in the campsite.
7.
 - a. NO Glass is permitted anywhere in the Venue
 - b. The Promoter reserves the right to refuse the use of single use plastic anywhere in the Venue.
 - c. Alcohol, food, cans & bottles are permitted in the Campsite only.
 - d. NO water, soft drinks, alcohol or food to be brought into the Festival Site. EMPTY, reusable, drinking bottles and/or cups (up to 600ml) are permitted.
 - e. Cooking in the Campsite will be permitted on camping gas stoves (gas canisters up to 300g only) and disposable BBQs ONLY in designated areas. These must be used sensibly and in accordance with the manufacturer's instructions. Cooking on gas where installed in a campervan parked within the official campervan area is also permitted. Cooking by all other means including open fires, BBQs (other than disposable) and any other kind of gas appliance is strictly prohibited and all such items will be confiscated. Cooking in tents is banned.
8. But for the exceptions set out in this clause, any equipment capable of recording (whether temporarily or permanently) or transmitting any audio visual or audio-visual, material is prohibited. Mobile telephones are permitted within the Venue but the use of mobile telephones for such activities is prohibited save for personal non-commercial use. Photographic equipment is permitted provided that it is for personal non-commercial use only. In the event of any subsequent commercial use, the Bearer agrees to pay the Promoter the cost of a licence issued by the Promoter for permission to take photographs or visual/audio visual/audio recordings for commercial use.
9. Items prohibited by the Conditions of Issue shall not be brought to the Venue. Any permitted items used contrary to the Conditions of Issue and any prohibited items shall be confiscated without any liability on the Promoter to safeguard or return such items.
10. The Bearer shall not offer or distribute (either free or for sale) within the Venue any consumer article or commercial product of any nature or purchase any such item from any vendor not authorised by the Promoter.
11. The Promoter reserves the right to refuse admission to the Venue or to eject any person from the Venue if, in the absolute discretion of the Promoter, the Bearer may be a risk to the safety of the audience and/or affect the enjoyment of the audience and/or the running of the Festival, for example if the Bearer refuses to be searched upon entering the Venue or whilst at the Venue, appears to be under the influence of drink and/or drugs and/or is acting aggressively or in possession of any item prohibited by the Conditions of Issue or undertaking any act prohibited by the Conditions of Issue or fails to comply with any lawful instruction issued by or on behalf of the Promoter.

12. The Promoter reserves the right to impose further conditions of issue if required to by law and/or if required to in the interests of public safety.
13. The Promoter reserves the right to alter or change the Festival programme, without prior notification. Refunds will not be issued should the programme be altered or if a particular artist does not appear, including headline acts.
14. Tickets cannot be exchanged or refunded after purchase unless the entire Festival is cancelled, in which case you will be offered Tickets at any rescheduled Festival (subject to availability) up to the face value of the Ticket or, if you are unable to attend the rescheduled Festival or the Festival is not rescheduled, a full refund. In the event that you accept a Ticket to a rescheduled Festival you will not, at a later date, be entitled to claim a refund in respect of the cancelled Festival.
15. If the Festival is cancelled, the Promoter shall not be liable for any costs or expenses wasted or incurred by the Bearer including, but not limited to, accommodation or transport costs, or any direct or indirect losses or damage of whatever kind.
16. The Bearer gives their irrevocable and free of charge express consent to the use of their actual or simulated image, voice or likeness in connection with the advertising, promotion or commercial exploitation of the Festival or any past or future festival by the Promoter or any licensee of the Promoter in any media for any period throughout the world.
17. This Ticket will not permit access to any Accessible Viewing Platform, Accessible Campsite, Accessible parking area or a free of charge carer ticket. Use of the Festival Accessibility facilities and free carer tickets must be applied for in advance of the Festival and are given at the discretion of the Promoter. Accessible customers must book a standard ticket in advance via Ticketmaster and then apply for Accessibility via IOWDisabled@solo.uk.com. Free carer tickets will not be issued to children who are 12 years and under as at 20 June 2024.
18. An Infant aged 2 and under as at 20 June 2024, will have access to the Festival free of charge. The Promoter reserves the right to cap the number of Infant Tickets it issues. Proof of age may be required on entry for Infant tickets. Please ensure that you have ID with proof of age with you for your Infant in case you are asked. Failure to provide such ID may result in your Infant being refused entry to or asked to leave the Venue.
19. Tickets for Younger Children aged between 3 and 8 as at 20 June 2024, can be purchased with adult tickets. The Promoter reserves the right to cap the number of Child Tickets it issues. Proof of age may be required on entry for Child tickets. Please ensure that you have ID with proof of age with you for your child/children in case you are asked. Failure to provide such ID may result in your Child being refused entry to or asked to leave the Venue.
20. Tickets for Older Children aged between 9 and 12 as at 20 June 2024, can be purchased with adult tickets. The Promoter reserves the right to cap the number of Child Tickets it issues. Proof of age may be required on entry for Child tickets. Please ensure that you have ID with proof of age with you for your child/children in case you are asked. Failure to provide such ID may result in your Child being refused entry to or asked to leave the Venue.
21. Tickets for Teenagers aged between 13 and 17 as at 20 June 2024, can be purchased with adult tickets. One adult can be responsible for up to 5 Teenagers. Unaccompanied Teenagers will be refused entry to the Festival.
22. Each adult can be responsible for up to 5 people across the age classifications detailed in sections 18-21. (Infants, Younger Children, Older Children or Teens).
23. Adults are reminded that there are areas of the Venue, especially immediately in front of the stage and some bands or acts that may be inappropriate and may contain adult content. Any Adult is responsible entirely for the safety and welfare of any Infant and/or Child and/or Teenager in its party. Please ensure that all Infants and/or Children and/or Teenagers carry ID with proof of age (or that the responsible Adult carries ID on their behalf). Failure to provide such ID may result in entry being refused or the Infant and/or Child and/or Teenager being asked to leave the Venue.
24. In the event of an Infant and/or Child and/or a Teenager being refused entry to the Venue or being removed from the Venue, the accompanying Adult will take sole responsibility for the care and control of the Infant and/or Child and/or Teenager and the Promoter will bear no responsibility in this regard.
25. Students who have been issued with a valid NUS, ISIC or other authorised Student card as at 20 June 2024 and who have purchased a Student Ticket must produce the NUS, ISIC or other authorised Student card at the entrance gates in order to gain access to the Venue. Failure to produce a valid NUS or ISIC card will result in you not being entitled to the Student discount and you will be required to purchase a full price ticket less the amount already paid in order to gain access to the Venue.

26. Islander Tickets can only be purchased by residents of the Isle of Wight using a debit or credit card registered to the customer's Isle of Wight postcode. Any Islander Tickets purchased which do not comply with the above will be cancelled.
27. There is a designated area on the campsite for Families which is subject to availability. There is a Kids' Zone which provides entertainment for Infants and Children during the Festival. Children must be accompanied by an Adult at all times.
28. Any breach of the Conditions of Issue will render this Ticket automatically void and all rights conferred or evidenced by such Ticket shall be withdrawn without any refund. For the avoidance of doubt, this will include refusal of entry to the Venue or ejection from the Venue, as applicable.
29. Admission to the Venue is at the Bearer's own risk. To the maximum extent permitted by law, the Promoter hereby excludes any liability for loss, injury or damage to persons or property in or around the Venue during, before or after the Festival.
30. These Conditions of Issue are governed by English law. Any dispute arising out of or in connection with them shall be subject to the jurisdiction of the English Court.
31. Definitions: In these Conditions of Issue, the following words and phrases shall have the following meanings:

"Bearer" means the holder of this Ticket;

"Conditions of Issue" means these terms and conditions governing the issue and use of a Ticket and the terms upon which the Bearer is permitted to enter and remain within the Venue;

"Festival" means the Isle of Wight Festival;

"Festival Site" means the Main Arena and Strawberry Fields and Penny Lane and Electric Ladyland;

"Infant" means an infant of 2 years and under as at 20 June 2024;

"Younger Child" means a child between 3 and 8 years as at 20 June 2024;

"Older Child" means a child between 9 and 12 years as at 20 June 2024;

"Teenager" means any person aged between 13 and 17 years as at 20 June 2024;

"Student" means any person issued with a valid NUS, ISIC or other authorised Student card as at 20 June 2024;

"Adult" means any person aged 18 years or over as at 20 June 2024;

"Promoter" means Isle of Wight Festival Limited, 30 St John's Street, London, England, EC1M 4AY and, where the context requires, those acting on its behalf such as stewards and security guards;

"Ticket" means any Ticket (paper or digital) or Wristband (as applicable) issued for the Festival (whether or not for value) by the Promoter to include but not limited to Weekend, Day, Resident, Infant, Child, Teen, Student, VIP and Backstage Guest. All Tickets entitle the Bearer to unlimited entry and re-entry to the Venue. Where the Bearer holds a Day Ticket, entry and re-entry is for the day specified ONLY. For all other Ticket types, entry and re-entry is for the duration of the entire Festival. All Tickets entitle the Bearer to camp, save for Resident and Day Tickets, which do NOT entitle the Bearer to camp.

"Venue" means the Festival Site and the Campsite.