

**Event Tickets Terms and Conditions**  
**Quex Park Birchington Kent**  
**School Prom 3<sup>rd</sup> June 2022**  
**Jubilee Prom 4<sup>th</sup> June 2022**  
**Tribute Night 5<sup>th</sup> June 2022**

1. By purchasing a ticket to the event, you are agreeing to abide by these terms and conditions.
2. All tickets are non-transferable.
3. Tickets may not be purchased in bulk (maximum 10 tickets per purchase) with the intent of selling them on to any other person, other than as a result of any offer made by Kent Events Ltd to any organisation to purchase on bulk at discounted prices.
4. Kent Events Ltd or their staff or agents acting on their behalf reserve the right to refuse admission at any event to any person if it shall think fit without giving any reason.
5. Tickets cannot be exchanged or replaced or refunded after entry to the venue.
6. Kent Events Ltd, their staff or agents reserve the right to refuse entry to anyone not in possession of a valid ticket.
7. Anti-Social Behaviour, threats or abusive language will not be tolerated, and the persons responsible will be removed from the venue and in such circumstances reported to the Police.
8. Alcohol is permitted within the venue if it forms part of a picnic or similar substantial meal, alcohol alone is not permitted.
9. Food and drink will be available for purchase at the Event. A Challenge 21 policy will be in place for all alcohol sales on site.
10. Prohibited articles such as gas canisters, aerosols over 250ml, airhorns, fireworks, flares, glass, illegal substances, drugs, 'legal highs' including Nitrous Oxide and associated equipment such as balloons, unidentified substances, new psychoactive substances (NPS), illegal items, laser equipment/pens, megaphones, blowtorches, sky or 'Chinese' lanterns, petrol burners, sound systems, spray cans, weapons of any description or any article that may be deemed or considered a weapon or potentially used as such, tabards and high viz jackets etc are not permitted anywhere within the venue including the Car Parks, if you are found with any prohibited item(s) they will be confiscated, and the Police may be informed.
11. No Naked Flames, such as, but not restricted to Candles, Gas lamps, cooker or heaters, Lanterns.
12. Strictly No BBQ's or camping stoves, gas rings.
13. No pre-marking of seating / picnic areas.
14. No shelters, Tents, Sunshades, or marquees.
15. Event Security may carry out random searches of persons entering the venue, this is a condition of entry, failure on behalf of the customer to comply may result in entry to the event being refused, any payments made will be forfeit and no refund given.
16. Under no circumstances are pets allowed, other than assistance dogs, those forming part of any act or belonging to concessionaires (Strict rules apply).
17. Bookings that are made via the online system must be paid for at the time.
18. In the event of a ticket or booking not being paid for at the time of booking Kent Events Ltd may make reasonable attempts to contact the customer by email or if an address has been supplied by mail with a view to securing payment. If after 7 days of the second attempt to contact the customer and in the event of there being no response from the customer Kent Events Ltd reserve the right to cancel the booking without further notice.
19. You give your express consent to your actual/simulated likeness to be included for no fee within any audio or visual recording to be used in any media for any purpose at any time. This includes CCTV and/or filming by the police or security staff which may be carried out for the security of customers and/or the prevention of crime.
20. These T&Cs are governed by English Law and any dispute arising out of or in connection with these T&Cs shall be subject to the exclusive jurisdiction of the English courts.

**Age Policy**

21. All under 16s must be accompanied by an adult ticket holder (aged 18 or over). This adult must remain on site throughout the event as the under 16-year-old's guardian. No unaccompanied under 16s are allowed on site. Any person under the age of 16 may be refused entry and no refund given.
22. Under 8s (0-7 years) are admitted free (booking fee still applies) but must be accompanied by a paying ticket holder over 18 at all times.
23. Children 8-15 years need Child tickets in order to attend. Wristbands, to write a mobile number on for all children in case they get lost or separated from their guardian, will be available from the wristband exchanges, arena entrances & welfare points.
24. Teenagers 16 and over must have a full price ticket.
25. We do not accept any parental or supervisory duty of care or liability for any under 18s on site.

## **Refunds**

26. Refunds are only considered on cancellation, substantial alteration or by special exception determined by Kent Events Ltd in its sole discretion and subject to the clauses 31 to 32 below.
27. For the purposes of these T&Cs:
  - a. 'major cancellation' is the cancellation of the Event in full (and not rescheduled). If only one or more days (but not all days) of the Event are cancelled, you may only be offered a proportionate partial refund.
  - b. 'material alteration' is a change (other than a rescheduling) which, in Kent Events Ltd opinion, makes the Event materially different to the Event that ticket purchasers, taken generally, could reasonably expect. Please note that the following are not deemed to be 'material alterations': changes to the line-up of the Event; adverse weather conditions; changes to individual members of a band; curtailment of the Event where the majority of the Event is performed in full; and delays to starting the performance of an Event; and
  - c. 'special exception' is an exception determined by Kent Events Ltd in its sole discretion.
28. A minimum of the proportionate amount of the face value of the ticket will be refunded.
29. Refunds of any booking fees per ticket or per order fees are subject to the T&Cs of the point of sale.
30. A request for a refund can be made to [KERefunds@gmail.com](mailto:KERefunds@gmail.com) only

## **Cancellation**

In the event of a full cancellation of the event by the organisers, landowners or on the grounds of public or company safety the following shall apply:

31. Refunds may be provided only as long as the customer notifies the event organisers either in writing via the website or by email within 72 hours, leaving their names, address, email address and the number of tickets requiring a refund. Any requests made following this time will incur a 50% administration fee.
32. On receipt of notification to Kent Events Ltd we will notify you, initially by email as to the procedures and if that procedure is followed provide you with a refund as appropriate within 60 days, all refunds are made by way of cheque or PayPal as appropriate, there is no cash refund alternative.
33. Any request for a refund where the purchase has been made by cheques, will not be processed until a full 14 days after the cheque has cleared.

## **Postponement of Event**

If in the interest of Public Safety or for whatever reason the event is postponed and subject to conditions 1-3 above the following will apply:

34. Full refunds may be provided only as long as the customer notifies the event organisers within 72 hours either in writing, via the website, email or by phone message, leaving their names, address and the number of tickets requiring a refund. Any requests made following this time will incur a 50% administration fee (Subject to condition 2 below).

35. Any request for refunds after 72 hrs there is no refund alternative, however Customers may request that tickets be held over to the following years event.
36. On receipt of notification to Kent Events Ltd we will notify you in writing as to the procedures and provide you with a refund as appropriate within 60 days, all refunds are made by way of cheque or PayPal and there is strictly no cash alternative.
37. Any request for a refund where the purchase has been made by cheques, will not be processed until a full 14 days after the cheque has cleared.

### **Tickets and Wristbands**

38. It is prohibited to resell tickets for the Event (clause 2 above), tickets should be returned to Kent Events Ltd in line with these T&C's.
39. Tickets purchased online have a unique one off QR Code, tickets are scanned at entry. Any holder of a duplicate ticket will be immediately identified, and the holder refused admission. The Police may be notified of a criminal act. We accept no responsibility for duplicate tickets. Holders of duplicate tickets may only enter the event on payment of the full on the day ticket price.
40. Tickets and wristbands purchased from unauthorised sources may be rendered invalid and admission refused. Only wristbands issued by the Event in exchange for a valid ticket are valid for entry.
41. Tickets must be valid, presented in full, with stubs and not tampered with (in the event of accidental damage, refer to point of purchase prior to Event).
42. Tickets and wristbands remain the property of Kent Events Ltd until the Event closes.
43. Kent Events Ltd will not issue duplicates for lost or stolen tickets or wristbands.
44. Tickets cannot be used as part of any marketing, media, or sales promotion, without the prior written consent of Kent Events Ltd.
45. If you have obtained your ticket in breach of these T&Cs and/or if you breach any of these T&Cs then your ticket shall be void, and all rights conferred on you or evidenced by such ticket shall be void. If you seek to gain entry to the Event using a void ticket, then we reserve the right to refuse you entry to or evict you from the Event and you may be liable to legal action for trespass. Void tickets are non-refundable.
46. Where applicable to the event, tickets must be exchanged for a wristband on first entry at a wristband exchange. There is strictly no re-admission on tickets.
47. Ticket holders are responsible for their ticket until it is exchanged for a wristband and then responsible for their wristband for the duration of the Event.
48. There is strictly no readmission on day wristbands. Day ticket holders should expect queues at the entry gate and arrive with plenty of time before the first act they wish to see – no refunds will be given for acts missed.
49. Wristbands are strictly non-transferable and will be invalid if removed, tampered with, transferred or resold. Wristbands must be worn at all times for the duration of the Event.

### **Banned Items**

50. Prohibited items as listed above (clauses 10, 11 and 12 above)
51. Excessive amounts of food, cigarettes and alcohol. Only bring enough for personal consumption and only up to a reasonable amount per person.
52. Anyone resisting the surrender of disallowed items or disregarding these conditions will face eviction.
53. Items that are surrendered or confiscated will not be returned.
54. Under 18s are not permitted to bring or to purchase alcohol on site. A Challenge 21 policy will be in place for all alcohol sales on site. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.

### **Fire and Safety**

55. You must comply with any and all instructions given to you by us and/or Event staff and stewards.
56. Fires are not permitted in the arena.
57. Smoking is not permitted in enclosed public spaces or buildings including arena big tops, marquees etc. This includes e-cigarettes and/or vaping.
58. Excessive exposure to loud music may cause damage to your hearing.
59. Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.
60. The use of drones or similar equipment for any reason is prohibited on or near the Event without written permission from Kent Events Ltd.

## **Other**

1. If the event opens later than originally stated or any part of the event is delayed for safety or technical reasons the above conditions will apply
2. All refund policies are based on the event and not the arrival of the visitors; there are strictly no exceptions to this.
3. Kent Events Ltd or the Landowners decision on how long the event will remain open is final
4. Only those persons who originally purchased the tickets will be eligible for any refunds as appropriate. Tickets will not be refunded to a third party
5. Tickets purchased for the event should be returned to Kent Events Ltd, 56 Addington Street, Margate Kent CT9 1QS. Applications for refunds will only be accepted if notification is received within 48 hours and the tickets are returned within 14 days of the event. Proof of posting is not proof of delivery. Refunds will be made by cheque and sent by 1<sup>st</sup> class post.
6. Tickets will not be refunded if the following apply
  - a. If tickets were purchased through an unauthorised outlet.
  - b. If ticket holders did not attend an event that opened as planned including an event that was postponed to an alternative date.
  - c. If ticket holders were unable to attend an event for any reason whatsoever which was not directly attributable to any failure on the part of Kent Events Ltd, including, but not limited to personal circumstances, illness, strike and travel problems
  - d. If only part of the event was forced to close.
7. Refunds will only be considered on tickets, according to the terms and conditions as set out in this document. Kent Events Ltd shall not be liable in whole or in part for any consequential losses, including but not limited to travel expenses, parking fees or out of pocket expenses.

