

TERMS AND CONDITIONS OF ENTRY AND SALE

GENERAL

- a) These Terms and Conditions (T&Cs) incorporate, and should be read together with, any Vendor's and/or Agent's T&Cs or regulations, which you can obtain from the point of purchase from the Official Agent.
- b) Artists and billed attractions may be subject to change.
- c) No trading allowed within the venue without the Promoters prior consent.
- d) Goods using unauthorised event logos and unauthorised professional recording equipment will be confiscated.
- e) Do not buy tickets, wristbands or goods from unlawful street traders/touts. They are invalid.
- f) You give your express consent to your actual/ simulated likeness to be included for no fee within any audio or visual recording to be used in any media for any purpose at any time. This includes filming by An Garda Siochana or security staff which may be carried out for the security of customers and/or the prevention of crime.
- g) No unauthorised buses, coaches or trucks will be allowed on site.
- h) Valid photo ID will be required in order to obtain admission (valid Passport / Driving license)

REFUNDS

- a) Refunds are only considered on major cancellation, substantial alteration or by special exception determined by the promoter.
- b) Refunds should be obtained from the point of purchase, no later than 3 months after the event.
- c) A minimum of the face value of the ticket will be refunded.
- d) Refunds of booking fees per ticket are subject to the T&Cs of the point of sale.

DAMAGE/LOSSES

The promoter is unable to accept any liability for personal or property damages, losses (including confiscations) or injuries sustained at this event other than caused as a result of our negligence.

TICKETS AND WRISTBANDS

- a) Tickets are non-transferable and only valid when purchased from official agents of the promoter.
- b) Tickets/wristbands purchased from unauthorised sources will be rendered invalid and refused admission.
- c) Tickets must be exchanged for a wristband on first entry at a wristband exchange. There is no re-admission on day tickets or day wristbands.
- d) Tickets must be valid, presented in full, with stubs and not tampered with (in the event of accidental damage, refer to point of purchase prior to event). Tickets remain the property of Open Ear site Ltd.

- e) You are responsible for your wristband. Damaged/Tampered wristbands will be refused entry into the event.
- f) The promoter will not issue duplicate tickets for lost or stolen tickets.
- g) Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of the promoter.
- h) You are responsible for your ticket prior to entering the event.
- i) All wristbands remain the property of the Promoter until 5pm the day after the last day of the event.
- j) If you can no longer attend and wish to give your ticket to another person you must contact the festival directly @ kenny@openear.ie

SECURITY

- a) The promoter reserves the right to evict a customer without refund, and/or refuse admission.
- b) You may be body/bag searched at the entrances, on the site or when leaving.
- c) Any item(s), reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, will be confiscated.
- d) Any person carrying illegal items or carrying out illegal activity will be given to the An Garda Siochana and refused entry.
- e) Anti-social behaviour may lead to eviction. Please act responsibly.
- f) Throwing gas, aerosol or similar canisters/containers onto fires is extremely dangerous and will lead to eviction.

BANNED ITEMS

- a) Banned from event - Gas canisters, aerosols over 250ml, airhorns, fireworks, flares, gazebos, glass, illegal substances, drugs, 'legal highs', laser equipment/pens, megaphones, nitrous oxide, sky or 'chinese' lanterns, sound systems, spray cans, tabards/high viz jackets, drones.
- b) Banned from arena - Cans, disposable BBQs, campsite stoves, flag poles, umbrellas. Read our alcohol free-flow policy in our FAQ
- c) Generators with the exception of those professionally fitted in campervans.
- d) Anyone resisting confiscation of disallowed items or disregarding these conditions will face eviction.
- e) This is an over 18's event. Photo ID required. (Passport / Driving license)
- f) It is illegal for an over 18 to purchase alcohol on behalf of those under 18's.

FIRE AND SAFETY

- a) Fires are not permitted anywhere on site.
- b) The burning of plastics, bedding, tents, furniture etc. is not permitted anywhere on site.
- c) Smoking including electronic cigarettes is not permitted in enclosed public spaces or buildings including the arena big tops.
- d) The use of disposable BBQ's and permitted cooking stoves are only permitted in designated BBQ areas (Gas BBQ's are not permitted).

- e) Excessive exposure to loud music may cause damage to your hearing.
- f) Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances, sometimes without prior warning.
- g) The use of drones or similar equipment for any reason is strictly forbidden on site without written permission from the promoter.

HOUSEKEEPING

- a) Please use the bins and recycling points provided on and off site.
- b) No animals, other than guide or hearing dogs, are permitted on site.

INFORMATION & NOTIFICATION

- a) For TICKETING enquiries please contact kenny@openear.ie