

FESTIVAL REPUBLIC – 2023 WEEKEND TICKET TERMS & CONDITIONS – READING FESTIVAL. (“Event”).

GENERAL

1. These Terms and conditions (“T&Cs”) incorporate, and should be read together with, any vendor’s and/or agent’s terms or regulations, which you can obtain from the point of purchase from the official ticket agent. Your possession of this ticket constitutes your acceptance of these T&Cs.
2. “Festival Republic”, “Us”, “We”, “Our” means Festival Republic Limited and/or its representatives, employees and sub-contractors.
3. We reserve the right to implement restrictions/conditions before and during the Event to ensure it is safe. You must comply with any and all instructions given to you by Event staff and stewards and you may be evicted without a refund if you fail to comply.
4. We reserve the right to refuse admission or to remove any person from the site, without refund, for reasons of public safety (including for crowd surfing or moshing, or failure to comply with any measures put in place to combat the spread of Covid-19), any unacceptable behaviour likely to cause damage, nuisance or injury, or for any breach of these T&Cs.
5. You must not enter the site if you believe that you may have been infected with Covid-19 and/or you are displaying symptoms of Covid-19.
6. Tickets are for the Event and any billed Artists and attractions may be subject to change.
7. No trading or promotional activity is allowed within the site without Our prior written consent. Goods using unauthorised logos must be surrendered to Event staff.
8. By entering the site, 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, including CCTV, filming by the police or security staff and/or for marketing.
9. These T&Cs are subject to change from time to time in our sole discretion and We will notify you by posting the amended T&Cs to the Event website.
10. We shall have no liability for any loss, injury, illness or damage to any person or property sustained at the Event howsoever caused (including by Us and Our agents) in any circumstances unless caused as a direct result of Our negligence and that which cannot by law be excluded or limited. Any personal property brought to the Event is at your own risk.
11. 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.

REFUNDS

12. Refunds are only considered if the Event is (i) cancelled in full and not rescheduled (if the Event is partially cancelled your refund will be a proportionate partial refund) or (ii) materially altered which is a change (other than a rescheduling) which, in Our opinion, makes the Event materially different to the Event that ticket purchasers, taken generally, could reasonably expect. The following are not deemed to be ‘material alterations’: changes to the Event line-up; adverse weather conditions; changes to individual artists, bands or band members; curtailment of the Event where the majority of the Event is performed; and delays to starting a performance or the Event or (iii) by special exception determined by Festival Republic in its sole discretion.
13. Refunds must be requested from the point of purchase, no later than three months after the Event.
14. Refunds of any booking fees per ticket or per order fees are subject to the terms and conditions of the point of sale.
15. Personal arrangements relating to the Event including, but not limited to, travel, subsistence and accommodation are at your own risk and We shall not be liable for any losses incurred from personal arrangements or wasted expenditure beyond the ticket refund.

AGE POLICY

16. All under 16s must be accompanied by an adult ticket holder aged 18 or over who must remain on site throughout the weekend as the under 16-year-old’s guardian. No unaccompanied under 16s are allowed on site.
17. Under 13’s (12 years 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 & welfare points.
18. We do not accept any parental or supervisory duty of care or liability for any under 18s on site.

TICKETS AND WRISTBANDS

19. It is prohibited to resell tickets for the Event, except where resold using the official resale platform of the official ticket agent you purchased from, in accordance with the relevant ticket agent’s resale terms and conditions.
20. Tickets 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. 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.
21. Tickets must be exchanged for a wristband on first entry at a wristband exchange. No re-admission on tickets. 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.
22. Tickets must be valid, presented in full according to the authorised agents delivery methods and not altered or tampered with.
23. Tickets for this event have a unique barcode which will be scanned on entry and if found to be duplicated, either in error or for fraudulent gain, only the first instance of the ticket scanned will be admitted regardless of original ownership. Customers may be prosecuted if found to have deliberately duplicated and resold tickets for fraudulent gain.
24. If you have obtained this ticket in breach of these T&Cs and/or if you breach any of these T&Cs then your ticket/wristband shall be void, and all rights conferred on you or evidenced by such ticket/wristband, shall be void. If you seek to gain entry to the Event using a void ticket or wristband then we reserve the right to refuse you entry or evict you from the Event and you may be liable to legal action for trespass. Void tickets/wristbands are non-refundable.
25. Tickets/Wristbands cannot be used as part of any marketing, media or sales promotion, without the prior written consent of Festival Republic.
26. Festival Republic will not issue duplicates for lost or stolen tickets or wristbands. Tickets & wristbands remain the property of Festival Republic until the Event closes.

SECURITY

27. Festival Republic reserves the right to evict customers without refund, and/or refuse admission where the Eviction Policy is breached. See Eviction Policy on website. *
28. Searching is a condition of entry and you may be searched anywhere on site at any time by security and detection dogs.
29. Without liability to you, We shall be entitled to confiscate any item(s) which may reasonably be considered to be a weapon (or used as a weapon) or which may cause danger, offence or disruption to any other person.
30. Any person suspected of carrying illegal items or carrying out illegal activity may be handed over to the Police, refused entry or evicted from the site without a refund.
31. Throwing gas, aerosol or similar canisters/containers on to fires is extremely dangerous and will lead to eviction.

DAMAGE/LOSSES

32. Festival Republic does not 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. Attendance at this Event is at your own risk.
33. We may prosecute you if you cause damage to the site, the site infrastructure, or cause harm to any other person at the Event and/or site.

BANNED ITEMS

34. **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, motorcycle helmets, personal drones.
35. **Banned from arena** – Bags larger than A4 in size, cans, alcohol of any kind, camping equipment, firewood, disposable barbeques, campsite stoves, audio recorders, umbrellas, glass, inflatable loungers, open drinks (PERMITTED items include – **sealed ** water / soft drinks 500ml or less and empty** re-usable bottles of any size). 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. **Bottles must be sealed and untampered or empty so that they are not used for bringing in alcohol to the arena such as vodka.
36. Generators with the exception of those fixed in campervans.
37. No unauthorised vehicles will be allowed anywhere on site.
38. Excessive amounts of food, cigarettes and alcohol. Only bring enough for personal consumption.
39. Under 18’s are not permitted to bring alcohol 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.
40. Anyone resisting the surrender of disallowed items or disregarding these conditions will face eviction*. Items that are surrendered or confiscated will not be returned.
41. No animals, other than guide or hearing dogs, are permitted on site.

FIRE AND SAFETY

42. Fires are not permitted in the arena.
43. Fires over knee height or a pace wide are not permitted in the campsites. Fires are not permitted at all in some sections of the campsites – these are clearly marked.
44. The burning of plastics, bedding, tents, furniture etc. is not permitted anywhere on site.
45. Smoking is not permitted in enclosed public spaces or buildings including Arena big tops. This includes e-cigs/vaping.
46. Excessive exposure to loud music may cause damage to your hearing.
47. Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.
48. The use of drones or similar equipment for any reason is prohibited on or near the Event without written permission from Festival Republic.

INFORMATION & NOTIFICATION – ALL FESTIVAL REPUBLIC EVENTS

49.Disabled Facilities are available – please email access@readingfestival.co.uk or call 020 7009 3490 for further information.

50.Festival Republic events, visit www.festivalrepublic.com or call information line on 020 7009 3333 (Mon-Fri 10am - 6pm).

51.You can find more information on how we process your data in our Privacy Policy (which can be found at <https://www.festivalrepublic.com/privacy-policy-cookies>).

52.Event website – www.readingfestival.com for eviction policy*, confiscation/surrender policy, and safety and travel information. If any of these T&C's are unclear, please contact info@festivalrepublic.com.