

Tapnell Farm Events Barn Terms and Conditions

Upon the purchase of tickets, it is accepted that you agree to the following terms and conditions:-

1. General

- a. Once purchased, you will receive an email confirmation of your ticket which you will be required to present upon admission. Refusal to do so may result in you being refused admission entirely.
- b. At any time, the management reserves the right to:
 - i. Refuse admission of the ticket holder to the premises.
 - ii. Refuse entry of and use on the premises of any camera or any form of audio or visual recording equipment.
 - iii. Request the ticket holder to leave the premises and to take any appropriate measure to enforce such request.
 - iv. Delay latecomers until a suitable break or interval in the performance/event. Re-admission is not normally permitted during a performance.
 - v. Make any changes whatsoever in the performance/event owing to any unforeseen or unavoidable cause.
 - vi. Cancel or abandon the performance/event for reasons beyond its control without notice and without being liable to pay any person any compensation or damage whatsoever other than, at The management's discretion, a possible percentage or maximum refund to the ticket holder of the value of the ticket.
- c. The Events Barn is located at Tapnell Farm Park.
- d. The Events Barn is run as a separate entity to Tapnell Farm Park.
- e. There are no discounts for season pass holders of Tapnell Farm Park.
- f. Tapnell Farm Park will be closed during the performance. Entry to the Events Barn is via a separate gate in the Tapnell Farm Park car park.
- g. Any persons found to be unlawfully inside Tapnell Farm Park will be ejected without a refund and refused readmission.
- h. Please ensure when purchasing tickets you have the correct Performance, Date and Time selected before completing the transaction.
- i. The Management reserves the right to amend or cancel performances or events without liability in unforeseen circumstances.
- j. Only registered Guide Dogs and Assistance Dogs are permitted.
- k. Free parking is available on site.
- l. CCTV is in use across the whole site.

2. Tickets

- a. Tickets cannot be exchanged or money refunded unless an event is cancelled.
- b. Ticket holders are requested to turn off mobile phones before entering the auditorium.
- c. Under 16s must be accompanied by an adult.
- d. Attempts to resell tickets privately may result in the ticket not being valid.

- e. We reserve the right to change the performance date and will notify you of the change.
 - f. If an event is moved to another date we will notify you by phone OR email OR in writing (using the details you provided us with at the time of ordering) and advise you of the rescheduled event. Tickets will usually remain valid and refund requests will usually be accepted within a reasonable time frame from the announcement of the rescheduled date, no later than 2 months before the rescheduled show date or 2 weeks after notification of the change (whichever is later) unless otherwise notified.
3. Exchanges/Refunds
- a. Please Note: No refunds given on tickets unless the show is cancelled.
 - b. Tickets can be exchanged or resold up to 24 hours in advance of the performance.
 - c. The exchange of tickets to a different performance of the same show if available is subject to a charge of £1 per ticket. If you are unable to attend a performance for which you have booked, the Box Office will try to re-sell your tickets, although the sale of any unsold seats must take priority.
 - d. Lost tickets are subject to a charge of £2 per ticket and £2 PER SEAT for E-Tickets.
 - e. Refunds may be given at the discretion of the management or promoting agent.
 - f. If an event is cancelled by the organiser or promoter, we will notify you by phone, email or in writing (using the details you provided us with at the time of ordering) and the face value of the ticket will be refunded.
 - i. Where such a refund is sought due to cancellation, rescheduling or a significant change to the event, the refund will equal the price paid by you including any inclusive per ticket charges.
4. Food & Drinks
- a. The Events Barn is a fully licensed premises with a licensed bar.
 - b. Drinks may be pre-ordered before the start of the show to be collected at the interval.
 - c. A food service will be provided at an additional charge.
 - d. Only food and drink purchased on site may be consumed.
 - e. We reserve the right to confiscate any items which we believe were not purchased on site.
 - f. The Events Barn operates a Challenge 25 policy so please bring valid I.D.
 - g. We reserve the right to serve any persons who appear to be under the age of 25 if they cannot provide I.D. when requested.
 - h. We reserve the right to refuse service to anyone who appears to be overly intoxicated.
 - i. When applicable, The Events Barn takes no responsibility for Food and Drink provided by a 3rd party.
5. Performances
- a. The right to refuse admission to an event is reserved by the promoter and/or event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion and may from time to time carry out security searches.

- b. We would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being or appearing to be under age*, declining to be searched, abusive, threatening, drunken or other anti-social behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

6. Refusals

- a. We reserve the right to refuse admission without a refund to any persons who:
 - i. Appear to be under the influence of illegal drugs.
 - ii. Appear to be under the required age limit for the event (where applicable)
 - iii. Appear to have false tickets.
 - iv. Arrive late to the performance.
- b. Any persons refused entry may not be refunded for their tickets.

7. Liability

- a. In all arrangements involving third parties we act only as your agent and no liability of any kind whatsoever shall be attached to us in connection with or arising from such an arrangement with a third party.
- b. We do not accept any liability for any losses or claims arising from any inability to access our website or any failure to complete a booking on the website.
- c. We do not accept liability for any indirect or consequential loss of any kind in contract, tort or otherwise arising out of the use of the website or the purchase of the tickets or other goods or services from us by whatever means.
- d. While every care is taken to ensure tickets or other goods or services ordered by you arrive on time at the agreed destination, we do not accept liability for loss or damage that is caused by any event or circumstances beyond our reasonable control.
- e. To the fullest extent permitted by law we will not be responsible for loss, damage or injury to any person or their property however caused.

8. Special Circumstances

- a. When ordering tickets online, the website may not prevent you from buying tickets for two different performances at the same time. If this happens we will not refund in any circumstances even if any other clauses apply.
- b. We reserve the right to provide seats other than those specified from the seats issued to you to the same or higher value.
- c. Tickets which are resold or transferred for profit by anyone other than The Events Barn or an authorised agent will become voidable and the holder may be refused entry.
- d. Children under two will not be admitted to the performance unless it is identified as a children's show. No tickets need to be purchased for children under two years of age unless they intend to occupy a seat separately from the adult accompanying them. However, we reserve the right at our absolute discretion to direct you to remove you and any child under your supervision from a performance where the child is causing disturbance or annoyance to others, including the performers.

9. Privacy

- a. By entering and using our website, you consent to the collection, use and retention of your personal information.
 - i. Information about you including your name, address, telephone number, email address and credit/debit card details is recorded on a computer database controlled by us. The information is needed to process the transaction and fulfil your order and any subsequent problems or disputes.
 - ii. We may also use the information for internal administration and analysis by us and our associated companies.
 - iii. We disclose your information (but not credit/debit card details) to third parties on occasion, but only for the purpose of completing your transaction with us.
 - iv. We may disclose your information for the purpose of associated administration and obtaining professional advice and your information may also be passed to the management of the venue where the performance is taking place or the performance organiser at their request.
- b. We operate and are registered in accordance with applicable UK Data Protection Legislation.

10. Use of our Website

- a. We reserve the right to update or otherwise change the terms and conditions or amend the website at any time and without notice to you.
- b. We will not accept any liability for tickets or other goods and services which have been ordered through our website using your credit/debit card by someone not authorised to do so.
- c. Our website uses industry-standard encryption software and a secure server to ensure the safety of orders placed on our website. No one can access any information sent by you as long as it is sent using the secure pages. Therefore, you must only send your credit/debit card details where asked for on our website and you must not send credit/debit card details by standard email.

11. Invalidity

- a. If any part of these conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

12. No Waiver

- a. No failure or delay on the part of any parties to these conditions relating to the exercise of any right, power, privilege or remedy provided under these conditions shall operate as a waiver of such right, power or remedy.

13. Governing Law

- a. These Terms and Conditions and our agreement with you under them shall be governed by English Law, and we agree to submit to the exclusive jurisdictions of the English Court for the determination of any dispute between us.