



The following sets out our terms and conditions of purchase for all Admission Tickets and products purchased.

The Terms

The "Admission Tickets" – as advertised on our website for admission to the Event

The "Organiser" – WoolNess Ltd

The "Venue" - The International Centre for Life, Times Square, Newcastle upon Tyne, NE1 4EP

The "Event" - WoolNess Festival 2019

Buying Admission Tickets for WoolNess 2019

1. Admission Tickets

- Admission Tickets will be on sale from 16:00 hrs (GMT) on Monday 29th April 2019 for 30 days at a discounted rate (ending at midnight on the 29th May 2019). Admission Ticket prices will increase from 30th May.
- Admission Tickets will also be available to purchase on the door on the day of the Event, subject to availability.
- Advance purchased Admission Tickets are issued in the form of **email tickets**.
- A printout of an email ticket, showing the unique booking code, is required for entry to the Event.
- One email will be issued per purchase transaction and may contain one or more Tickets. If buying more than one Ticket then please make sure to arrive at the Venue as one party. We cannot hold and distribute wristbands for attendees without valid unique email ticket confirmation.
- Children under 16 years of age go free as long as they are accompanied by an Admission Ticket holding adult. Proof of age will be required on arrival.
- Concessions are not available.

2. WORKSHOP TICKETS

- If you plan to attend a Workshop at the Event you may wish to combine a Workshop ticket with a Day ticket or Weekend ticket included in the price.

3. PURCHASE AND PAYMENT

- All Admission Tickets must be paid for in full at time of purchase.
- All Admission Tickets are offered subject to availability.
- Group tickets of 10 or more are available at a discounted rate. Please contact the organisers by email if you require group tickets.
- Tickets are not transferable unless arranged through the Organiser, at their discretion.
- A third-party system to administer bookings is used.

4. CANCELLING / REFUNDS

- Admission Tickets are not refundable.
- The Organisers reserve the right to cancel the Event and a full refund will be issued within 14 days of cancellation. However the Organisers cannot be held liable to any additional costs incurred. If for any reason the Event is cancelled it is up to the ticket holder to ascertain whether the Event has been cancelled by checking on the Organiser's Event website.
- Admission Tickets cannot be re-sold.





5. EMAIL UPDATES

- When booking your ticket please ensure you use an email address that is checked regularly so that you are updated to any changes to the Event that may occur.
- We do not share your email details with any third party other than Ticket Tailor for the purpose of booking.

6. ADMISSION

- Evening Reception Ticket attendees will be given a colour-coded wristband in accordance with their booking.
- Tickets are only valid for the date stated upon them.
- The Organisers or Venue staff reserve the right to restrict access in order to restrict overcrowding at any point during the Event.
- The Organisers reserve the right to refuse admission, if deemed necessary for the safety and wellbeing of other ticket holders, staff or for health and safety concerns.

7. CODE OF CONDUCT

- The Organisers welcome all ethnicities, genders, sexualities, dis/abilities, religions & beliefs. However, the Organisers reserve the right to refuse admission or evict anyone behaving in a discriminatory or offensive way, including harassment, hate speech, hateful behaviours, or displaying symbols associated with hate groups.

8. ACCESSIBILITY

- The International Centre for Life is accessible to all and has lift access where required.
- Please do not hesitate to contact us if you have any concerns regarding access

9. PETS

- Only guide dogs are permitted in the Venue.

