

JACK UP EVENTS – TERMS and CONDITIONS OF SALE for OUTDOOR EVENTS

Each ticket, regardless of outlet purchased, agent or channel, is subject to the Event Organiser's full terms and conditions of sale which are as follows:

In the case of any conflict or ambiguity between these conditions and those of the official Ticketing Agents, these conditions will prevail.

The purchase and succeeding possession of a ticket, or entry into an outdoor Jack Up Event, namely, but not limited to Jack Up Summer Party, shall constitute an acceptance by the holder of the terms, conditions and advice detailed below and imply an undertaking on the part of the holder to observe them.

TICKETS

1. Tickets may only be purchased by individuals aged 18 or over.
2. A valid ticket must be produced to get into the Event. Removing any part of, altering or defacing the ticket may invalidate it.
3. It is your responsibility to check your tickets as if you have made a mistake they cannot always be rectified after purchase.
4. The Promotor will not be responsible for any ticket that is lost, stolen or destroyed prior to the event. We regret we cannot issue duplicate tickets where there is potential for both the original and duplicate tickets being used, owing to strict regulations surrounding the licensed capacity of the event.
5. Ticket prices are representational of those stated on the website at the time of purchase. All prices set are inclusive of any applicable taxes but exclusive of any booking fee or delivery fee.
6. Tickets are non-transferable and non-refundable. Tickets cannot be exchanged or refunded after purchase unless the Event is cancelled or postponed at the will of the Event Promoter in its full entirety. In this very unlikely scenario, the refund will not include any booking fee or delivery charge if tickets have already been posted to you. Refunds shall only be made to the person who purchased the tickets and upon receipt of complete unused original tickets, if received, promptly, within 30 days from the date of the Event or its cancellation or postponement, whichever comes first. If you require a refund, you must follow the process provided at the time of cancellation and apply within the given time frame. Requests outside of the given dates cannot be processed. You are not entitled to a refund if the event is still running and you decide not to go or realise that you can't get there anymore.
7. Operational issues beyond our control (i.e. the weather or an Act of God or wider eventualities outside of the Event Promoter's control, for which no person can be held responsible) may mean, for your safety, some advertised features/services may not be available. This could include our ability to open the site should a higher force (i.e. the government or statutory authorities) prohibit public access for safety reasons. In this unlikely situation, we are unable to offer refunds but may instead exercise our right to offer customers alternative arrangements as are deemed acceptable for longer running events with a consistent history of delivery such as our own. Any such goodwill gestures will be redeemable within a given timeframe only.
8. The Event Promoter reserves the right to open the gates at alternative times in the interests of safety.
9. It is your responsibility to ascertain whether the Event has been cancelled or re-scheduled and the date and time of any re-scheduled Event. Where an Event is cancelled or re-scheduled, the Promotor will use reasonable endeavours to notify you using the details provided at the time of ordering.
10. Tickets are sold subject to our right to alter or vary the published Event programme line-up/artists without notification which may result in changes to the performance line-up, playing times or any other aspect of the Event. If this happens then the Event Promoter is not obliged to refund your money or exchange tickets. We reserve all rights in this regard. The Event Promoter shall not be liable for any change of a published start time or change to the artists scheduled to perform. For multi-day events featuring multiple artists (such as Jack Up Summer Party), no scheduled acts may be considered as headline acts regardless of their relative fame or prominence in the billing and so cancellation by an artist or performer in this instance will not entitle you to a refund.

11. Should the Event be cancelled or the line-up or site location changed, the Event Organisers will not be liable for the payment of any compensation or for any loss of money and/or expenses/personal incidental (i.e. travel/accommodation) costs incurred.

12. We strongly recommend that customers purchasing online with our third-party ticketing agents, add Ticket Protection to their order to insure them against any personal circumstance or decision resulting in their inability to attend the event. In this scenario, the Event Promoter is unable to transfer tickets to any subsequent Event and is not liable for refunds in the instance of personal illness, accident, delay or other such occurrences.

13. You may not resell or advertise tickets for sale for profit through any medium not authorised by the Promotor, through online auctions or other websites, including the Event Promotor's own social media channels. Reselling tickets for profit or commercial gain will render them void.

14. The Event Promoter shall not be liable for any loss or damage arising from your purchase of the ticket or attendance at the event including any disappointment or loss or damage to any personal property you bring to the venue (we advise you not to bring anything of value to the event) but excluding any liability for death or personal injury caused as a result of the Event Promoters negligence, which shall be unlimited. However, if found in any circumstances to be liable, the Event Promoter's liability shall be limited to the face value price paid for the ticket to the Event.

15. Our terms and conditions are subject to change if necessary. It is your obligation to check current policies.

AT THE EVENT

16. All persons aged 17 or under attending the event must be accompanied by a responsible adult. Children aged 3-12 and 13-17 must be in possession of either a Child or Teen ticket which can only be bought in conjunction with an adult ticket. For the avoidance of doubt, appropriate proof of age is required for children aged 12 or under to confirm eligibility for reduced price entry (£1 per day). Failure to provide ID if a child aged 12 or under looks to be older will result in a subsequent charge on the gate.

17. No re-entry (return visits) to the site after 7pm each evening.

18. Whilst the Event Promoter will make every effort to resolve any unforeseen difficulties that may arise during the event, the Event Promoter's security agent reserves the right to refuse admission or exclude any member of the public who becomes abusive or who behaves inappropriately or in any other reasonable circumstance. In this circumstance, no refund will be given.

19. The following are not permitted to be brought into the Event:

i.) alcohol - this is a condition of our licence. Only alcohol purchased from one of the licensed bars may be consumed on-site, security has the right to confiscate any alcohol brought into the licensed event via any other means;

ii.) animals (with the exception of assistance dogs);

iii.) laser pens;

iv.) any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives);

v.) illegal substances or legal highs;

vi.) glass or glassware;

vii.) gazebos, parasols or tented structures;

viii.) barbecues, fires, cookers, lawn candles (naked flames); and

ix.) professional cameras/ detachable lenses

x.) aerosol cans (in extremely hot weather, due to risk of explosion)

20. To ensure everyone's safety, the Event Promoter reserves the right to conduct security searches and ask to look in your bag prior to entry into the Event and to confiscate any item which, in the reasonable opinion of the security agent acting on behalf of the Promoter, may cause danger or disruption to other members of the audience. Please do not be offended.

21. You must comply with instructions and directions given by security staff and stewards, they are there to protect your safety.

22. The Event may be professionally filmed or recorded, therefore in attending the Event you consent to be filmed and/or photographed and may be featured as a member of the audience in any resulting footage or photographs. This being a public Event, individual consent may not be sought.

23. Gate opening and closing times stated in relation to the Event are not indicative of the Event's start or end time (or when an artist is scheduled to play or the length of the artist's performance).

24. Performances will take place in all weathers so long as deemed safe to do so. If raining you may want to bring an umbrella and wet weather clothing!
25. Unless otherwise stated, you are not permitted to bring alcohol or food onto the site, including cool boxes, hampers and large bags of food. There will be a vast range of premium alcoholic (and non-alcoholic) drinks available from our bars and catering outlets.
26. There will be a strict Challenge 25 policy operating at the bar. Challenge 25 means that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol at the premises or from the premises, shall be required to produce identification proving that individual to be 18 years of age or older. Acceptable identification for the purposes of age verification will include a photographic driving licence, British passport, or photographic identification bearing the "PASS" logo and the person's date of birth. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person. If you are under 18 you are committing an offence if you attempt to buy alcohol.
27. Illegal substances or legal highs will not be tolerated.
28. Please keep bags and belongings with you at all times, security has the right to remove all unattended bags.
29. Parents are reminded that there are areas of the Event site, especially immediately in front of the stage, that are inappropriate for some people including young children. Also please note that there could be performances which may contain language or material that may offend some people.
30. WARNINGS – Prolonged exposure to loud music or noise may cause damage to your hearing. Special effects, which may include without limitation, sound, audio-visual, pyrotechnic effects or lighting effects may be featured at the Event, which may not be suitable for those with photosensitive epilepsy, or similar conditions.
31. The promoter accepts no responsibility for the provision of un-associated accommodation facilities recommended to our clients in good faith.
32. If during the Event you have a complaint in relation to the Event please raise this with a member of the Event team at the time of the Event to allow us the best possible opportunity to resolve the matter in a positive manner. Complaints are very difficult to deal with retrospectively after an Event has taken place.

Consumer COVID Terms and Conditions

From the **1st April 2022**, there are no longer any restrictions relating to Covid-19.

1. In light of the recent Covid-19 pandemic, you understand that there are particular risks associated with attending any gathering. We will take reasonable steps to comply with any relevant guidelines in force at the time of the Event, and we will make you aware of these measures either via our website, social media channels, onsite at the Event or via direct communication. However, we cannot be responsible for the behaviour or health of other Event attendees and cannot effectively ensure that no attendees at the Event will have Covid-19. Accordingly, we will not be responsible if you catch Covid-19 at the Event or for any illness or death of any Event attendees caused by Covid-19.
2. You understand and accept that you will be attending the Event and using any facilities on-site at your own risk.
3. To help us to reduce the spread of Covid-19, government guidelines recommend that you:
 - a. do not attend the Event if*:
 - i. you have recently tested positive for Covid-19;
 - ii. you display any [symptoms](#) of Covid-19;
 - iii. you live with somebody who displays [symptoms](#) of Covid-19 or who has tested positive for Covid-19 within 14 days of the commencement of the Event;
*note that where there is a conflict between any of the provisions in paragraph 3.a and any updated government guidelines, the updated government guidelines will apply [where they are stricter than the provisions set out in this paragraph 3.a];
 - b. follow all guidelines and/or entry requirements notified by us to you and which will apply to your attendance at the Event. We may be required to amend our guidelines before or during the Event and ask that you comply with any updated guidelines notified to you;
 - c. follow all government guidelines (which may be updated from time to time);

4. Should you test positive for Covid-19 in the lead-up to the Event, please follow the steps below on what to do next:

- a.
 - a. Consider contacting your insurance providers (such as home or travel insurance). Many policies provide cover if you are unable to go ahead with plans due to a medical emergency.
 - b. If you purchased Ticket Plan Protection, which was strongly recommended when you bought your tickets for the Event, we would encourage you to get in touch with them. You will be required to provide specific evidence of illness or injury for the ticketholder affected. Contact Ticket Plan to claim your refund as per the terms of the scheme. **You need do not need to notify the Event Organiser.**

5. So long as the Event is scheduled to go ahead, we are unable to provide a refund if you no longer wish to attend due to being uncomfortable about catching Coronavirus or because you have changed your mind about attending. If you no longer choose you to keep your tickets and redeem them yourself, you may pass them on to family or friends as tickets are not name specific. e-Tickets are electronically validated on entry and subsequent or duplicate presentation constitutes fraudulent use. Once scanned on the gate, e-Tickets are no longer valid.