

WILDWOOD WINTER FESTIVAL BOOKING TERMS AND CONDITIONS

The possession of a ticket shall constitute an acceptance by the holder of the terms, conditions and advice detailed below and imply an undertaking on the part of the holder to observe them.

The event is co-organised by *South Ayrshire Council, Belleisle Park rangers and Adventure Centre for Education (ACE)*. 12 Ladywell Ave, Grangestone Industrial Estate, Girvan, KA26 9PF, South Ayrshire. Company No 379658. Registered Charity No SC 041556

The commercial wing of ACE, Adventure Carrick, will be the point of contact for ticketing and payment.

EVENT SPECIFIC INFORMATION

All ticket holders are reminded that WILDWOOD WINTER FESTIVAL is an outdoor event and the weather may be inclement at the time of event.

It is the responsibility of the ticket holder to wear appropriate outdoor clothing and footwear which is suitable for walking around natural forest trails.

Walking boots with tread and/or wellies are recommended.

As the event is themed to coincide with the time of year, daylight will be absent and the event will be hosted in darkness. It is advised that participants bring with them a fully charged torch for the walk as some areas are only under ambient light and remain dark. No areas of the forest themed walk will be under "Pitch darkness".

The event gates open at 4pm.

The event stewards will begin to clear and search the event boundaries at 9.30pm.

Timeslots are not applicable to this event therefore the WILDWOOD WINTER FESTIVAL is classed as an open ticketed event. I.e. Ticket holders can arrive and depart within the event times.

Safety signage and event stewarding are in place to ensure your experience is safe and memorable. Please adhere to the steward's instructions. In the unlikely event of an evacuation of an area or all of the event area, please follow the directions of the stewards to the designated muster points.

Adults are reminded it is their responsibility to look after their child during the event and remind them of the event boundaries.

The event boundary will be clearly marked by ropes and/or coloured taping.

Please note, participants are reminded that every effort has been made to ensure the trail is clear from trip hazards.

Please be aware that underfoot conditions will not always be flat. Event participants are encouraged to walk slowly with caution.

Children under 16 years are not permitted to book on WILDWOOD WINTER FESTIVAL unless accompanied by a parent/guardian or responsible adult.

Naked flames including: sparklers, BBQ's and Fireworks are strictly forbidden in a woodland environment. The organisers reserve the right to prohibit any other items deemed unsuitable within a public setting or dangerous to the environment which is considered to be a hazard. Items such as aerosols and sharp objects such as saws and knives are also considered dangerous items for use

within the event. The organisers will not be held responsible if any personal items are lost or damaged during the event.

The Promoter (SAC BELLEISLE RANGERS AND ACE) reserves the right to:

- Make reasonably necessary alterations to the advertised event arrangements, featured themes or programme.
- Cancel or abandon the event without due notice and without liability for compensation or damage other than up to the maximum of the ticket price. If the event is cancelled within 24 hours of the event starting time. The hosts will make reasonable attempts to contact you via the information you have provided at the point of booking.
- If the event is cancelled due to inclement weather, the event may be rescheduled for late January 2019. The buyer of the ticket will have the option to transfer booking to such date or will be entitled to a refund as above.
- Refuse admission to, or remove ticket holders from the event in reasonable circumstances such as the refusal of adhering to safety notices or such that your behaviour may adversely affect other people's enjoyment of the event. No refund will issued.
- Lost or damaged tickets must be reported to the event manager in writing.
- Tickets cannot be refunded unless the event is cancelled or rescheduled.
- Tickets are non-transferable and their resale for profit or commercial gain (except by ACE) or use in promotions or packages without the express permission of the event organiser is prohibited.
- If you experience any problems please inform event staff immediately as issues cannot always be resolved after the event.
- **By attending the event, you by right, consent to being filmed/recorded as part of the audience without payment.**

PAYMENTS AND CHARGES

- Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled, rescheduled or details of the event are significantly changed. I.e. New venue, time, date and if attractions removed from programme.
- Tickets via Adventure Carrick.com will be sent electronically via email.
- As an outdoor event held in winter, the organiser may have a variety of reasons for cancelling or postponing an event at late notice. If this happens, the buyer will be entitled to a face value refund as the booking fees and transaction fees are nonrefundable.
- To claim a refund please email the event manager on: hello@adventurecarrick.com
- Please note. It is the participant and the ticket holders responsibility to check whether the event is going ahead at the scheduled date, time and venue.
- ACE will endeavour to notify customers of any changes via our social media channels and adventurecarrick.com webpage.
- In the unlikely event that the WILDWOOD WINTER FESTIVAL event is cancelled, the promoter cannot be held liable for any costs incurred by the ticket holder for travel, accommodation, or any other related service.
- Ticket holders are advised to contact the organiser with any changes to home address, email or contact number both before or after the event.
- The right to admission to an event is reserved by the event organiser who may take health and safety and security concerns into account at their reasonable discretion. **Event staff will not tolerate any abusive language, threatening, drunken or any other anti-social behaviour, carrying offensive weaponry or illegal substances or making unauthorised audio, video or photographic recordings which are deemed inappropriate.**
- By purchasing a ticket, you agree that the tickets are personal to you and your party. Any attempts to resell at a price higher than the purchase price will result in your tickets being void.

- ACE will not share your personal information for marketing or any other purposes without your consent unless where required by law.
- The organiser will always respect your privacy and any personal communication between you and our organisation.
- ACE will always comply with any data protection legislation currently in force.

SPECIAL REQUIREMENTS

Participants who require assistance please notify the ACE office beforehand OR an event steward on arrival.

Personal assistants must be capable of supporting a person with special/mobility needs in the event of an emergency or evacuation. Please notify event staff on arrival or beforehand if this is problematic.

PHOTO SENSITIVE EPILEPSY (PSE)

Statement advised from Epilepsy Scotland It is not recommended that those who have been diagnosed with Photo Sensitive Epilepsy attend the WILDWOOD WINTER FESTIVAL event. Light strobing is not intended to form part of the attractions, however, the volume of light fixtures situated throughout the walk could raise the frequency of the light tracing and flashes across multiple sources, especially with lot of people using torches in a woodland environment which does create contrasts and flashing to a level which is both unpredictable, uncontrollable and to a level where it may be considered unsafe for people with Photo Sensitive Epilepsy.

If any participant has had a seizure in the days or weeks leading up to the event, our advice is to seek medical attention and seek the advice of a medical professional whether it would be safe to attend the event.

End of Terms and Conditions