

**GENERAL-**

- a) 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.
- b) Artists and billed attractions may be subject to change.
- c) No trading allowed within the venue without Festival Republic's (FR's) prior consent.
- d) Goods using unauthorised event logos and unauthorised professional recording equipment will be confiscated
- e) Do not buy tickets or goods from unlawful street traders/touts. They are invalid.
- f) 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.
- g) No unauthorised buses, coaches or trucks will be allowed on site.

**REFUNDS -**

- a) Refunds are only considered on major cancellation, substantial alteration or by special exception determined by FR
- b) Refunds should be obtained from the point of purchase, no later than 3 months after the event.
- c) A minimum of the face value of the ticket will be refunded.
- d) Refunds of booking fees per ticket are subject to the T&Cs of the point of sale.

**AGE POLICY -**

- a) No unaccompanied under 16's are allowed on site.
- b) All under 16's must be accompanied by a paying ticket holder, parent or guardian who is over 18 years old and this adult must remain on site throughout the weekend.
- c) Children 0-4 years do not need a ticket.
- d) Children 5 to 12 years need Child tickets in order to attend.
- e) Teenagers who are between 13 and 15 should hold an Accompanied Teen ticket.
- f) Teenagers 16 and over must have a full price ticket.
- g) Those wishing to stay in the 'Family Campsite' must be accompanied by children 16 years or younger.

**TICKETS AND WRISTBANDS -**

- a) Tickets are non-transferable and only valid when purchased from official agents of FR.
- b) Tickets/wristbands purchased from unauthorised sources will be rendered invalid and refused admission.
- c) Tickets must be exchanged for a wristband on first entry at a wristband exchange. No re-admission on ticket.
- d) Tickets must be valid, presented in full, with stubs and not tampered with (in the event of accidental damage, refer to point of purchase prior to event). Tickets remain the property of Festival Republic.
- e) FR will not issue duplicate tickets for lost or stolen tickets.
- f) Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of FR.
- g) The ticket holder is responsible for their tickets until it is exchanged for a wristband and then responsible for their wristband for the duration of the event.
- h) All wristbands remain the property of FR until 12 Noon the day after the last day of the event.

**SECURITY**

- a) FR reserves the right to evict a customer without refund, and/or refuse admission. See Eviction Policy\*
- b) You may be body/bag searched at the entrances, on the site or when leaving.
- c) Any item(s), reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, will be confiscated\*\*.
- d) Any person carrying illegal items or carrying out illegal activity will be given to the Police and refused entry. Please see confiscation policy\*\*.
- e) Anti-social behaviour may lead to eviction\*. Please act responsibly.
- f) Throwing gas, aerosol or similar canisters/containers on to fires is extremely dangerous and will lead to eviction\*.

**DAMAGE/LOSSES**

FR is unable to accept any liability for personal or property damages, losses (including confiscations) or injuries sustained at this event - other than caused as a result of our negligence.

**BANNED ITEMS**

- a) Banned from event - Gas canisters, aerosols over 250ml, airhorns, e-cigarettes, fireworks, flares, glass, illegal substances, drugs, 'legal highs', laser equipment/pens, megaphones, nitrous oxide, sky or 'chinese' lanterns, sound systems, spray cans, tabards/high viz jackets.
- b) Banned from arena - Cans, disposable BBQs, campsite stoves, large and open drinks bottles (500ml are permitted).
- c) Banned inside big tops and enclosed spaces – e-cigarettes, cigarettes, etc. Smoking is not permitted in these spaces.
- d) Generators with the exception of fixed in campervans.
- e) Excessive amounts of food, cigarettes and alcohol. Only bring enough for personal consumption.
- f) Anyone resisting the confiscation of disallowed items or disregarding these conditions will face eviction\*.
- g) Under 18's are not permitted to bring alcohol or to purchase alcohol on site.
- h) It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.

**FIRE AND SAFETY**

- a) Fires are not permitted in the arena.
- b) The burning of plastics, bedding, tents, furniture etc is not permitted anywhere on site.
- c) Smoking is not permitted in enclosed public spaces or buildings including Arena big tops.
- d) Excessive exposure to loud music may cause damage to your hearing.
- e) Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.

**HOUSEKEEPING**

- a) Please use the bins and recycling points provided on and off site.
- b) No animals, other than guide or hearing dogs, are permitted on site.

**INFORMATION & NOTIFICATION – ALL FESTIVAL REPUBLIC EVENTS**

- a) Disabled Facilities are available – please call 020 7009 3000 for further information.
- b) FR events, [www.festivalrepublic.com](http://www.festivalrepublic.com) or call information line on 020 7009 3001 (Mon-Fri 10am - 6pm).
- c) Event website – [www.latitude.com](http://www.latitude.com) for eviction\*, confiscation\*\* policies, safety and travel information.
- d) If any of these T&C's are unclear please contact [info@festivalrepublic.com](mailto:info@festivalrepublic.com)