

## Coed Ffest Event and Ticket Terms and Conditions

“Conditions” mean these Terms and Conditions.

“Event” means Coed Ffest event to be held at the Venue.

“Venue” means the Festival Site and the Campsite at Coed as stated on the Ticket

“Festival Site” means the Fields, Gardens and Campsites, and Spaces around the Main Barn, and all permitted areas to walk;

“Child” means a child or children of 15 and under as at 16th June 2023;

“Youth” means any person(s) aged between 11 and 15 as at 16th June 2023;

“Adult” means any person aged 18+;

“The Organiser” means Edible Culture Operative staging the Event. The Edible Culture Operative (Ediculture) 1076110, its trustees, representatives, and “Our” shall be read accordingly;

“The Holder” means you or anybody who in The Organisers reasonable opinion is acting with your authority or permission and “Your” shall be read accordingly;

“Ticket” means any Ticket (paper or digital) or Wristband (as applicable) issued for the Festival by the Organiser to include but not limited to Weekend, Day, Resident, Crew, Child, Youth, and Campervans;

“Attendees” means all those attending the Event including all guests and crew;

“The Main Barn” means the main converted barn on site.

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- tickets are available through <https://snappytickets.co.uk/events/coed-ffest/>
    - Requests will be processed on a first come first served basis.

Age restriction – 16+ UNDER 16 YEARS MUST BE ACCOMPANIED BY AND ADULT 18+ (3 UNDER 18S TO 1 ADULT)

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Please read through our Terms and Conditions prior to purchase. Full terms and conditions and further event details are available on the event website. Venue Terms and Conditions are available upon request.

1. Tickets are issued subject to the following Terms and Conditions of Edible Culture Operative (The Organiser), the Event and the Venue (Coed Rural Art Space). The Ticket will be exchanged for a wristband issued at the gate, affixed by the Organisers staff, subject to the rules and regulations of the Venue to which this ticket applies (which are available from the Venue upon request and to the Organiser's Terms and Conditions as listed here and which are available at the Organiser's website (coedffest.org) or upon request. The Holder must retain the counterpart Ticket on his or her person at all times. Wristbands must be fixed prior to entering the Venue. The Organiser reserves the right to refuse entry to the Bearer or to eject the Bearer, where the wristband has been incorrectly affixed and, in either case, where the wristband has been damaged or tampered with.
2. The use of this Ticket shall constitute acceptance by the Holder of the Terms and Conditions, and imply an undertaking on the part of the Holder to observe them and any other notice or regulation issued by the Organiser and displayed at the Venue.
3. The Organiser reserves the right to refuse admission to the Holder if, in the reasonable opinion of the Organiser, the Holder of the ticket might be a risk to the safety of the Attendees and / or the Holder and / or affect the enjoyment of the Attendees and / or the running of the concert; for example if the Holder appears to be under the influence of alcohol and / or drugs and / or is acting aggressively and / or inappropriately.
4. The Organiser reserves the right to search the Holder and the Holder's property and refuse admission to, or eject from the Venue any person who refuses to be searched by a member of staff or steward
5. The Organiser reserves the right to search all people and personal property upon entry to and while at the Venue. Glass items, candles, gas canisters, flares, Fireworks, knives, illegal substances, drugs, 'legal highs', laser equipment/pens, megaphones, nitrous oxide, animals, fireworks, smoke canisters, poles, banners, flags, umbrellas, picnic equipment or other similar articles that can be classified as a 'weapon', drones and any items which in the absolute discretion of the Organiser are considered to be a risk to the safety of the Attendees, and any person in possession of any such articles may be refused entrance.

6. The Organiser reserves the right to refuse the use of single use plastic, and glass, anywhere in the Venue
7. NO glass can be brought on site.
8. Home bought alcohol is permitted in the Campsite only.
9. Only reusable drinking bottles and/or cups are permitted.
10. Cooking by means of open fires and BBQs is strictly prohibited.
11. Due to licensing regulations, it is prohibited to bring alcohol into the Main Barn area and must be kept to rest of the Festival Site or the camping area only.
12. The Organiser does not accept responsibility for any loss, injury or damage to the Holder or the Holder's property. We are also a working farm and therefore there are natural hazards which are unavoidable.
13. No professional cameras, video recorders or any form of professional audio-visual recording equipment will be allowed into the event arena.
14. No cans or alcohol or food are allowed to be brought into the Main Barn. A range of food and drink will be available within the Festival Site, and its ok to bring your own food into the fields around the Main Barn.
15. ID will be required in order to purchase alcohol for those who appear under the age of 25 years.
16. The Holder may be ejected from the Venue if the Holder fails to comply with the reasonable instructions of a steward or other person acting on behalf of the Organiser.
17. If under any circumstances we need to cancel the event due to the booking process our cancellation date is 23<sup>rd</sup> May. All Tickets will be refunded or moved to a future event at the same cost. If under unforeseen circumstances we need to cancel the event beyond that date, due to pandemics, local or national emergencies, or circumstances beyond our control, we will cancel the Event.
18. If the Event is **cancelled**, the Holder may ask that The Organiser either a) refunds the face value of the ticket or b) subject to availability offer the Holder a replacement ticket for an alternative show promoted by the Organiser featuring the act of the cancelled performance. This multiple artist event is judged by reference to the overall theme rather than the individual acts scheduled to appear. Therefore, if for unavoidable circumstances a scheduled artist is unable to perform but the Organiser continues to run the event, no refunds will be issued.
19. **Tickets cannot be exchanged or refunded unless the event is cancelled, rescheduled or where there is a material change to the Event.** A 'material' change is a change which, in The Organiser's reasonable opinion, makes the Event materially different to the Event that purchasers of the Ticket, taken generally, could reasonably expect. Please note that the following are not deemed to be "material" changes; adverse weather conditions; changes of any supporting act; changes to individual members of a band; changes to the line-up of any multi-performer event; curtailment of the event where the majority of an event is performed in full.
20. If the Event is cancelled, the Organiser shall not be liable for any costs or expenses wasted or incurred by the Holder including, but not limited to, accommodation or transport costs, or any direct or indirect losses or damage of whatever kind.
21. **Booking fees and postage costs are non-refundable.**
22. If leaving the site for any reason, make sure you have your wrist band on, for re-entry.
23. No duplicate wristbands will be issued for lost or damaged tickets. i) A wristband may be invalidated if any part of it is removed, altered, torn or defaced.
24. In the event of any breach of any of these Conditions by the Holder, the Organiser reserves the right to cancel your ticket and retain any money paid for it.
25. Please be warned that repeated and prolonged exposure to amplified sound may cause permanent hearing damage.
26. **Maximum ratio of 3 Child or Youth per 1 Adult.**
27. It is the Holders responsibility to ascertain whether an Event has been cancelled or re-scheduled and the date and time of any re-scheduled Event. Where an Event is cancelled or re-scheduled, The Organiser will use its reasonable endeavours to notify The Holder using the details The Holder provided at the time of ordering. The Organiser does not guarantee that The Holder will be informed of such cancellation before the date of the Event. It is also The Holders responsibility to inform the point of sale from where The Holder bought the Ticket of any change to the contact address, telephone number or email address The Holder provided at the time of purchase.
28. The Organiser will not be liable for any loss, injury or damage to any person (including yourself) or property however caused: (a) in any circumstances where there is no breach of a legal duty of care owed by The Organiser, (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 Organiser); or (c) to the extent that any loss or damage results from breach by The Holder of any of the Terms and Conditions.
29. Tickets are personal revocable licences and shall always remain the property of The Organiser. Any Ticket obtained in breach of the Terms and Conditions will be void. Any person seeking to use a void Ticket may be refused entry to, or ejected from, the Venue without refund, and may be subject to legal action. Tickets may not be offered as a prize in a promotion or competition or transferred, lent or sold to any third party for profit or personal gain, as part of a hospitality or travel package or used for any other commercial purpose without the written consent of the Organiser. Tickets purchased from unauthorised sources, including from Internet touts or via Internet auction sites will be void and will not permit entry to the Venue.
30. The Holder must comply with all instructions given to them by The Organiser and/or all Venue stewards and staff. The Organiser reserves the right to restrict access to parts of the Venue.

31. If before or during the Event the Holder has a complaint in relation to the Event (including without limitation, in relation to The Holders ability to view the Event), please speak to The Organiser or a steward promptly. The Organiser will use its reasonable endeavours to rectify the situation which is the cause of The Holders complaint, however under no circumstances shall The Organiser be under any obligation to rectify the situation.
32. You must not leave any bags or other items of personal property unattended in the Venue. Any personal possessions or other items (including without limitation clothing, wallets and mobile telephones), which are found in the Venue, shall be retained by the Venue for a period of **30 days** following their discovery. During this period, You may collect any item which belongs to You from the Venue upon reasonable proof of identification and ownership. If, upon the expiry of 30 days from the date of its discovery, any item has not been collected by You, The Organiser reserves the right to dispose of any such items as it sees fit without any further liability to You (notwithstanding anything else in the Conditions). Where possible, any uncollected items will be donated to charity.
33. The Holder shall not offer or distribute (either free or for sale) within the Venue any consumer article or commercial product of any nature or purchase any such item from any vendor not authorised by the Organiser
34. We will have specific facilities available for our disabled customers who will also have access to disabled toilets & other facilities. If you need further assistance, please email [info@coedffest.org](mailto:info@coedffest.org) prior to the Event or speak to one of our stewards on the day. Please be aware that the Festival is on a green field site and some areas will be hard to negotiate particularly in poor weather conditions.
35. Adults are reminded that there are areas of the Venue, especially immediately in front of the stage and some bands or acts that may be inappropriate and may contain adult content. Any Adult is responsible entirely for the safety and welfare of any Infant and/or Child and/or Youth in its party.
36. In the event of a Child and/or a Youth being refused entry to the Venue or being removed from the Venue, the accompanying Adult will take sole responsibility for the care and control of the Child and/or Teenager and the Organiser will bear no responsibility.
37. There is a designated area on the campsite for Families which is subject to availability. There is a Kids' Zone which provides entertainment for the Child and Youth during the Festival. The Child must be accompanied by an Adult at all times.
38. Our photographers and videographer will be on site, capturing images and video recordings of the festival and the attendees. The Ticket Holder has no rights to these images, and The Organiser or any authorised third party is entitled to free use of these images and recordings in any reasonable manner without claim.
39. We store your personal data when purchasing tickets. This data will be treated in accordance with GDPR regulations. We will not, unless we are legally compelled, release personal data to any third party. We may contact you with Coed Ffest related news and information.
40. The Organiser have the right to revise and amend these Terms and Conditions from time to time to reflect changes in market conditions affecting our business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities.
41. These Conditions of Issue are governed by English law. Any dispute arising out of or in connection with them shall be subject to the jurisdiction of the English Law.
42. These Conditions do not and shall not affect Your statutory rights as a consumer. For further information about Your statutory rights contact Citizens Advice, Consumer Direct or the Department for Business, Innovation and Skills.