



2024 TERMS & CONDITIONS OF ENTRY

Updated 26/01/24

Electric Bay Festival 2024 (EB, The Event) is owned and operated by Louder Entertainment Ltd (Organisers, we, our) and held on Torre Abbey Meadows (The Event Site).

GENERAL

1. Upon booking your ticket(s) through our partner ticket agents including (but not limited to); Skiddle & See Tickets you are agreeing to these Terms and Conditions.
2. We reserve the right to make alterations to the time, date, duration, and venue of the event in the event of unforeseen or other circumstances, including (but without limitation) Force Majeure, safety and security concerns or decisions from authorised persons or other competent authority.
3. The artists, set times and performer line-up and all billed attractions are subject to change at any time without notice.
4. Admission is at the ticket holder's own risk. The Organisers and Premises Licence Holder will not be held liable for any loss, injuries or damages sustained at the event including damage, theft or losses to property and motor vehicles if the cause is due to the negligence of the ticket holder or the unforeseeable actions of other patrons or third parties.
5. No admittance after the last entry time. Please check the website for event information regarding this.
6. No re-admission into the event site at any time.
7. The festival is cashless so you will need to bring a payment card or another form of electronic payment to purchase food, drink, and merchandise. No cash machines will be available onsite.
8. Strictly no trading or other commercial activity by any ticket holder will be allowed on the event site without the Organiser's prior written consent.
9. The Organiser accepts no responsibility for goods or services purchased from third party traders.
10. Please use bins and recycling points provided.
11. In order to facilitate the security, safety and comfort of all guests & staff, the Organisers and Premises Licence Holder reserve the right to refuse admission or evict from site any individual.
12. In accordance with Smoke Free Regulations, any tented arenas and other areas of the event are designated No Smoking areas (this includes e-cigarettes). Failure to comply with these regulations and event signage may result in ejection.
13. If you are caught urinating or defecating in places other than a toilet, you run the risk of immediate ejection from the event site.
14. Anti-social behaviour will not be tolerated, and anyone found acting in such a way will be immediately ejected without refund.
15. For the safety of yourself and others it is forbidden to access areas that are restricted. This includes climbing on equipment, fences, stages, roofs and other apparatus or constructions. If you are caught doing this, you will be ejected from the event without refund or compensation.
16. Warning: exposure to loud and excessive music may be damaging to your hearing.
17. Pyrotechnics, lasers, smoke machines, strobe lighting and special effects may take place during some performances.
18. As a condition of sale, the ticket holder consents to being filmed, photographed, and recorded for television, feature films, radio, webcast, and other public broadcast and/or for any video/DVD or by onsite CCTV cameras and recordings for safety and security purposes.
19. CCTV monitoring & recording is in operation for the purposes of crime prevention, safety, and security. By entering the site, you agree to grant the Event permission to film you. The scheme is operated by the organisers who can be contacted on info@louderuk.com

TICKETING

20. When purchasing your ticket, you will be asked to provide your customer details, including a contact mobile telephone number. For more information on how we use your personal data please read our Privacy Policy here: <https://terms.louderuk.com/privacy.pdf>
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21. Tickets are in the form of barcodes and will be scanned upon entry; once a barcode has been scanned it cannot be used again.
22. The first scanned ticket to arrive at the event will be allowed entry; any subsequent ticket with the same barcode will be denied access. Please treat your ticket as you would cash, the Organisers accept no responsibility or liability for any inconvenience caused by the unauthorised duplication of a ticket. Do not post images of your barcode on social media or share with friends.
23. Skiddle & See Tickets are our only authorised ticket agents. Do not buy tickets from other third-party sources, as we cannot guarantee entry or ensure these tickets are genuine. Invalid or duplicate barcodes will not be allowed entry into the event site. The Event is not responsible or liable for tickets sold through unofficial or unauthorised sellers.
24. Wristbands removed from the wrist, tampered with, lost, or missing will be rendered invalid and will not be replaced. Those without valid wristbands or tickets will be removed from the site. All wristbands issued by the Organiser remain the property of the Organiser 24 hours post event.
25. Tickets cannot be used as part of any marketing, media, or sales promotion whether commercial or non-commercial without prior written permission from Louder Entertainment Ltd.

REFUNDS

26. All tickets are non-refundable except if the event is cancelled or postponed. We shall only be required to refund the face value of the ticket where the event is cancelled or postponed before it is started, or as required by applicable law. In the event of postponement of the event before it has started, and where it is rescheduled to another date, the ticket holder may elect to either use the existing ticket for the rescheduled date or apply for a refund. Refunds under these circumstances must be applied for within 7 days of the date of cancellation/postponement via your ticket agent. Any refund requests must be made by the original purchaser of the ticket.
27. In the event of cancellation of the event, only the face value of the ticket will be refunded and not the booking fee.

COMMUNICABLE DISEASES INCLUDING (BUT NOT LIMITED TO) COVID-19

28. You must follow any, and all, government guidelines regarding communicable diseases (which may be updated from time to time)
29. You understand that we have the right, at our complete discretion, to:
 - a. Refuse entry to any attendee who we reasonably believe may display symptoms of a communicable disease or who may not have followed relevant Government guidelines or our guidelines or entry requirements.
 - b. Require that any attendee leaves the Event where we reasonably believe that they may not be complying with these terms or any of our or relevant Government guidelines in force in relation to communicable diseases.
30. You understand that there are risks associated with attending any gathering (including the Event). We will take reasonable steps to comply with any relevant guidance intended to reduce the spread of communicable diseases. However, we cannot be responsible for the behaviour or health of other Event attendees and cannot effectively ensure that no attendees at the Event will have a communicable disease. Accordingly, we will not be responsible if you catch a communicable disease at the Event or for any illness or death of any Event attendees caused by a communicable disease.
31. You understand and accept that you will be attending the Event and using any facilities on-site at your own risk.
32. You must follow all guidelines and/or entry requirements notified by us to you, and which will apply to your attendance at the Event. This may include providing evidence of vaccination status, testing on entry or evidence of testing prior to attending the Event. We may be required to amend our guidelines before or during the Event and ask that you comply with any updated guidelines notified to you.
33. You understand and accept that where there is a conflict between any of the provisions in this paragraph and any updated government guidelines, the updated government guidelines will apply.

GATE SEARCHES AND CONFISCATED ITEMS

34. There will be a search operation at the gates, and you should expect to be searched on entry. This may include vehicle searches for some vehicles at discretion of Security, clothing/bag searches at the gates, onsite or when leaving.

35. Refusal to be searched will result in entry into the event site being denied.
36. We have a No Drugs Policy regarding the possession, use or sale of illegal drugs. This includes Nitrous Oxide and all other products banned under the New Psychoactive Substances Act 2016.
37. Prescribed medication should be declared before entering the search and entry points. Medicine should be in its original packaging and the ticket holder must bring a copy of their prescription in their own name.
38. Prohibited items include:
 - Aerosols
 - Airhorns, klaxons megaphones
 - Alcohol
 - Animals, except authorised assistance dogs
 - Bags and backpacks larger than an A4 piece of paper
 - Bicycles and scooters
 - Cameras, film and video equipment for professional use
 - Camping chairs, stools, seat sticks, beanbags, and inflatable chairs
 - Camping equipment, gazebos and generators
 - Chinese lanterns
 - Cigarettes, tobacco and cigars for resale
 - Drones
 - Fancy dress and masks that full cover the face
 - Firewood, BBQs, cooking stoves and liquid fuels
 - Flags, banners and poles
 - Flares, fireworks and blow torches, candles, or pyrotechnics
 - Food and drink including soft drinks/water
 - Empty non-glass bottles allowed – please fill up at the free water points across the Event Site
 - If food is required for dietary or medical reasons, please email info@louderuk.com in advance to arrange.
 - Glass of any kind
 - Goods for unauthorised trading
 - Hi-visibility jackets, bibs and tabards
 - Illegal, new psychoactive and unidentifiable substances
 - Lasers and laser pens
 - Musical instruments
 - Personal motorised vehicles (non-mobility scooters)
 - Picnic blankets, hampers
 - Signs or materials displaying discriminatory, derogatory, or offensive messages, slogans or images
 - Sound systems
 - Spray cans
 - Umbrellas
 - Weapons or items that can be reasonable considered for use as one
39. This list is not exhaustive, the Organiser reserves the right to confiscate any potentially harmful items or substances at our discretion. Please be aware that work tools, ladders, 2- way radios etc can be deemed a potential security breach and we reserve the right to confiscate such items on entry.
40. At the search and entry point, ticket holders will be given the opportunity to give up (Amnesty) prohibited items in their possession prior to search. Once passed the Amnesty area, any person found in possession of prohibited items may be refused entry or evicted, and will have the item confiscated, and not returned.
41. E-cigarettes are allowed. E-cigarette liquid is only allowed if it is sealed and easily identifiable. If it can't be identified or the seal is broken, it will be confiscated.

AGE POLICY

42. Alcohol can only be purchased and consumed by those aged 18 or over. Any individual found to be purchasing alcohol for another individual aged under 18 will be removed from site.
43. BARS - Challenge 25 in operation. Accepted ID includes; valid in date photographic driving license, a passport, or a Citizen Card with approved hologram. Photocopies and Proof of Age Cards will not be accepted. If you cannot provide ID that is valid and in date, you will be refused sales of alcohol at the event site.

44. GATES - Challenge 25 in operation. Accepted ID includes; valid in date photographic driving license, a passport, or a Citizen Card with approved hologram. Photocopies and Proof of Age Cards will not be accepted. If you cannot provide ID that is valid and in date, you will be refused entry into the Event Site.
45. The event is strictly 18+. It is the ticket holder's responsibility to check age restrictions for the specific event date prior to purchase. Refunds cannot be arranged for incorrectly purchased tickets.
46. VIP is strictly 18+ on all event days. It is the ticket holder's responsibility to check age restrictions for the specific event date prior to purchase. Refunds cannot be arranged for incorrectly purchased tickets.

ACCESSIBILITY

47. Strictly no animals (with the exception of assistance dogs) will be allowed on the site. Please email us 72 hours in advance to make arrangements at info@louderuk.com
48. If you have a disability or need to arrange a carer pass, we will do our best to accommodate your needs. Please contact info@louderuk.com at least 72 hours in advance to give us ample time to make arrangements.

TRAVEL

49. There is no car park or onsite parking available for this event. Please make appropriate arrangements and plan your journey.

MEDIA POLICY

50. By entering the event site, you agree to grant the Event permission to use your image in any publicity, marketing, or promotional materials.
51. Filming and Photography is allowed throughout the public site for personal use, but only with non-professional equipment. We ask that you do it respectfully and to observe data protection law. You must not sell any photography or moving images from the Event for commercial or other gain. Photography and filming for commercial purposes can only be undertaken with the prior written approval and official Event accreditation from the Organiser.
52. Photography & filming is restricted or prohibited in certain areas: welfare and medical areas, the main entry gates, search areas, security compounds and all backstage areas.
53. The unauthorised use of drones is strictly prohibited. No individual, broadcaster or filming company may film or photograph with drones. This is not allowed at the event site before, during or after the Event.

CHANGES TO THESE TERMS & CONDITIONS

54. The Organiser reserves the right to add to or amend these Terms from time to time. Amendments will take effect when posted on our social media pages or website. Please check regularly for changes and to ensure you have up to date information as you are bound by these terms and conditions. If you purchase a ticket and there is an amendment to these Terms, you agree to be bound by the updated version of these Terms.