

## **Terms and Conditions**

### **General**

Under 14's must be accompanied by an adult (a person over 18) with a valid ticket. We cannot act in loco parentis or take responsibility for wandering children.

Tickets cannot be refunded after purchase unless the event is cancelled and will then be handled as per ticketsource's terms and conditions. Partial refunds due to COVID are possible however we cannot refund ticketsource's booking fee.

Tickets cannot be exchanged after purchase.

In the event of the cancellation of the event, we will not be held responsible for any expenses, such as accommodation, transport or sustenance incurred by the ticket holder.

A valid ticket must be produced in order to gain access to the event. The ticket remains the property of the event. You will receive your tickets via email shortly after your booking, please print out and bring with you, or present the e-ticket on your mobile device.

Your ticket only is valid for the length of the session bought.

Tickets may not be re-sold. Tickets that are re-sold are void

Professional photographic, video or audio reproduction of the event is prohibited without our explicit consent.

Ticket holders consent to inclusion in photographic, visual and audio promotion of the event. This photographic, visual and audio material can be used during the event and for any future promotion of this event. If for any reason you do not wish to be recorded in anyway – please make yourself known to event staff on arrival to the venue or by email in advance.

The Event cannot be held liable or responsible for loss of or damage to your personal property at any performance or venue, nor in transit to or from a performance or venue.

The Event reserves the right to add, withdraw or substitute games, and to vary the advertised programme and timings without being liable to pay any compensation whatsoever.

We cannot guarantee everyone will immediately be able to play the game of their choice. Please make use of the pregame sign up sheet if there is a game you particularly want to play.

We cannot guarantee games are suitable for all ages. Age recommendations and in some cases age limits are noted against games in multiple places in the marketing, ticketing and on the day. You are responsible for considering these when booking and making game choices.

### **Ticketing Terms**

Your ticket is a contract between you and the Event, however, ticketsource's terms and conditions should be read in addition to the Event's own terms and conditions.

### **Admission**

The Event reserves the right to refuse admission or to eject a ticket holder for behaviour likely to cause damage, injury, nuisance or annoyance or for failure to comply with the reasonable requests of the event.

No animals (except assistance dogs) are allowed in our venues.

### **Food and Drink**

Alcohol is not allowed into the venue for this event.

Food is allowed but must not contain nuts. Please do not bring in smelly, hot or messy food or

drink's easy to spill. Please be considerate of your food and drink choices when playing and do make use of the facilities in the building for washing hands.

Please consider bringing reusable mugs and water bottles.

### **Parking**

There is no dedicated parking for the Event, however public car parks are available around the town centre. Details on parking options are available on Wokingham Borough Council's website. [www.wokingham.gov.uk/parking-and-transport/parking-and-permits/find-a-car-park/](http://www.wokingham.gov.uk/parking-and-transport/parking-and-permits/find-a-car-park/)

### **Liability**

The Event's liability to the ticket holder or ticket purchaser is limited to the purchase price of the tickets purchased.

### **Disability**

We welcome visitors with disabilities and/or SEN needs. Wokingham Town Hall has a lift and step free access and we would be happy to talk in advance to try to support other needs.

Please contact us on 0118 974 0889 or [artsandculture@wokingham-tc.gov.uk](mailto:artsandculture@wokingham-tc.gov.uk) to discuss your requirements before making a booking.

### **Events Outside the Control of the Event:**

#### **Force Majeure Events**

The Festival will not be held liable for any failure of or delay or interruption to the performance of this agreement for reasons that fall outside the reasonable control of the Festival. These Force Majeure Events include, but are not limited to, transport strikes, earthquake, fire, natural disaster, act of God, armed conflict and terrorism.

#### **Law and Jurisdiction**

The terms, conditions and contracts for purchase of tickets for the Festival will be governed by English law. Any disputes or claims arising from the terms, conditions or contracts will be subject solely and exclusively to the jurisdiction of the English courts.