

Terms and Conditions - please note the terms below relate to all VIP ticket holders and all pre-registered visitors/ticket holder as well as all those visitors who attend on the day except where indicated. The terms 'Event ticket (s)' or 'ticket (s)' refers to both VIP ticket holders and pre-registered visitors.

- Parental supervision of children under the age of 16 will be required AT ALL TIMES. Please note all activities are enjoyed at your own risk, and neither the organisers, venue or class hosts take any responsibility for any loss or injury however caused
- In the event of lost or forgotten tickets, access will still be granted. We ask that the cardholder presents the card that the tickets were booked with as identification as well as your confirmation email. Any other forms of I.D. or letters of authorisation are presented at your own risk and may result in the tickets being withheld at the box office. The organisers will not be held responsible for any delays or queues onsite resulting from the processing of lost tickets
- All attendees on surrender of their event ticket on the day(s) of the show will be entered into the prize draw. The winners of which will be announced post-show and advised by telephone. Terms and conditions apply. Those buying tickets on the day, those who have forgotten their tickets or those who are turning up on the day only will unfortunately not be able to participate in the draw. Winners may be asked to collect their prizes.
- Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled, moved to another date, or if details of the event are significantly changed after an order is placed (significant changes being a change of headline act (concerts only), venue or show time).
- The ticket remains the property of the organisers and is a personal revocable license which may be withdrawn and admission refused at any time upon refunding the printed purchase price where relevant.
- Tickets are issued subject to the terms and conditions of the event organisers and venue. Breach of any of these terms and conditions or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the organisers to eject you from the venue.
- Policies set forth by our Event Partners, may prohibit us from issuing exchanges or refunds after a purchase has been made or for lost, stolen, damaged or destroyed tickets. When you receive your tickets, please keep them in a safe place. Retain the confirmation email as this contains a link back to your ticket
- Tickets may be subject to a per ticket service charge and a non-refundable per order handling charge.
- Unlawful resale (or attempted unlawful resale) of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation.
- A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal permission is given by the organisers, provided

that even if such consent is obtained, use of trademarks and other intellectual property is subject to the organiser's prior consent.

- We will not be responsible for any tickets that are lost or stolen.
- We reserve the right to cancel bookings which it reasonably suspects to have been made fraudulently.
- Tickets may be made available free of charge to exhibitors and promoters and may also be distributed free of charge for competition prizes and marketing purposes.
- For information about a purchase you've made or pre-registration you have made please contact us, quoting your email address used at the conclusion of placing the order or contact clare@whatson4.co.uk.
- It is your responsibility to check your tickets; mistakes cannot always be rectified.
- While we try and ensure that all prices and content on our website is accurate, errors may occur. If we discover an error in the price of tickets you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price (and credit or debit your account as applicable) or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect ticket price for the tickets, you will receive a full refund from us.
- It is your responsibility to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, we will use reasonable endeavours to notify ticket holders of the cancellation once we have received the relevant authorisation from the Event Partner/venue.
- We do not guarantee that ticket holders will be informed of such cancellation before the date of the event. If the event is cancelled, please contact us via our online contact form for information on whether you are entitled to receive a refund from the responsible party. The organisers cannot guarantee that they will inform the customer of any changes to the event date, time or venue.
- Unless indicated otherwise in relation to a particular event, if an event is cancelled, ticket holders will be offered tickets at any rescheduled event (subject to availability) up to the face value of the tickets or, if the ticket holder is unable to attend the rescheduled event or the event is not rescheduled, a refund. Refunds for tickets purchased prior to the date of the original event will be given up to their face value plus the relevant per ticket booking fee. If the event is moved or rescheduled, the Event Partner may set refund limitations. In order to claim your refund, please apply in writing to your point of purchase. You must enclose your unused tickets and comply with any other reasonable instructions of The Organisers. For accounting purposes your unused tickets must be received within 28 days from the date of the cancelled event. This does not affect your statutory rights. We regret that tickets cannot be exchanged or refunded after purchase.

- Tickets are sold/released subject to the organisers / Event Partner's right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.
- By attending, visitors consent to photographs and film coverage being used at the organiser's discretion. Ticket holders and event attendees grant consent for their image and sound to be captured in any format and used in future marketing material.
- The organisers will attempt to ensure ease of access by car and parking availability but cannot be held responsible if parking is unavailable on the day due to demand or circumstances out of the organisers control
- Please note terms and conditions apply for all competitions attached to the event. Please see below for full details or ask the organisers for more information
- Data protection - we do not share your details with any other parties outside of the event without your permission but we may contact you in the future for various reasons to include advising you whether you have won a prize or regarding future events. Please contact clare@whatson4.co.uk if you DO NOT wish to be contacted or need more information re this issue.
- The organisers and venue reserve the right to refuse admission should patrons breach any terms and conditions of the venue, organisers or Event Partner. The venue may on occasions have to conduct security searches to ensure the safety of the patrons.
- Any attendees arriving 20 minutes or less from the event's published closing time may not be permitted entry.
- Unaccompanied children aged 16 and under will only be permitted entry at the organiser's discretion.
- There will be no pass-outs or re-admissions of any kind unless agreed on the day.
- The unauthorised use of photographic and recording equipment is prohibited. Tapes or films may be destroyed. Laser pens, mobile phones, dogs (except guide dogs) and patron's own food and drink may also be prohibited (please also check with the venue policy).
- The venue and organisers accept no responsibility for any personal property.
- The organisers shall have no further liability beyond the face value of the ticket purchased plus the relevant per ticket service charge. The organisers shall not be liable for any loss of enjoyment or wasted expenditure.
- Personal arrangements including travel, subsistence and accommodation relating to the Event which have been arranged by you are at your own risk.
- Nothing in these terms and conditions seeks to exclude any liability of the organisers or the Event Partner for death or personal injury caused by its negligence, fraud or other type of liability which cannot by law be excluded or limited.

- The organisers and or venue staff reserves the right of entry and to refuse admission to, or remove from, the event any person who is, in their opinion, disorderly or objectionable.
- No impropriety of language, dress, dance, gesture or personalities shall be permitted at any function and the organisers will maintain and keep good order and decent behaviour during the event.
- Visitors will comply fully with all Rules, Regulations, Orders, Bylaws etc. whether for ensuring public order, safety and decency or for any other purpose whatsoever affecting the use of the venue for the purpose for which the Hirer uses it, and with all requirements of the Police and Fire Authorities. Visitors must not behave in such a way that will result (a) in damage to the property or (b) in a breach of public order, safety and decency.
- No visitors shall be permitted at any time to promote, canvas or advertise any non-exhibiting company or organisation nor distribute fliers or advertising material without the strict prior permission of the organisers.
- Any company or individual acting in such a manner will be immediately ejected from the event with no prior warning.
- Please note the organisers will not take responsibility for any inaccuracies, amendments or disparities to the published exhibitor list or event line up/content as compared to the event in reality nor for any information as provided by the venue or 3rd parties.

Competition Terms and Conditions

- Entrants must be aged 18 years or over and resident in England, Scotland or Wales.
- Entries must be received by the closing date specified in the competition details. The winner will be notified within 14 days of the closing date by the email address they provide or by telephone. If no response is received within 30 days another draw will take place.
- Entry to each competition can only be made by completing the forms online
- Competition winner's name and county will be available from the Winner's List, Canal Marketing LLP, 14 Claremont Road, Claygate, Surrey KT10 0PL 30 days after the competition closes. Please send a SAE and specify which competition you require details for.
- Acceptance of the prize(s) will be deemed as permission by the entrant to take publicity photographs and interview the winners and for these to be used by Canal Marketing LLP in any media publication.
- The prize(s) is as specified in the competition details. The prize(s) will either be delivered to the winners within 8 weeks of the competition closing date or the winners may be asked to collect the prize from the event/venue.
- There is no cash alternative to the stated prize. Promoters reserve the right to offer a similar prize, or a prize of equal or greater value, if the stated prize is unavailable.
- The promoter's decision is final. No correspondence will be entered into.

- The promoter of these competitions is Canal Marketing LLP, 14 Claremont Road, Claygate, Surrey, KT10 0PL.
- The organiser and its affiliates, successors, or assigns may enforce these terms in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999 (the "Act"). Except as provided above, this agreement does not create any right enforceable by any person who is not a party to it under the Act, but does not affect any right or remedy that a third party has which exists or is available apart from that Act.
- The organisers reserve the right to make changes to these terms and conditions.
- All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with the organisers are subject to the exclusive jurisdiction of the English Courts.

CSW23052014