



2024 BALMORAL SHOW TERMS & CONDITIONS FOR ALL TICKETS/WRISTBANDS

The presentation for the purpose of admission of a 2024 Balmoral Show ticket or wristband shall constitute an acceptance of the terms and conditions detailed below and implies an undertaking on the part of the holder to accept them.

These terms and conditions are to be read together with all other statements and/or directives either shown on the ticket or found on this website. In this document, the terms “Society” and the “Event Organiser” refer to the Royal Ulster Agricultural Society (RUAS).

For further information please read the privacy notice found at <https://www.balmoralshow.co.uk/privacy-policy>.

By entering the event you agree that the Event Organiser may use the ticket holder’s likeness or image in any live or recorded video displays, photographs, publicity materials, social media or website content.

Ticket/Wristband Purchase

Please note that your ticket purchase is non-transferable and non-refundable. The Society will not be responsible for any tickets that are lost or stolen. Duplicate tickets/wristbands will not be issued if tickets are lost, damaged or stolen. Replacement tickets will need to be purchased.

Please keep your tickets/wristbands safe. All tickets/wristbands will remain the property of the Event Organiser until full payment has been received.

Any person found making unlawful resale, attempted unlawful resale or duplication of a ticket/wristband will be subject to grounds for seizure or cancellation of that ticket/wristband without refund or other compensation.

Tickets cannot be exchanged or refunded after purchase. Please check your booking before placing the order and your tickets upon receipt.

The Balmoral Show is an all-weather event. If the Show must be rearranged due to circumstances beyond the Event Organiser's control it is the responsibility of the ticket holder to ascertain the date and time of any rearranged event.

Wristbands/tickets may not be used for competitions or promotions without written permission from the Event Organiser.

Wristbands are only valid when worn on the wrist and correctly fastened at all times during the event. Wristbands not worn as directed will be retained at the entrance gates. Tampering will invalidate the wristband. Stretching, tearing, taping or cutting the wristband is not permitted. If wristband tampering is evident, the wristband will be voided, and the wearer will be refused entry.

Admission

Admission is by valid ticket only. Any family passes or gift vouchers must be redeemed for tickets before arrival at the event venue.

Unless notification of your order is received from the Event Organiser no booking is confirmed.

Tickets are sold subject to the Event Organiser's right to alter or vary the programme including but not limited to changes to the advertised programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets.

The Event Organiser cannot be held responsible for any errors or omissions of the programme on its website.

If this ticket is re-sold or transferred for profit or commercial gain by anyone other than the Event Organiser or one of their authorised sub-agents, it will become void, and the holder will be refused entry to or ejected from the venue.

The Event Organiser accepts no responsibility for any loss of personal property.

The acceptance of this order is not a guarantee of availability. If the Society are unable to fulfil your request, you will be notified at the earliest possible opportunity and an alternative may be offered. If an alternative is not acceptable a refund will be provided.

The venue management reserves the right to refuse admission and may on occasions have to conduct security searches to ensure the safety of the patrons.

The Event Organiser would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of declining to be searched, being abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas, halls and marquees), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings. Alcohol is not permitted to be consumed other than in the licensed areas.

Procedures

In the event of a person(s) being considered to be in breach of the Conditions of Entry, the Event Controller and/or Finance Director should be notified as soon as practical.

The Event Controller and/or Finance Director should then make a determination if a breach of the Conditions of Entry has taken place or is taking place.

The Event Controller and/or Finance Director will advise the person completing the log in the Control Room of the report and of their determination- a record should be made in the log. The Event Controller and/or Finance Director may also advise the PSNI.

In the event of the Event Controller or Finance Director considering that a breach has occurred or is occurring they will advise the Security Manager or other member of staff and of the actions to be taken.

The actions to be taken may include:

- Considering that the incident was minor and that no further action should be taken (other than making a record of the incident)
- Instructing a member of staff (and a witness) to advise that the person(s) that they are in breach of the Conditions of Entry and that they should comply with the Conditions of Entry accordingly, - if they do not comply they should be asked to leave the Show Grounds (see below),
- Ask the person(s) to leave the Show Grounds - the person(s) should be escorted from the Show Grounds accordingly by the member of staff and by the witness,
- A report should be made by the Event Controller and/or Finance Director and by the member of staff and the witness.

In the event of a person(s) being asked to leave the Show Grounds the Event Controller and/or Finance Director should be informed, and they should ask for the CCTV system to be used to monitor the process.

In the event of the person(s) refusing to leave the Show Grounds as requested the Security Manager should arrange for members of their staff (SIA registered) to oversee the process. The person(s) should be advised of the Conditions of Entry and again asked to leave. In the event of them refusing to leave or becoming aggressive the PSNI (if present) should be informed.

The Security Manager should then make reasonable efforts to remove the person(s) from the Show Grounds. In the event of the person(s) becoming aggressive or refusing to leave the PSNI should be informed by the best available means. The person(s) should be monitored by CCTV and a record should be made by all members of staff involved in the incident.

The Event Director should be informed of the incident.

Re-admission

There is a re-admission policy in which persons must make gate staff aware that they wish to re-enter the site before leaving the site. The person(s) will have their hand stamped to allow re-entry. Re-entry is valid for the day stamped only.

Emailed Tickets

All tickets ordered online will be emailed to the recipient. Each ticket has a unique barcode number which can be used once for entry to the Show on any one day. Your booking reference for the entire order is also printed on the ticket in case of query.

Please check that you print each individual ticket in the email. Emailed entry tickets can be printed in black and white or colour. It is the responsibility of the ticket purchaser to print the tickets. The Event Organiser will not be posting any tickets to those who order online. Once a ticket has been scanned through an admission point it is no longer valid.

General Information

The Event Organiser will not be responsible for any delay in the delivery of tickets /wristbands due to circumstances beyond its control.

The Event Organiser will not be responsible for data communications failure or malfunction.

All tickets may carry a booking fee as determined by the Event Organiser which if applicable will be clearly stated. By placing an order on this website (www.balmoralshow.co.uk) you accept all booking fees charged.

The Event Organiser's agreement is to supply tickets/wristbands, subject to availability. In the event of any errors, which are the direct result of actions of the Event Organiser management or staff, the Society are only responsible for the refund of the cost of the ticket.

Our agreement does not cover the cost of travel or accommodation.

The Event Organiser cannot take responsibility for travel difficulties such as strikes, inclement weather or travel delays, or any other circumstances beyond the Event Organiser's control. There are restricted capacities within all tented structures at the event. Once they reach maximum capacity there will be no further admission until safe to do so.

All vehicles (cars, 4x4s, lorries, vans, caravans etc) in the internal pre-paid car parks must display their parking tickets at all times. Any vehicle without a valid parking ticket may be towed off site and a fee for return apply. The Event Organiser does not accept any liability.

Vehicle contents are left at owner's own risk.

Visitors to the event must act responsibly at all times and refrain from any act which would endanger themselves, other visitors or animals. The Event Organiser reserves the right, in its sole discretion, without refund, to revoke the wristbands/tickets of any participant/visitor whose conduct is deemed inappropriate, disorderly or offensive by the Event Organiser, affiliated third parties or the local authorities.

No dogs, other than assistance dogs will be permitted into the event. Dogs are not permitted to stay in vehicles on site whilst patrons attend the event.

The Event Organiser reserves the right to implement any restrictions/conditions deemed necessary before and during the event to ensure the safe management of the event.

The Event Organiser reserves the right to amend the terms and conditions of any ticket/wristband in accordance with any new laws, legislation or internal company policies.

The Event Organiser reserves the right to postpone or abandon the event but will not be responsible for loss incurred by any intending exhibitor/visitor resulting from such postponement or abandonment.

Any Further Information

For further enquiries please contact the Royal Ulster Agricultural Society (RUAS).

Telephone: 028 9066 5225

Email: info@ruas.org.uk

