



Stags Head Events

Hits of the Musicals Booking Terms and Conditions

1. General

- 1.1 References to “you” and “your” in these booking terms include the first-named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred
- 1.2 Our booking terms form part of our contract with you and are legally binding so please read them carefully
- 1.3 A contract is only formed once we have issued you with an email booking confirmation setting out the full details of your tickets and any other services booked. We will only issue your booking confirmation once full payment has been received. Please check your booking confirmation carefully and contact us immediately at stagsheadevents@gmail.com if anything on the booking confirmation appears to be incorrect or incomplete.
- 1.4 The person who makes the booking will be deemed to be the lead name for the booking and will be listed as the contracting party on the booking confirmation. The lead name will be responsible for advising us of any amendments or cancellations. We are only authorised to accept amendments and cancellations notified to us by the lead name in writing, including by email.
- 1.5 By making the booking, the lead name confirms that he/she:
 - (a) Has read these booking terms and is authorised to, and agrees to, enter a contract with Stags Head Events in accordance with our terms and conditions on behalf of all parties named in the booking
 - (b) Consents to our use of information in accordance with these booking terms and our privacy policy
 - (c) Is over 18 years of age, and where placing an order for tickets or other services with age restrictions, declares that he/she and all members of the party are of the appropriate age to purchase those tickets or services.
- 1.6 Stags Head Events reserve the right to:
 - (a) Refuse admission in any circumstances
 - (b) Evict any person breaching the terms and conditions of entry, committing a criminal offence, behaving in a disorderly manner or in a way that has an adverse effect on public safety, or behaving in an anti-social manner or in a way that causes a public nuisance, or in any manner which contravenes the COVID19 guidance set out below and/or by HM Government from time to time.
 - (c) Evict all members of any group of persons where that group is behaving in a persistent anti-social manner.
 - (d) In order to facilitate the security, safety and comfort of all guests, Stags Head Events may refuse entry to ticket holders who attempt to enter the licenced Festival site, or any surrounding land used by the Festival

(including car parks) that constitutes the Festival footprint, (hereafter the "Festival Site") with contraband goods and / or prohibited articles.

2. Payment and Fees

- 2.1 To make your booking, you must pay the total price of your festival ticket and any other services that you have selected in full at the time of booking. No booking confirmation will be issued until the full amount has been received.
- 2.2 We accept most credit and debit cards as well as other forms of payment. Please check our website for details.
- 2.3 We take all reasonable care to ensure that our website is secure and to ensure that it is not possible for any third party to access your payment or other personal information. However, we cannot be held liable in the event that any third party obtains personal data or information in an unauthorised manner, unless due to our own negligence.
- 2.4 By entering your payment details, you confirm that the payment details belong to you. All credit and debit cardholders are subject to validation checks and authorisation by the card issuer. If your card issuer refuses to authorise payment, we will not be able to process your booking.

3. Festival Tickets

- 3.1 Only Stags Head Events are authorised to sell tickets for the Retro Fest at Rutland Showground. No other site or agency will be allocated tickets. Any tickets used to attempt to gain entry to the festival that are not provided by Stags Head Events will not be allowed entry.
- 3.2 Entry into the festival is only permitted on production of a valid ticket or pass. We will supply tickets to you in advance of the festival date. You will be provided with an e-ticket via email. You must bring that e-ticket and present it at the check-in point to enter the festival. You must use the e-ticket issued in your name and no other e-ticket. You must not allow others to use your e-ticket. If someone else has used your e-ticket you will not be allowed entry.
The festival organiser may refuse you entry if you fail to produce all the aforementioned documents. See our terms and conditions.
 - (a) Tickets purchased will only feature the lead bookers name. All parties must arrive together, as you will be asked for ID upon arrival which will be compared to that on your e-ticket. If you are planning to arrive separately to the lead booker, you must contact us to make us aware.
- 3.3 Customers must comply with last entry times, codes of conduct and all other requirements of the festival organiser and the festival organiser has the absolute right to determine entry.
- 3.4 Artists and attractions included in the festival programme may be subject to change. We will advise you of any changes as soon as we have been informed. The terms and conditions of the festival organiser apply to any changes and changes are generally not refundable.
- 3.5 Festival tickets are generally non-refundable and non-transferable unless the festival is cancelled or rescheduled by the organiser/promoter in accordance with the festival terms and conditions.
- 3.6 Admission is at ticket holder's own risk. Stags Head Events will not be held liable for any loss, injuries or damages sustained at the event including damage, theft or losses to property and motor vehicles, if the cause is due to

- the negligence of the ticket holder or the actions of other patrons or third parties or force majeure
- 3.7 Duplicate tickets will not be issued for lost or stolen tickets
- 3.8 Tickets are only valid when purchased from official agents. Tickets bought from other sources will be refused admission
- 3.9 Entrance to the Festival is subject to both the Festival's Photography Policy and the Broadcaster Internet and Filming Policy. Ticket holders may not use photographic, recording or filming equipment on the Festival site for commercial gain without the Festival's prior written consent:
- (a) A person may be denied entry to, or removed from the Festival Site if they are in possession of any equipment capable of taking photographs, making films, sound recordings or broadcasts; or if they take or make any photograph, film, sound recording or broadcast of anything occurring inside the Glastonbury Festival for commercial gain.
 - (b) A person may enter the Festival Site with equipment referred to in 3.9.(a) above where it is integrated into electronic communications apparatus designed for personal private use (such as a mobile telephone) and/or a personal stills camera, but that person may still be removed in accordance with paragraph 3.9.(a) above if they use or attempt to use that device for commercial gain.
- 3.10 As a condition of sale, the ticket holder consents to being filmed, photographed, and recorded for television, radio, webcast, and other communication to the public in any medium and/or for any video, DVD or similar or any projection or digital mapping as part of the audience, and/or by any CCTV cameras and recordings operated by or on behalf of and made by or on behalf of SHE for public safety and security purposes
- 3.11 Wristbands removed from the wrist or tampered with will be rendered invalid and will not be replaced. Lost or missing wristbands will not be replaced. Those without wristbands will be refused admission to the site or may be removed from the Festival Site.
- 3.12 Anyone under the age of 16 must be accompanied to the Festival by a responsible adult (aged 18 or over), who would usually be the parent, carer, legal guardian or other adult entrusted with the care of that child) who accepts full responsibility for all under 16s attending under their supervision.
- 3.13 Stags Head Events will comply with all current HM Government legislation and as a condition of attendance, ticketholders will be required to comply with this legislation and any associated statutory guidelines, and accordingly, where necessary Stags Head Events reserves the right to vary and amend these terms and conditions (solely to the extent necessary to accommodate such changes to legislation and guidance). In particular this will apply to any public health rules, policies, advice and guidance which can be subject to change at short notice
- 3.14 As a condition of attendance, ticket holders are required to provide basic personal data which may be shared with the relevant statutory bodies (e.g. DHSC) in order to facilitate any necessary mitigation measures, such as 'Test and Trace' operations. Ticket holders may also be required to undertake and demonstrate evidence of vaccinations received or testing undertaken, in an approved manner in advance of the event and / or on entrance to the site, and / or scan a venue check-in QR code on entrance to the site.

4. Cancellations and Amendments by You

- 4.1 If you wish to cancel the festival ticket or any other service that you have booked after your email booking confirmation has been issued, you must notify us in writing and cancellation shall not take effect until the notice is received by us. Cancellation up to three weeks prior to the event can be refunded. If you cancel within three weeks of the event date, your booking will not be refunded.
- 4.2 If you do not arrive at the venue by the time/date printed on your booking confirmation, this is usually deemed to be a cancellation by you and no refund will be payable to you.
- 4.3 A name change for a festival can be processed. An administration fee will be charged for a name change (currently £5). To arrange this, you will need to contact us as soon as possible.
- 4.4 Stags Head Events does not offer refunds in the event of lost or stolen tickets or where the ticket holder cannot attend the festival due to reasons beyond the Festival's control. You might consider it prudent to insure the value of your ticket in the event of such loss.

5. Health and Safety

- 5.1 You must always comply with all health and safety requirements of the festival organiser. If you breach any of these requirements or your behaviour or conduct, in the reasonable opinion of the supplier, causes or is likely to cause danger to, upset or distress anyone else or damage to property, you may be refused admission or be asked to leave. Stags Head Events shall not have any liability to you in these circumstances and no refunds shall be given.
- 5.2 Your vehicle may be searched by security personnel at the vehicle gates on entry to the festival car parks; in the car parks themselves; or anywhere on the Festival Site.
- 5.3 You may be searched in the car parks or at the entrance. Any items which the organisers consider may be used in an illegal or offensive manner shall be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may be searched. Anyone resisting confiscation of disallowed items or disregarding these conditions will face eviction from the Festival Site.
- 5.4 Any individual that refuses such a search may be refused entry.
- 5.5 Security and stewards with considerable experience have been engaged to deploy personnel and facilities as appropriate to manage the event.
- 5.6 A constant system of risk assessing will determine the appropriate course of action and will be managed by the Event Health and Safety Manager.
- 5.7 Any individual who appears to be under the influence of drugs and illegal substances will be automatically refused entry and/or removed from the site.
 - (a) Every effort will be made to stop drugs being on the site, and anyone found in possession of any illegal substances will be removed from the site.

6. Special Requests and Medical Problems

- 6.1 If you have any special requests, you must advise us at the time of booking. We will aim to meet any reasonable requests; however, we cannot guarantee that any request will be met.
- 6.2 If you or any member of your party has any medical problem or disability that may require assistance, please tell us before you book, or if diagnosed after

you confirm your booking, as soon as possible after you become aware. If we reasonably feel unable to properly accommodate the needs of the person concerned due to health and safety concerns, we reserve the right to decline your booking or, if full details are not given at the time of booking, cancel when we become aware of these details. Extra charges may apply to special arrangements put in place on your request. These will be advised to you at the time of booking.

7. Data Protection

7.1 When you make a purchase on our website, we will collect your personal data such as name, address, and email address to make arrangements for your booking and otherwise as necessary to fulfil the contract for your booking. Your personal data may be shared with external companies such as payment providers. The personal data that we collect and share for the purpose of arranging the festival may also include health or mobility information. We will not share your personal information with anyone.

Information correct as of 02/11/21