



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

### The Terms

The "Evening Tickets" – as advertised on our website for the WoolNess Festival Evening Events

The "Organiser" – WoolNess Ltd

The "Venues" - The Life Science Centre, Times Square, Newcastle upon Tyne, NE1 4EP and the Literary and Philosophical Society of Newcastle upon Tyne, 23 Westgate Road, Newcastle upon Tyne, NE1 1SE

The "Events" - WoolNess Festival Evening Events on Friday 2nd August 2019 at the Literary and Philosophical Society of Newcastle upon Tyne, 23 Westgate Road, Newcastle upon Tyne, NE1 1SE and on Saturday 3rd August 2019 at the Life Science Centre, Times Square, Newcastle upon Tyne NE1 4EP

### Buying Tickets for the Evening Events at WoolNess Festival 2019

#### 1. EVENING TICKETS

- Evening Tickets will be on sale from 16:00 hrs (GMT) on Friday 7th June 2019.
- Evening Tickets will also be available to purchase on the door on the day of the Event, subject to availability.
- Advance purchased Evening 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 Evening 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.
- Concessions are not available.

#### 2. PURCHASE AND PAYMENT

- All Evening Tickets must be paid for in full at time of purchase.
- All Evening Tickets are offered subject to availability.
- The first 50 tickets sold for the Saturday Evening Event will be discounted to £20.00 after this time the price will rise to £22.50 per ticket.
- Tickets are not transferable unless arranged through the Organiser, at their discretion.
- A third-party system to administer bookings is used.

#### 3. CANCELLING / REFUNDS

- Evening 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.
- Evening Tickets cannot be re-sold.

#### 5. EMAIL UPDATES

- When booking your Evening 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. EVENING EVENT

- Evening Ticket attendees will be given a colour-coded wristband in accordance with their booking.
- Tickets are only valid for the date and time 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 entry to the Evening Event, 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. 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 Life Science Centre is accessible to all and has lift access where required.
- The Lit and Phil is constrained in the adaptations that can be made for people with some disabilities because their premises are Grade II\* listed as a building of special architectural interest dating from 1825. They do have an external lift for wheelchairs/disability scooters.
- Please do not hesitate to contact us if you have any concerns regarding access

### 9. PETS

- Only guide dogs are permitted in the Venues.

