



ONLINE AND TICKET SALES TERMS AND CONDITIONS

RESTFEST EVENTS LTD hereto referred to as the Event Organiser, and are the Producers of RESTFEST Festival.

1. Tickets are not refundable under any circumstances other than cancellation of the event or unless the event is moved to another date which prohibits you from attending. In this instance the full value of the ticket (less any booking fees, transaction fees, credit card charges and insurance) will be refunded. Refund requests must be received within 7 days of the cancellation notice.

2. We only provide booking confirmation via email for entry to our events. In order to redeem you must provide event staff with your name and proof of ID.
3. When purchasing eTickets, all customers on one order should arrive together. If purchasing for a large group, who may arrive at different times, you should purchase tickets separately.
4. Ticket holders will be informed of any cancellation. In the event of cancellation a full refund will be made.
5. The Rules and Regulations of the venue, Event Organiser or promoter, for which Tickets were purchased, must be adhered to.
6. Venue management reserves the right to refuse admission and may conduct security searches on entry. Should you be refused entry for any reason, we are not liable to refund you for the ticket you have purchased.

There is no obligation to refund monies or exchange tickets if management alters or varies the programme due to events or circumstances beyond its control. All Tickets are sold subject to line-up changes.

9. There is no obligation to refund monies or exchange tickets should an event organiser subsequently offer any discount or promotion that makes tickets available at a price lower than that previously paid by any customer.
10. Tickets are transferable.
11. The Event Organiser and venue management accept no responsibility for any personal property.
12. Ticket holders consent to photography, filming and sound recording as a guest at RESTFEST. Should you wish to avoid being filmed / photographed please notify RESTFEST receptionist.
13. All of these terms and conditions are governed by English law.

14. Tickets may be restricted to a maximum number per person. We reserve the right to cancel tickets purchased in excess of this number.
15. The Event Organiser reserves the right to cancel any tickets we believe to have been purchased fraudulently.
16. Our terms and conditions are in line with Which? Consumer Rights
17. We use Stripe & PayPal to collect and process all online transactions. Card details are entered on a secure page. No personal details will be passed on to third parties.
18. The Event Organiser does not accept any liability for any losses or claims arising from any inability to access the website, any interruption or any failure to complete a transaction.