



Revised: Feb 3 2012

## TERMS AND CONDITIONS

### These are the terms and conditions for attending the Isle of Arts festival

- **No photography or recording is permitted** at any Isle of Arts festival event except where it is explicitly agreed in advance.
- Recording of events may occur. Any person attending an Isle of Arts festival consents, or their legal guardian consents on their behalf, to being recorded or filmed as a member of the audience where authorised recording takes place.
- Details provided of events are correct at the time of going to press. Programmes **times and artists may change** without prior notice.
- We have done everything we can to make ticket prices affordable. There are no ticket discounts available.
- Pre-purchasing tickets online or by phone will generally be cheaper than buying them in person at the event or at the festival booking office.
- There is a fixed charge of **£2.50 for postage** and administration on all orders regardless of the number of tickets purchased.
- Tickets booked online or by phone are dispatched by Royal Mail recorded delivery within seven days of purchase.
- Tickets purchased on or **after Monday 16 April** will be held for pick up at the festival box office. Please bring a copy of your receipt as proof of purchase.
- Please contact us if your tickets do not arrive.
- Upgrading to the Royal Mail Special Delivery™ Next Day service will cost an additional £5.00. These will be dispatched within 24 hours. Please see Delivery Options on the bookings page.
- Lost tickets will not be replaced.
- Tickets will not be refunded or exchanged.
- If Isle of Arts is required to cancel an event, only the face value of the ticket is refundable.

- Tickets for multiple festival events may be bought online simultaneously. A maximum of six tickets per event may be purchased online. (In other words you may, for example, book six tickets for each of two different events totalling 12 tickets). To purchase more, please phone the ticket booking line.
- **Seating is not allocated.** Some events will have both seating and standing room, in which case, seating is available on a first-come-first-served basis.
- The organisers will refuse entry in the event of intoxication or unruly behaviour. Any person behaving in a manner that is illegal or compromises the enjoyment of others at any Isle of Arts event will be ejected.
- Tickets must be produced in order to enter a paying event. The tickets must not be defaced or otherwise significantly damaged.
- Tickets may not be resold or transferred for profit. Ticket holders who did not purchase their tickets from Isle of Arts (Ventnor Festival CIC) or our agent will be refused admission or will be ejected from the festival.

