

TERMS & CONDITIONS OF ENTRY

TERMS OF REFERENCE

1. Event – All PERCOLATE ENTERTAINMENT LTD (“The Event”).
2. Promoter / Owner / Organiser – PERCOLATE ENTERTAINMENT LTD and its respective representatives, employees, and subcontractors (“We”, “Our”, “The Organisers”, “Us”).
3. Venue – The specific event location (“The Event Site”, “Venue”).
4. Who These Terms Apply To – Ticket holders and attendees (“You”, “Ticket Holder”, “Customer”, “Individual”, “Group”).
5. Terms – These Terms & Conditions of Entry (“These T&Cs”, “The T&Cs”).
6. Date – Effective from 15/09/24.

GENERAL CONDITIONS

7. These T&Cs incorporate and should be read alongside any ticket vendor’s terms. Your purchase or possession of a ticket constitutes acceptance of these T&Cs.
8. These T&Cs apply to all attendees, including ticket holders, guestlist entrants, artists, performers, and working personnel.
9. Working personnel (including artists) must abide by these T&Cs while on-site.
10. These T&Cs are governed by English Law, and any disputes will be under the exclusive jurisdiction of the English courts.
11. If you have any questions regarding these terms, please contact the Organisers.
12. We reserve the right to alter event details (e.g., time, date, duration, venue) due to unforeseen circumstances, including force majeure, safety concerns, or regulatory decisions.
13. Artist line-ups, attractions, and facilities may change at any time without notice.
14. Contact details for event information:
 - a. Website: <https://percolatemusic.co.uk/>
 - b. Email: info@percolatemusic.co.uk
15. For complaints before or during the event, contact the Organisers or event staff immediately, as post-event complaints may be difficult to resolve.

AMENDMENTS TO THESE TERMS

16. We reserve the right to update these T&Cs.
17. Updates take effect from the date specified in Clause 6.
18. Amended T&Cs will be posted on our website; check regularly for updates.
19. If T&Cs change after ticket purchase, you agree to be bound by the updated version.

ACCESSIBILITY

20. We aim to accommodate accessibility needs. Please contact access@percolatemusic.co.uk at least 72 hours in advance to discuss your requirements.
21. Accessible event information is available via:
 - a. Website: <https://percolatemusic.co.uk/>
 - b. Email: access@percolatemusic.co.uk
22. The event is held in various terrains, including open-air, fields, and shingle beaches. We cannot guarantee accessibility to all areas.
23. Assistance Dogs are permitted:
 - c. Must be kept on a lead.
 - d. Owners must clean up after their assistance dog.
 - e. Please consider the event’s noise levels for the dog’s welfare.
24. We operate a Free Carer Entry Ticket scheme for eligible customers:
 - f. Valid proof required (e.g., PIP, DLA, CredAbility Card).
 - g. One Free Carer Ticket per eligible ticket holder.
 - h. Subject to availability and event capacity.
25. An Accessible Viewing Platform may be available:
 - i. Reserved for attendees with long-term access needs.
 - j. Spaces allocated on a first-come, first-served basis.
 - k. Must provide supporting evidence for requests.
26. Accessible Toilets are available; misuse may lead to ejection from the event.
27. Chairs & Seating: Foldable chairs are not permitted unless pre-approved by the Organiser.
28. Parking: Check event details for blue badge parking and drop-off points.

AGE RESTRICTIONS & IDENTIFICATION

29. ID Checks: We reserve the right to request valid photo ID (passport, driving licence, or Citizen Card with a hologram).

30. Age Restrictions:

- a. Electronic music events: Strictly 18+.
- b. Live music events: Strictly 16+, with 16–17-year-olds requiring an accompanying adult (18+).

31. Ticket holders are responsible for checking age restrictions before purchasing tickets. Refunds are not available for incorrect purchases.

32. Alcohol Sales:

- c. Only available to those 18+.
- d. Challenge 25 in operation; valid ID required.
- e. Proxy sales (buying alcohol for under-18s) will result in ejection.

HEALTH & SAFETY

33. Admission is at your own risk. We are not liable for personal injuries, losses, or damages caused by the actions of third parties.

34. Personal property is your responsibility.

35. Fires and burning materials are strictly prohibited.

36. Hearing protection is recommended due to loud music.

37. Special effects (e.g., pyrotechnics, strobe lights) may be used.

38. Smoking (including e-cigarettes) is prohibited in enclosed areas.

39. Excessive alcohol consumption and illegal substances are not tolerated.

SEARCHES & PROHIBITED ITEMS

40. Security searches will be conducted at entry, within the site, and upon exit. Refusal to be searched will result in denial of entry or ejection.

41. Prohibited items include but are not limited to:

- a. Drugs, weapons, fireworks, flares, and laser pens.
- b. Glass containers, alcohol, and large bags.
- c. Professional recording equipment without accreditation.
- d. Drones and unauthorised aerial devices.

42. A zero-tolerance policy applies to drug possession, use, or sales. Violators may be ejected or referred to police.

43. Alcohol purchased on-site must be consumed on-site and not taken outside.

SECURITY & EJECTIONS

44. You must comply with all instructions from event staff and security.

45. CCTV monitoring is in place for safety and crime prevention.

46. Refusal of Entry/Ejection: You may be refused entry or ejected for:

- a. Breaching these T&Cs.
- b. Possessing prohibited items.
- c. Being intoxicated or behaving disruptively.
- d. Failing to provide valid ID.

47. Evicted individuals will not receive refunds.

TICKETS & ACCREDITATION

48. Only purchase tickets from authorised agents (e.g., Skiddle, Dice, Seetickets, Fatsoma, Ticketweb, Ticketmaster, Kaboodle Eventim, Resident Advisor).

49. Tickets cannot be resold or transferred without written permission from the Organiser.

50. Tampered, lost, or stolen tickets will not be replaced.

51. Re-entry is not permitted unless approved by event management.

REFUNDS & EVENT CHANGES

52. Non-Refundable Tickets: Refunds are only available if:

- a. The event is fully cancelled.
- b. The event is materially altered (venue/date change).
- c. Rescheduled events allow refund requests within 7 days.

53. Booking fees are non-refundable, subject to the ticket agent's terms.

FINAL CLAUSES

54. Some events may be cashless; check the website for payment details.

55. No unauthorised trading or promotional activity is allowed on-site.

56. Travel arrangements are the ticket holder's responsibility.

57. Be prepared for weather conditions at outdoor events.