ROBIN HILL HALLOWEEN BALL 2027

Terms & Conditions of Entry

RIGHT OF ADMISSION RESERVED (ROAR)

By purchasing a ticket for, or entering, the Robin Hill Halloween Ball 2027, you agree to the following Terms & Conditions.

1. AGE RESTRICTION – STRICTLY 18+

The Robin Hill Halloween Ball is a **strictly over-18s event**.

Valid photographic identification may be required as a condition of entry. Robin Hill will operate a **Challenge 25** policy.

If you are unable to provide acceptable proof of age when requested, you may be refused entry and/or refused the sale of alcohol.

Acceptable ID should be an original, valid form of photographic identification, such as:

- Passport
- Photocard driving licence
- PASS-accredited proof-of-age card
- Other photographic identification accepted under the venue's age-verification policy

Photographs, screenshots or copies of identification will not be accepted.

2. RIGHT OF ADMISSION RESERVED

Robin Hill reserves the right to refuse admission to any person where reasonably necessary for the safety, security or proper operation of the event.

Possession of a valid ticket does not guarantee admission where these Terms & Conditions have been breached.

Entry may be refused to anyone who:

- Is intoxicated or appears excessively under the influence of alcohol or drugs.
- Behaves aggressively, abusively, threateningly or in a disorderly manner.
- Refuses to comply with reasonable instructions from event staff or security.
- Refuses a permitted security or bag search.
- Attempts to bring prohibited items into the event.
- Cannot provide acceptable proof of age when requested.

- Attempts to gain unauthorised access to restricted areas.
- Presents a ticket which is invalid, duplicated, cancelled, altered or suspected to have been obtained fraudulently.

3. ZERO TOLERANCE

Robin Hill operates a **zero-tolerance approach to violence, threatening behaviour, harassment, intimidation, discrimination and abuse towards staff, security, performers or other guests.**

Anyone behaving in this manner may be refused entry or immediately removed from the event.

Serious incidents may be reported to the police.

4. SEARCH POLICY

For the safety and security of everyone attending, guests and their belongings may be subject to security checks before or during the event.

This may include a bag search and other proportionate security screening.

Refusal to cooperate with a reasonable security search may result in refusal of entry or removal from the event.

5. PROHIBITED ITEMS

The following must not be brought into the event:

- Illegal drugs or substances
- Weapons or items capable of being used as weapons
- Fireworks, flares, smoke devices or explosives
- Glass bottles or glass containers
- Alcohol purchased outside the event
- Laser devices
- Dangerous or hazardous substances
- Any item security reasonably considers could present a danger to guests, staff or performers

Additional items may be prohibited where required for safety or security.

6. DRUGS

The possession, use or supply of illegal drugs is strictly prohibited.

Anyone suspected of possessing or supplying illegal substances may be refused entry or removed from the event and the matter may be referred to the police.

7. ALCOHOL

Alcohol will only be sold in accordance with the venue's premises licence and applicable licensing requirements.

Robin Hill operates a **Challenge 25** policy.

Anyone who appears under 25 may be asked to provide valid photographic identification proving they are aged 18 or over before being served alcohol.

Robin Hill reserves the right to refuse the sale or supply of alcohol to any person who is intoxicated, behaving irresponsibly or cannot provide acceptable proof of age when requested.

8. COSTUMES & HALLOWEEN PROPS

Fancy dress is encouraged; however, costumes and props must not present a danger to other guests.

Real weapons are strictly prohibited.

Replica weapons, realistic imitation firearms, large blades, chainsaws or other realistic weapon-style props may also be prohibited.

Security reserves the right to inspect costume props and refuse any item considered unsafe or inappropriate for the event.

Masks or face coverings may need to be temporarily removed when requested by security or staff for identification purposes.

9. SCARE ATTRACTIONS & EVENT ENVIRONMENT

The Halloween Ball may include scare actors, theatrical effects, darkness, loud music, flashing or strobe lighting, smoke/fog effects, sudden noises and other immersive Halloween effects.

Guests should consider whether these environments are suitable for them before entering.

Guests must not deliberately touch, threaten, assault or interfere with scare actors, performers or event staff.

10. REMOVAL FROM THE EVENT

Anyone who breaches these Terms & Conditions, presents a safety risk or behaves in a manner that adversely affects other guests may be removed from the event.

Where a guest is refused entry or removed because of their behaviour or breach of these Terms & Conditions, **no refund will be provided.**

11. TICKETS

Tickets are valid only for the event, date and ticket type stated.

Tickets must not be altered, duplicated or fraudulently reproduced.

Robin Hill reserves the right to cancel tickets reasonably believed to have been obtained fraudulently or through an unauthorised resale.

Guests should retain their ticket or event wristband while on site.

Lost, damaged or removed wristbands may not be replaced.

12. RE-ENTRY

the event is operating a no-re-entry policy, guests who leave the designated event area will not be permitted to return using the same ticket or wristband.

13. EVENT CHANGES

Robin Hill reserves the right to make reasonable changes to advertised entertainment, performers, attractions, timings, layouts and event content where necessary due to operational, safety, weather or circumstances outside the organiser's reasonable control.

Such changes will not automatically entitle the ticket holder to a refund.

14. CANCELLATION

If the event is cancelled by Robin Hill and does not proceed, ticket holders will be advised of the applicable refund or alternative arrangements.

Any refund will be subject to the terms applicable to the original ticket purchase and the ticket provider.

15. WEATHER & OUTDOOR AREAS

Parts of Robin Hill and the Halloween Ball experience may take place outdoors.

Guests should dress appropriately for the weather and terrain.

Some attractions, activities or areas may be temporarily closed or altered where necessary because of weather, ground conditions, operational requirements or safety concerns.

16. PERSONAL PROPERTY

Guests are responsible for their own belongings while attending the event.

Robin Hill cannot accept responsibility for loss, theft or damage to personal belongings except where liability cannot legally be excluded.

17. PHOTOGRAPHY & FILMING

Photography and filming may take place during the event for security, operational and promotional purposes.

Guests may take photographs for personal use provided this does not interfere with performers, staff, security or other guests.

Professional or commercial photography and filming requires prior permission from Robin Hill.

18. CCTV

CCTV may operate throughout Robin Hill for the prevention and detection of crime, public safety and site security.

19. INSTRUCTIONS FROM STAFF & SECURITY

Guests must follow all reasonable safety and security instructions provided by Robin Hill staff, event management, stewards and security personnel.

Failure to comply may result in refusal of entry or removal from the event.

20. SAFETY

Guests must remain within designated public areas and must not climb barriers, enter restricted areas or interfere with event equipment, lighting, sound equipment, temporary structures or safety systems.

Any accident, injury, hazard or concern should be reported to a member of staff or security as soon as possible.

21. REFUNDS

Tickets are non-refundable except where required by law, where the event is cancelled, or where Robin Hill or the authorised ticket provider expressly confirms otherwise.

Being refused entry or removed from the event as a result of breaching these Terms & Conditions will not normally constitute grounds for a refund.

22. EVENT MANAGEMENT

Robin Hill reserves the right to introduce additional reasonable safety or security measures before or during the event where circumstances require them.

The decision of event management regarding admission and safety matters will be final, subject to applicable law.

IMPORTANT ENTRY NOTICE

ROBIN HILL HALLOWEEN BALL 2027

STRICTLY 18+

CHALLENGE 25

VALID PHOTO ID MAY BE REQUIRED

RIGHT OF ADMISSION RESERVED

ZERO TOLERANCE TO AGGRESSIVE, THREATENING OR ABUSIVE BEHAVIOUR

SECURITY & BAG SEARCHES MAY BE IN OPERATION

NO DRUGS • NO WEAPONS • NO OUTSIDE ALCOHOL

By entering the event you agree to comply with the event Terms & Conditions and all reasonable instructions from Robin Hill staff and security.