



Terms & Conditions Twyford Beer Festival (TBF)

1. ONLINE & IN-PERSON TICKETS SALES

- 1.1 Please check to see that you have received your e-tickets sent to the email address that you provided in the sign-up process. Please examine them by checking the date and quantity.
- 1.2 If a problem exists, please contact contact@twyfordbeerfest.co.uk within 48 hours and we will try and rectify the problem with an exchange or correction of the details.
- 1.3 Tickets will be exchanged where possible to an alternative date (subject to availability)
- 1.4 No refunds will be made, if you cannot attend, then the entrance fee (minus the booking fee) will be donated to the charity.

2. TICKET RESALE

- 2.1 The tickets you have purchased are for personal use. Tickets must not be resold at a higher price than face value. TBF has the right to cancel tickets that have been resold at a higher price without prior notification and the ticket holder may be refused entry.

3. DISCOUNTS AND PROMOTIONS

- 3.1 TBF reserves the right to introduce discounts and special offers at any time, and these cannot be applied to tickets already purchased. Only one discount can apply to one ticket.

4. LOST OR FORGOTTEN TICKETS

- 4.1 Lost or forgotten tickets can be checked against the ticket database and resent before or at the event. Proof of ID will be required supported by a payment card. Re-sent tickets cancel previous tickets.

5. CANCELLED/RESCHEDULED EVENTS/CHANGES TO PERFORMANCES

- 5.1 It is your responsibility to ascertain whether an event has been cancelled or rescheduled and the date and time of any rescheduled event. Where an event is cancelled or rescheduled, we will use our reasonable endeavours to notify you using the details you provided us with at the time of ordering. We do not guarantee that you will be informed of such cancellation before the date of the event.
- 5.2 If the event is cancelled due to government guidance you will be offered three courses of action.
 - 5.2.1 You may offer to donate the funds to the charity.
 - 5.2.2 You will be eligible for a ticket to the next event.
 - 5.2.3 You will be offered a refund (excluding the booking fee)
- 5.3 Bad Weather, this is an outside event and there is always a chance of bad weather, the festival will operate and there is a limited amount of cover available. Bad weather does not constitute a refund.
- 5.4 To ensure that we can contact you, it is your responsibility to inform us of any change to the contact address, telephone number or email address you provide us with at the time of purchasing a ticket.
- 5.5 TBF management reserves the right to change the programme due to unforeseen circumstances. All ticket holders will be notified of any changes, if practicably possible.
- 5.6 TBF management reserves the right to change the start and finish times of any performance.
- 5.7 Artists, programme and performance details are correct at the time of sale or print publication, but changes may be unavoidable.



6 REFUNDS/EXCHANGES

- 6.1 Ticket(s) cannot be exchanged, cancelled, or refunded after purchase unless the performance is cancelled or rescheduled (subject to clause 1.4) or where there is a material change to the programme of the event.
- 6.2 Where an event is cancelled or rescheduled (subject to clause 5.2 and this clause) by the venue or promoter, where an event is cancelled or rescheduled due to circumstances beyond our control, or where there is a material change to the programme of the event, you will be entitled to claim a refund from us following this clause.
- 6.3 A “material” change to the programme of the event is a change which, in our reasonable opinion, makes the Event materially different to the Event that purchasers of the Ticket, taken generally, could reasonably expect. The use of deputising musicians shall not be a material change.
- 6.4 Where such a refund is sought due to cancellation, rescheduling or a material change to the programme of the event, you must bring this to our attention as soon as possible upon becoming aware of such material change, cancellation or where the event has been rescheduled, before the rescheduled event. The refund for ticket(s) equals the price paid by you to us for such a ticket, excluding any applicable per ticket booking fee.
- 6.5 Refunds shall only be made to the person who purchased the tickets and, when possible, is made using the same method as was used to purchase the tickets.

- 7 **These Terms and Conditions** do not and shall not affect your statutory rights as a consumer. For further information about your statutory rights contact Citizens Advice or the Department for Business Innovation and Skills

8 ADMISSION

- 8.1 TBF management reserves the right to refuse admission and to request any ticket holder (s) to leave our event at any time. For example, if a ticket holder appears to be under the influence of drink and/or drugs and/or is acting aggressively, carrying offensive weapons or illegal substances, the ticket holder may be refused admission.
- 8.2 TBF management reserves the right to refuse re-admission to any person, not in possession of a ticket or the retained portion of the ticket.
- 8.3 If you or any of your party are refused admission or have been requested to leave, TBF reserve the right to refuse attendance at other TFB or associated events.
- 8.4 Children aged under 18 months do not require a ticket and may sit on an adult ticket holder’s lap. If the child becomes agitated and is affecting the enjoyment of other patrons, the management reserves the right to ask the adult and the child to leave the event.
- 8.5 Children aged 17 and under must be accompanied by an adult ticket holder, if they are aged 16 or 17 then a ticket is required at no cost.
- 8.6 Festival-goers must not obstruct any fire exits within a venue and must not affect the enjoyment of the audience and/or the running of the venue/festival and/or cause a risk to the safety of the audience or officials.
- 8.7 All persons at a TBF event must follow the instructions of any officials of TBF. Any persons in breach of this clause may be removed from the event.

9 CLOSURE AND SITE CLEARANCE

- 9.1 The event premises licence determines the maximum operational hours, once instructed by TFB staff that the event has finished, you are requested to leave the site in an orderly and quiet fashion and please respect the residents around the venue.



10 LIABILITY

- 10.1** Personal arrangements including travel, accommodation or hospitality relating to the event which has been arranged by you are at your own risk. Unless otherwise stated in this clause, our and the event's liability to you in connection with the event (including, but not limited to, in the event of cancellation, rescheduling or material change to the programme of the event) shall be limited to the ticket price paid by you including the per ticket booking fee.
- 10.2** Neither TBF nor the venue will be responsible for any loss, injury or damage to any person (including you) or property howsoever caused (including by us and/or by event partner(s)): (a) in any circumstances where there is no breach of a legal duty of care owed by TBF or the venue); (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury resulting from our negligence), or (c) to the extent that any increase in any loss or damage results from breach by you of any of these Terms and Conditions and/or any terms and conditions of the event partner(s).
- 10.3** Nothing in these Terms and Conditions seeks to exclude or limit our or the event partner(s)' liability for death or personal injury caused by our or the event partner(s)' (as relevant) negligence, fraud or another type of liability which cannot by law be excluded or limited.

11 GENERAL

- 11.1** TBF or its agents may carry out film or sound recording in or around our venues. By purchasing tickets, you consent to you and your party being included in any recording, and to its exploitation, without payment.
- 11.2** TBF occasionally acts as a box office for external events. These events are not promoted by TBF, and we take no responsibility for any aspect of their programme or operation. Any queries should be directed to the promoter concerned.

12 DATA PROTECTION

- 12.1** Once you have booked tickets online for a TBF festival you have subscribed to our mailing list, your name, email address, address and phone number will be held and processed on our box office and marketing databases. From time to time, we will send you information about the event or similar events and activities using the information you have provided. If you do not wish to receive any further information you should unsubscribe using the link on the email or contact TBF at contact@twyfordbeerfest.co.uk

13 PROMOTER INFORMATION

Twyford Beer Festival, Stanlake Meadow, Waltham Rd, Twyford, RG10 0AB
Website: <https://www.twyfordbeerfest.co.uk/>
Email: Contact@TwyfordBeerFest.co.uk
Tel: 07593 030832