

Terms and Conditions

These Terms and Conditions are for ticketed and non-ticketed events held and attended at Hopleys Family Camping, The Rustic Kitchen or Hopfest. Here known after as The Event Holder/s.

Tickets, Times, Refunds and Cancellation

- In these terms and conditions, we will refer to whom purchases the 'tickets' as 'You'.
- 'Ticket' in these terms and condition, is a term used for a 'place/ participation/ entry' purchased at one of The Event Holder/s, events.
- Only customers holding a valid ticket will be admitted to the event. There are a limited number of tickets (and different types of Tickets) available for each Event, and therefore purchase of Tickets is strictly subject to availability.
- You must retain this ticket or wristband on your person at all times during the event.
- For wristband for 18 and over, you will need proof of identification. This band will not be accepted as proof of identification for purchase of alcohol on site.
- **We sell none refundable, reusable cups. You are welcome to bring your own however it must be marked with government standard 'CE Marked'. We do not provide one use disposable cups.**
- Upon purchase, please check tickets carefully as mistakes cannot always be rectified after purchase.
- **Tickets are none refundable.** In extenuating circumstances your case may be reviewed The Event Holder's management team.
- Price and availability information is subject to change without notice.
- Ownership or possession of a ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy, or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on or in the ticket.
- Tickets are sold subject to The Event Holder/s right/s to alter or vary the published event programme which may result in changes to the performance line-up, playing times or any other aspect of the event. The Event Holder/s reserves all rights in this regard. Any published start and finish times of a performance at the Event are estimates only and are subject to change
- Refunds should be obtained from the point of purchase, no later than 3 months after the event.
- In the event a ticket is refunded, all personal arrangements including travel, subsistence and accommodation in relation to the Event which have been arranged by you are made at your own risk and The Event Holder/s will have any liability for any such loss of enjoyment or wasted expenditure in addition to refunding the face value of the Ticket.
- Tickets are not transferrable and cannot be exchanged.
- Tickets bought from unauthorised agents are not valid and admission will not be granted to the event with any ticket bought from unauthorised agents.
- Occasionally, events are cancelled or postponed by The Event Holder/s, team, performer or site for a variety of reasons. If the event is cancelled, please contact us for information on receiving a refund from the responsible party. If the event was moved or rescheduled, the site or The Event Holder/s may set refund limitations. It is your responsibility to ascertain the date and time of any rearranged event.

- We reserve the right to cancel any ticket booking which we reasonably believe to have been made with a view to resell such tickets or where the ticket has been purchased using fraudulent means, such as credit card fraud.
- We reserve the right to refuse entry to late arrivals.
- Tickets may be restricted to a maximum number per person, per credit card or per household.

The Event

- **Well behaved dogs are welcome however they must be kept on leads at all time and cleaned up immediately.**
- The Event Holder/s reserves the right to refuse you entry to and/or eject You from the Event. In particular but without limitation 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 The Event Holder/s reasonable opinion, you are acting under the influence of alcohol or drugs.
 - You fail, when required, to produce proof of identity or age.
 - You refuse to comply with The Event Holder/s security searches.
 - You breach these terms.
 - Your ticket is void.
- If before or during the event you have a complaint in relation to the event including without limitation in relation to your ability to view the event, please go to the main gate or bar for more information.
- **Warning** - Prolonged exposure to loud noise may cause damage to your hearing. Please be aware that strobe lighting may be used during certain events.
- The events operate licensed bars and you need to be over the age of 18 to purchase alcohol at the events. 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.
 - Valid proof of age:
 - Current Passport
 - Current UK Driver's License or Provisional License
- By attending the event, you give your express consent to your actual or simulated likeness being included within any film, photograph, audio and/or audio-visual 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 Event Holder/s or its contractors without payment or compensation. If you attend an event with a 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.
- 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 site.
- You shall not bring all or any of the following into the site: fireworks, laser pens, laser equipment, animals (except dogs), **your own food and drink**, bottles, cans or glass containers,

or any item which The Event Holder/s considers could be used as a weapon including but without limitation to sharp or pointed objects such as knives, items with an open flame e.g., candles, barbeques gas/paraffin lamps, sky lanterns, gas fires etc.

- You must comply with any and all instructions given to you by The Event Holder/s and/or all site stewards and staff at the event.
- All guests are asked to observe and comply with safety advice, site signage and 'No Smoking' areas. Normal statutory rules and regulations apply and should be observed at the event and failure to do so may result in removal from the event.
- You shall not bring into the site or display or distribute at the event any sponsorship, promotional or marketing materials.
- Anti-social behaviour and illegal activities, including use, supply and possession of illegal substances will not be tolerated and you will be ejected from the site or event without refund.
- To the extent permitted by law and with your consent, personal information provided by you to The Event Holder/s will be used for all purposes reasonably connected with the operations of the Event and The Event Holder/s 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. The Event Holder/s will not use or disclose your personal information without your prior consent.
- Certain advertised activities are not included in the price of your ticket, and are subject to an additional fee being payable.
- Any person, The Event Holder/s who is not a party to these Terms and Conditions shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions.

Liability

- You agree that The Event Holder/s will not be liable for any loss, injury or damage to any person including yourself or property however caused including by The Event Holder/s;
 - In any circumstances unless due to the negligence of The Event Holder/s.
 - In circumstances where such loss or damage is not a reasonably foreseeable result of any such breach, death or personal injury due to the negligence of The Event Holder/s.
 - To the extent that any increase in any loss or damage results from the breach by you of any of these Terms and Conditions.
- You agree that The Event Holder/s will not be liable for 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.
- You agree that The Event Holder/s 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.