

The East of England Agricultural Society, as the Event Organiser of:

**The Festival of Hounds
Wednesday 17th July 2024
Terms & Conditions of Ticket Purchase**

When you book with us via our online e-ticketing platform, we will ask for your name, address, credit card details and telephone number and e-mail address. We may also ask you where you saw promotional material referring to the event that you are booking. This allows us to fulfil your ticket request and track your order and contact you regarding your booking. No personal information provided by you will be used for marketing purposes except as agreed to by you or as allowed under GDPR. However, you will have the opportunity to unsubscribe to any such communications. If you do not wish to receive further information please do email the event on foh@eastofengland.org.uk

Disclaimers

The information is provided on an 'as is' and 'as available' basis. All express or implied warranties of any kind (including warranties of merchantability, fitness for purpose and non-infringement of the intellectual property of a third party) are excluded to the fullest extent permitted by applicable law. **The East of England Agricultural Society** gives no representation or assurance of uninterrupted or neither error free service nor that the Site will provide any specific search results. **The East of England Agricultural Society** will regularly change the information from time to time without notice but makes no commitment to keep the information up-to-date nor is any warranty given by **The East of England Agricultural Society** as to the currency, accuracy or completeness of the Information.

Ticket Purchase

Please note that your ticket purchase is non-transferable and non-refundable. We will not be responsible for any tickets that are lost or stolen. Any person found making unlawful resale (or attempted unlawful resale) of a ticket will be subject to grounds for seizure or cancellation of that ticket without refund or other compensation. Tickets are issued subject to these rules and regulations. We regret that tickets cannot be exchanged or refunded after purchase. Please check your booking before placing the order and please check your tickets on receipt, as mistakes cannot always be rectified. It is the responsibility of the ticket holder to ascertain the date and time of any rearranged event. Pre-Show discounted tickets are available until **23.59 on Tuesday 16th July 2024** after this time, tickets can still be purchased online but will be charged at show day gate price.

Admission

The venue management reserves the right to refuse admission and may on occasions have to conduct security searches to ensure the safety of the patrons. **The East of England Agricultural Society** would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

Unless notification of your order is received from **The East of England Agricultural Society** no booking is confirmed. Tickets are sold subject to the organiser's right to alter or vary the programme including but not limited to changes to the advertised programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets. **The East of England Agricultural Society** cannot be held responsible for any errors or omissions on the website. If this ticket is re-sold or transferred for profit or commercial gain by anyone other than the Promoter,

Venue Management, **The East of England Agricultural Society** or one of their authorised sub-agents, it will become voidable and the holder may be refused entry to or ejected from the venue. The Promoter, Venue Management and **The East of England Agricultural Society** accept no responsibility for any personal property. The acceptance of this order is not a guarantee of availability.

If we are unable to fulfil your request you will be notified at the earliest possible opportunity and an alternative may be offered.

General Information

The East of England Agricultural Society will not be responsible for any delay in the delivery of tickets due to circumstances beyond its control. It is the responsibility of the ticket holder to contact **The East of England Agricultural Society** in the event of non-delivery. **The East of England Agricultural Society** will not be responsible for data communications failure or malfunction. All tickets may carry a booking fee as determined by **The East of England Agricultural Society**. By placing an order on this site you accept any booking fees charged. **The East of England Agricultural Society** agreement is to supply tickets, subject to availability. In the event of any errors, which are the direct result of actions of **The East of England Agricultural Society** management or staff, we are only responsible for the refund of the cost of the ticket. Our agreement does not cover the cost of travel or accommodation. **The East of England Agricultural Society** cannot take responsibility for travel difficulties such as strikes or inclement weather, or any other circumstances beyond our control.

Re-admission

There is a re-admission policy in which persons must make gate staff aware that they wish to re-enter the site before leaving the site. A **wristband**/or **handstamp** will be issued by gate staff. This must be **worn/shown** at all times to gain re-entry. Any **wristband/handstamp** not **worn/shown** will not be subject to the re-entry procedure. Re-entry is for the day the ticket is valid only.

Emailed Tickets

All tickets ordered online will be emailed to the recipient. It is the responsibility of the ticket purchaser to check receipt of the email. Each Ticket has a unique barcode number which can be used once for entry to the show **once per day** on **Wednesday 17th July 2024**. Your booking reference for the entire order is also printed on the ticket in case of query. Please check that you have enough ink in your printer to print each individual ticket in the email with the barcode clearly displayed. Emailed entry tickets can be printed in black and white or colour. It is the responsibility of the ticket purchaser to print the tickets. It is not the responsibility of **The East of England Agricultural Society** to send any tickets to those who order tickets online.

Any Further Information

For further enquiries please contact the **Event Organiser Office** on foh@eastofengland.org.uk or call **01733 961016**

EVENT WEBSITE: www.festivalofhounds.com