

GENERAL

- a) These Terms and conditions (T&Cs) incorporate, and should be read together with, any Vendor's and/or Agent's T&Cs or regulations, which you can obtain from the point of purchase from the Official Agent
- b) Artists and billed attractions may be subject to change
- c) No trading or promotional activities allowed within the venue without Festival Republic's (FR's) prior consent.
- d) Goods using unauthorised event logos and unauthorised professional recording equipment must be surrendered to staff.
- e) Photographic equipment is permitted provided that it is for personal non-commercial use only. In the event of any subsequent commercial use, the bearer agrees to pay the Promoter for the cost of a licence issued by the Promoter for permission to take photographs / visual / audio recordings for commercial use
- f) Do not buy tickets or goods from unlawful street traders/touts. They are invalid.
- g) 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 filming by the police or security staff which may be carried out for the security of customers and/or the prevention of crime.
- h) No unauthorised buses, coaches or trucks will be allowed on site.

REFUNDS

- a) Refunds are only considered on major cancellation, substantial alteration or by special exception determined by FR
- b) Refunds should be obtained from the point of purchase, no later than 3 months after the event.
- c) A minimum of the face value of the ticket will be refunded.
- d) Refunds of booking fees per ticket are subject to the T&Cs of the point of sale.

AGE POLICY

- a) No unaccompanied under 16's are allowed on site.
- b) Under 16's must be accompanied by a ticket holder over 18.
- c) Under 13's (12 yrs and under) are admitted free, but must be accompanied by a paying ticket-holder over 18 at all times. Wristbands, to write a mobile number on for children 12 and under in case they get lost or separated from their guardian, will be available from the wristband exchanges, arena entrances & welfare points
- d) We do not accept any parental or supervisory duty of care or liability for any under 18's on site.

TICKETS AND WRISTBANDS

- a) Tickets are non-transferable and only valid when purchased from official agents of FR.
- b) Tickets/wristbands purchased from unauthorised sources will be rendered invalid and refused admission.
- c) Tickets must be exchanged for a wristband on first entry at a wristband exchange.
- d) 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). Tickets remain the property of Festival Republic.
- e) FR will not issue duplicates for lost or stolen tickets or wristbands.
- f) Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of FR.
- g) The ticket holder is responsible for their tickets until it is exchanged for a wristband and then responsible for their wristband for the duration of the event.
- h) All wristbands remain the property of FR until 12 Noon the day after the last day of the event.

DAY TICKETS

- a) Day Ticket/wristband holders are not permitted to access the campsites and are not permitted to sleep in the carparks.
- b) Day Ticket holders may only enter the festival via the Green Day Gate.
- c) There is no readmission on a Day Ticket so once day ticket holders have exchanged their ticket for a wristband, they cannot leave the site and re-enter. Day ticket holders will not be able to leave temporarily to access their cars, or nearby shops etc
- d) Day ticket holders should expect queues at the Green Day Gate. There is a short walk to the arena so day ticket holders should arrive with plenty of time in advance of the first act that they wish to see – no refunds will be given for acts missed.
- e) 3 individual Day Tickets (Friday, Saturday & Sunday) do not equal a weekend ticket and cannot be swapped or upgraded to include campsite access. The festival campsites are only accessible to weekend ticket holders.

SECURITY

- a) FR reserves the right to evict a customer without refund, and/or refuse admission. See Eviction Policy on website *
- b) You may be body/bag searched at the entrances, on the site or when leaving.
- c) Any item(s), reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, must be surrendered to staff**.
- d) Any person carrying illegal items or carrying out illegal activity will be given to the Police and refused entry. Please see confiscation/surrender policy**.
- e) Anti-social behaviour may lead to eviction*. Please act responsibly.
- f) Throwing gas, aerosol or similar canisters/containers on to fires is extremely dangerous and will lead to eviction*.

DAMAGE/LOSSES

FR is unable to accept any liability for personal or property damages, losses (including surrendered items) or injuries sustained at this event - other than caused as a result of our negligence.

BANNED ITEMS

- a) **Banned from event** - Gas canisters, aerosols over 250ml, airhorns, fireworks, flares, glass, illegal substances, drugs, 'legal highs' – this includes Nitrous Oxide and associated equipment including balloons, unidentified substances, new psychoactive substances (NPS), illegal items, laser equipment/pens, megaphones, blowtorches, sky or 'Chinese' lanterns, petrol burners, sound systems, spray cans, tabards/high viz jackets, generators.
- b) **Day Ticket Holders may not bring** – Bags larger than A4 in size, cans, alcohol of any kind, camping equipment, firewood, disposable BBQs, campsite stoves, audio recorders, umbrellas, large or open drinks bottles (under 500ml sealed* plastic soft drinks/water are permitted). Please refill your empty bottles at the water points inside the arena for free. **If you need to bring specific food or drink or medication due to a pre-existing medical condition, please bring supporting medical evidence.**
- c) Excessive amounts of food and/or cigarettes. Only bring enough for personal consumption.
- d) Anyone resisting the surrender of disallowed items or disregarding these conditions will face eviction*.
- e) Items that are surrendered or confiscated will not be returned.
- f) Under 18's are not permitted to bring alcohol or to purchase alcohol on site.
- g) It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.

FIRE AND SAFETY

- a) Fires are not permitted in the arena.
- b) The burning of plastics, bedding, tents, furniture etc is not permitted anywhere on site.
- c) Smoking is not permitted in enclosed public spaces or buildings including Arena big tops. This includes e cigs/vaping.
- d) Excessive exposure to loud music may cause damage to your hearing.
- e) Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.
- f) The use of Drones or similar equipment for any reason is prohibited on or near the event without written permission from Festival Republic.

HOUSEKEEPING

- a) Please use the bins and recycling points provided on and off site.
- b) No animals, other than guide or hearing dogs, are permitted on site.

INFORMATION & NOTIFICATION – ALL FESTIVAL REPUBLIC EVENTS

- a) Disabled Facilities are available – please call 020 7009 3000 for further information.
- b) FR events, www.festivalrepublic.com or call information line on 020 7009 3001 (Mon-Fri 10am - 6pm).
- c) Event website – www.readingfestival.com for eviction*, confiscation/surrender** policies, safety and travel information.
- d) If any of these T&C's are unclear please contact info@festivalrepublic.com

*Bottles must be sealed and untampered or empty so that they are not used for bringing in alcohol to the arena such as vodka.