



Conditions of entry

Please read the following information before you purchase your ticket

1. Tickets are non-transferable and non-refundable.
2. Booking fees may vary depending on the levy applied by the booking agent.
3. Bingley Music Live will not refund or exchange tickets unless the Event is cancelled or re-scheduled. Refunds are equal to the face value of the ticket plus the per ticket booking fee if applicable under the agents terms of sale (see individual agents Terms and Conditions) and should be obtained from the Agent from whom you purchased the ticket.
4. Bingley Music Live accepts no responsibility for lost or stolen tickets. Once it's in your possession it is your responsibility.
5. Only tickets bought from official ticket outlets will be valid for admission to the event. You may not re-sell or transfer this ticket if in our reasonable opinion you are doing so in the course of business. We will consider that a ticket has been re-sold or transferred in the course of business if it is sold for a profit (i.e. for higher than the face value of the ticket plus the booking or handling fee). Any ticket sold in the course of business will become void and we reserve the right to refuse admission to the holder of the ticket or eject the holder from the Venue.
6. Bingley Music Live reserves the right to change the bill without prior notification.
7. Bingley Music Live reserves the right to refuse admission.
8. Admission to the festival is at the ticket holders own risk. Bingley Music Live will not be responsible for any loss, theft or damage to you or your personal belongings, other than caused as a result of our negligence.
9. Event Security and the Police are entitled to search ticket holders and their belongings at any time.
10. To gain admission you will be required to surrender your ticket in exchange for a festival wristband.
11. Please note that by entering the event you consent to being photographed and televised by means of a tape or video recording that may be used currently (i.e. live) and / or at a later date.
12. Re-admissions or pass-outs are only allowed in exceptional circumstances.
Prohibited items will not be allowed into the festival. If you attempt to bring prohibited items into the festival they will be confiscated by event security. No responsibility is given for the safe return of confiscated property. Any illegal items will be passed to the Police.

13. No trading is permitted on site without the permission of Bingley Music Live.
14. Video recording equipment is not permitted within the site. Any photographic images taken are prohibited for being used for any commercial purposes without the permission of Bingley Music Live.
15. Camping is not permitted on the festival site or anywhere within Myrtle Park.
16. Bingley Music Live reserves the right to implement any restrictions/conditions deemed necessary before and during the event to ensure the safe management of the festival site.
17. Your ticket/wristband may be invalidated if any part of it is removed, altered or defaced.
18. If before or during the event you have a complaint in relation to the event, please contact us or a steward promptly since complaints are very difficult to deal with after the Event. We will endeavour to deal with your complaint if practicable.
19. Warning – Prolonged exposure to loud noise may cause damage to your hearing.
20. We may prosecute you if you cause damage to the venue, the venue infrastructure, or cause harm to any other person at the Event and/or Venue.
21. Bingley Music Live does not condone inappropriate behaviour of artists. Through the booking of acts, Bingley Music Live has requested that the artist agrees not to use inappropriate, defamatory or obscene language or promotion of drugs or illegal activities during performance.

Ticket Touts

Beware of unauthorised ticket agencies including eBay, buying from them can be a lot of trouble - You are likely to pay over the odds for a ticket that will never have existed or might never materialise.

If you feel a victim of these companies we suggest a number of actions:

1. Call the police; if your money has been taken and no product delivered, this is theft.
2. Report the company to the Trading Standards
3. Please let us know here at Bingley Music Live, unfortunately we won't be able to help you out but we can let others know about dodgy websites and prevent them falling into the same trap.

Our Authorised retailers are as follows:

- Crash Records, Leeds
- Jumbo Records, Leeds
- Haworth Visitor Information Centre
- Saltaire Visitor Information Centre

- Ilkley Visitor Information Centre
- Bradford Visitor Information Centre
- Bingley Pool
- Keighley Leisure Centre
- Bingley Arts Centre

Ticket Distribution

Tickets booked more than 14 days in advance of the event should reach you at least 7 days before the event unless they are being collected from the venue. Where tickets are booked within 14 days of an event and are being posted, they should reach you at least 2 days before an event.

Ticket Enquiries

All ticket enquiries should be directed to the point of purchase. For tickets bought online:

Ticketline:

<https://www.ticketline.co.uk/account/order-tracking-guest>

<https://www.ticketline.co.uk/info/customer-services>

Security

For security reasons, all Bingley Music Live ticket holders will be subject to extra searches at this year's Festival. This is likely to make entrance slower than in previous years. Please be patient if there are queues, and please cooperate with any security requests and all searches.

There will be separate search lanes for those with possessions and we anticipate that these lanes will be significantly slower. Our advice to ticket holders is:-

- Pack light. The less you bring, the quicker you'll get through the gates. It really will make things quicker for you and everyone else. There will be fast track lanes for people that don't bring bags/possessions.
- Label bags. Put your name and number on any bags and possessions you bring.
- Observe the festival opening times and arrive as early as possible.

We have put in place all necessary measures to maximise public safety, working closely with the authorities. You can also play your part in keeping Bingley Music Live safe and secure by reading the following text on restrictions and prohibited items.

Restrictions and prohibited items.

In order to facilitate the security, safety and comfort of all patrons, Bingley Music Live

reserves the right in its reasonable discretion to conduct security searches of persons, clothing, bags and all other items on entry and exit, and to confiscate items which may cause danger or disruption to the Event with no refunds (please note that we are not responsible for any prohibited items or other items that we deem inappropriate or unsafe that are confiscated).

- **There is no re-admission to Bingley Music Live after entry.** Please plan ahead, once you're in, you're in!
- **This is a fully standing event. Chairs are not provided.**
- **Seats and chairs are permitted into the event but be prepared to queue longer in the search lanes.** Please be aware that there will be capacity crowds this year and not as much room as previous years for setting out chairs. Do not pitch your chairs in the high density areas in the area in front of Front of House tower and don't feel upset or angry with people that stand in front of you and block your view. Be prepared to move your chair further back should you insist on seating.
- **Large bags are not allowed to be taken into the festival.** There is no storeroom to leave your bags. Please don't bring them.
- **Small bags are allowed into the festival** with the dimensions of 30cm x 42cm (A3 size) nothing bigger please you may be refused entry. Please be prepared to queue longer in the search lanes.
- **Umbrellas** parasols, and the like are not permitted for safety reasons.
- **Tents and gazebos**, tables, BBQs, stoves and gas canisters are also not permitted due to safety reasons.
- **Banners & Flags** with sticks/poles are not permitted
- **Food & drink.** There is a variety of licensed bars and catering open throughout the event, as well as a free water point. If you insist on bringing food and drink into the event bring minimal amounts and be prepared to allow a steward to search through any items you bring. **Only non-alcoholic drinks in plastic containers with unbroken seals 500ml** and baby food where not in glass containers is permitted. **Alcohol is not permitted.**
- **Glass or Cans** Note that no glass or cans are permitted anywhere in the venue at any time.
- **Challenge 25**
If you are lucky enough to look under 25, we may ask you to prove your age when attempting to buy alcohol as part of our Challenge 25 Alcohol Policy. Any one of the following is considered an acceptable form of ID:
 1. Passport (not a photocopy). Foreign passports are acceptable if in suitable condition and include a photograph.
 2. Full or provisional photo card driving license issued by the DVLA.
 3. Proof Of Age Card - The card must be part of the PASS scheme and carry their hologram.If you are under 18 you are committing an offence if you attempt to buy alcohol. Similarly, anyone purchasing alcohol for someone under 18 is committing an offence.
- **Illegal Substances and New Psychoactive Substances (Legal Highs)** New psychoactive substances / so-called 'legal highs' are strictly forbidden at the event and following the introduction of the Psychoactive Substances Act on 26 May 2016, could result in penalties for possession or supply.

- **Animals** Animals, with the exception of assistance dogs, are not permitted at any time within any areas of the site.
- **Behaviour** Illegal and antisocial behaviour will not be tolerated and will lead to ejection from the event.
- **Dangerous or hazardous items** e.g. knives, scissors, flares, fireworks, lighter fuel, aerosols, spray cans, Air Horns, Klaxons or similar, Laser Pens are not permitted to be brought into the event.
- **Chinese Lanterns** are not permitted.
- **Bicycles, Skateboards and scooters** are not permitted.
- Any other items not included in the above list that we consider to be unsafe or pose a risk to public safety and/or security.
- **Unauthorised professional photography or filming equipment** is strictly prohibited.