

1.1.1 All Tickets are sold subject to these Terms and Conditions. Please read these Terms and Conditions carefully prior to purchase and raise any queries with the Promoter prior to purchase. Purchase of any Ticket constitutes acceptance of these Terms and Conditions on your behalf and on behalf of any person for whom you are purchasing Tickets.

1.1.3 These terms and conditions are subject to change from time to time without notice and in our sole discretion. Updated terms and conditions will be posted on [www.snowdonfest.com](http://www.snowdonfest.com)

1.1.5 You must be at least 18 years of age to book with Snowdonfest and if you are under 18 and attending the event, a responsible adult must accompany you. There may be other age restrictions on certain tickets or offers which you must abide by. Security and on site staff will be briefed to ask for proof of age, but any parents/ guardians are ultimately responsible for the welfare of any minors in attendance whether they are accompanying them or not to the event.

## 2 TICKET, PURCHASES AND ENTRY TERMS & CONDITIONS

2.1.5 Tickets are non-transferable and non-refundable. All tickets must be booked under the name of the individual attending the event / redeeming the ticket as ID will be checked on the gate / on redemption. Up until the cut-off date of August 15th 2018, name changes are permitted but will incur a fee of £15, so we highly recommend the ticket is booked in the correct name initially.

2.1.16 Snowdonfest reserves the right to open and close the sale of tickets, and amend ticket prices for the event without prior notification or warning. Where ticket prices are reduced, purchasers of tickets at the higher price have no rights to price matching or refunding of the difference.

2.1.17 All tickets are subject to availability, change, price change or otherwise.

2.1.22 Before you finalise your booking please read all the information that applies to the event and/or ticket. If you or any member of your party had particular requirements you are required to raise these when booking and we will endeavour to address them with the team but cannot guarantee the desired outcome. There is no guarantee any requirements can be met.

2.2 AGE RESTRICTIONS 2.2.1 Young People aged 17 years and under must be accompanied by an adult aged 26 or over – proof of identity and age must be provided on request at the admission gate to the Venue.

2.2.3 It is your responsibility to check the suitability of the Event for any children in your party regardless of official age restrictions, this includes considering the type of audience the Event is likely to attract and whether such an audience is a suitable

environment for children in your party. Refunds will not be issued if any aspect of the Event, including the behaviour of other audience members, causes offence to you or any children on whose behalf you have purchased Tickets.

**2.4 CANCELLATION RIGHTS & REFUNDS** 2.4.1 Tickets and all other purchases are non-refundable and non-transferable unless otherwise stated within our terms & conditions.

**2.5 CANCELLATION, CHANGE OR POSTPONEMENT** 2.5.1 Tickets are sold subject to Snowdonfest right to alter or vary an event programme without being obliged to refund monies or exchange tickets.

2.5.2 If an event is cancelled, you will be offered tickets to a rescheduled event (subject to availability) up to the face value of the tickets. You should retain your tickets to the cancelled event and comply with any other reasonable instructions of Outgoing. Save in respect of cancelled events, tickets cannot be exchanged or refunded after purchase. Your statutory rights are not affected.

2.5.6 Please note that the booking fee and any transaction fees are not refundable in any circumstances.

2.6.3 There will be no admission to the Event, or wristbands issued before the designated opening times on any day of the Event. Wristbands cannot be collected on behalf of other ticket holders as wristbands must be issued directly / placed on the guest's wrist by our staff.

2.6.4 Tickets are valid for the dates of the event only and as specified on the individual tickets. You cannot not enter on any other day / date. Tickets are for single entry / purchase only and can be scanned / redeemed only once.

2.6.5 Entry will not be granted without proof of purchase. You must retain this Ticket on your person at all times during the Event.

2.6.7 Your ticket or wristband will be invalidated if any part of it is removed, detached, altered or defaced. Wristbands will not be reissued or replaced regardless of whether you still have the ticket stub.

2.6.8 Those without wristbands will be refused admission to the site or be removed from the site. In all cases refunds, will not be issued.

2.6.9 You may only leave and then re-enter the site if you have a valid Weekend Wristband and is at all times at the discretion of the festival security.

2.6.10 Admission to an event is at all times subject to any terms, conditions or rules of the team, venue or any of its sub-contractors, including as to time of admission, standards of behaviour and health and safety.

If you breach those terms, conditions or rules then the Promoter or Venue may refuse admission or require you and other associated ticket holders to leave the venue.

A ticket only guarantees you entry if you comply with the regulations at the event including as to time of admission, standards of behaviour and health and safety.

2.6.11 The Promoter reserves the right to refuse you entry to and/or eject you from the Event without refund. In particular but without limitation you may be refused admission to or removed from the Event for any reason which may include but are not limited to: for health and safety or licensing reasons; if you behave in a manner which has or is likely to affect the enjoyment of other persons at the Event; if you use threatening, abusive or insulting words or mannerisms; if, in the Promoter's reasonable opinion, you are acting under the influence of alcohol or drugs; if you demonstrate any form of anti-social behaviour; if you fail, when required, to produce proof of identity or age; if you refuse to comply with the Promoter's security searches; if you carry offensive weapons or illegal or prohibited items or substances if you breach these Terms; and/or if your Ticket is void. You will not be permitted to return to the festival site or purchase further tickets.

2.6.13 By attending an event you consent to filming and sound recording as a member of the audience.

2.6.14 No Dogs or other animals are allowed on site. Those requiring guide dogs should email the team on [info@snowdonfest.com](mailto:info@snowdonfest.com)

2.7 SEARCH AND CONFISCATION 2.7.1 Searching is a condition of entry at Snowdonfest we reserve the right to conduct security searches (including all vehicles) and confiscate any item which in the opinion of Snowdonfest may cause danger or disruption, be a health and safety risk, not be suitable to be taken into the Event or is one of the items not permitted in the Venue as detailed in these Terms and Conditions.

2.7.2 Anyone found in possession of illegal substances or contraband goods will be refused admission to or ejected from the Venue and may also be liable for prosecution. Any items found that may be used in an illegal or offensive manner will be confiscated, regardless of whether or not the item itself is illegal.

2.7.3 You shall not bring all or any of the following into the Venue; fireworks, laser pens, laser equipment, animals (except assistance dogs), bottles, cans or glass containers, or any item which the team considers could be used as a weapon (including sharp or pointed objects such as knives), items with an open flame (see camping section ([H]) for further details) and illegal substances.

2.7.4 Snowdonfest shall be entitled to confiscate any merchandise purchased outside the Venue.

2.8.10 No vehicle access to the venue will be permitted to any public vehicles.

2.10.2 To the extent permitted by law and with your consent, personal information provided by you to Snowdonfest will be used for all purposes reasonably connected with the operations of the Event and the Promoter including (but not limited to): providing you with details of forthcoming connected events, offers and services; providing you with updates as to the latest concessions or any changes thereto and information concerning competitions and other promotional activity; supplying you with the goods that you request or in which the Promoter reasonably believes you may be interested; conducting market research and establishing customer profiles; and transferring or disclosing the information provided to the Promoter's professional advisors and such other parties as it considers necessary in the administration of its business. Snowdonfest will not use or disclose your personal information other than as set out in these Terms and Conditions without your prior consent. You will be given the opportunity to unsubscribe from such marketing communications when you place your order and you can unsubscribe from any email communications you receive following the unsubscribe link

2.13 TICKETING CONTACT, COMPLAINTS AND DISPUTES 2.13.1 Our preferred method to contact you is email, so you should take care to provide a current, valid email address and be aware that your email filter settings may treat our emails as spam or direct them to your junk folder.

2.13.2 You must also provide a valid phone number, ideally a mobile number. Provision of this number assists in endeavours to contact you with regards to any changes to the event and ticketing.

3.1.7 Tickets will not be refunded where they have been used to gain entry to the Event, or where you are able to and choose to attend a postponed Event.

3.1.8 Strictly no trading allowed on the festival site without the festivals consent.

3.2.2 The Event operates licensed bars and you need to be over the age of 18 to purchase alcohol at the Event. Please be aware that if we think that you look 25 years or younger you may be asked to provide proof of identification and if you are unable to do so you will not be served alcohol.

3.2.3 By attending the Event, you give your express consent to your actual or simulated likeness being included within any film, photograph, audio and/or audiovisual recording to be exploited in any and all media for any purpose at any time throughout the world, the copyright to which shall be owned by the Promoter or its contractors without payment or compensation. If you attend an Event with your child aged under 18 years you give the foregoing your express consent on their behalf. This includes filming by the police or security staff that may be carried out for the security of customers.

3.2.4 Due to legal artist performance rights and royalty obligations, You cannot bring any video or audio recording equipment or any camera which is over 35mm or with a detachable lens onto the Venue site. You will not be allowed to enter the site if you bring equipment that, at the discretion of our security, infringes on these rules.

3.2.6 All guests are asked to observe and comply with safety advice, site signage and 'No Smoking' areas. In accordance with Smoke-Free Regulations, the tented arenas and other areas of the Event are designated 'No Smoking' areas. Normal statutory rules and regulations apply and should be observed at the Event and failure to do so may result in ejection from the Event.

3.5 LIABILITY 3.5.1 You agree that Snowdonfest, its servants or agents will not be liable for any loss, injury or damage to any person (including yourself) or property however caused (including by the Promoter or its servants or agents): (a) in any circumstances where there is no breach of a legal duty of care owed by the Promoter or any of its servants or agents; (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury as a result of a breach of a legal duty of care owed by the Promoter, its servants or agents); and/or (c) to the extent that any increase in any loss or damage results from the breach by you of any of these Terms and Conditions.

3.5.2 For the purposes of these Terms and Conditions, "Force Majeure" means any cause beyond the Promoter's control including, without limitation, an act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, royal mourning, national mourning, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements and/or acts or regulations of national or local governments. Snowdonfest will not be liable to you for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.

3.5.3 You agree that the Promoter shall not be liable to you for any indirect or consequential costs, claims, actual or alleged losses howsoever arising out of or in connection with the Event and/or our obligations hereunder including, but not limited to, loss of profits, anticipated profits, savings, business or opportunity, or loss of publicity or loss of reputation, or opportunity to enhance reputation, or loss of contract or other economic or consequential loss arising from the performance (or any failure to perform) these Terms and Conditions.