

## **TERMS & CONDITIONS FOR ALL TICKETS/WRISTBANDS**

The possession of a 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 displayed on the premises or within event publications.

When you book with us we will ask for your name, address, credit card details, telephone number and e-mail address. We may also ask you where you saw promotional material referring to the event that you are booking. This allows us to fulfil your ticket request, track your order and contact you regarding your booking.

No personal information provided by you will be used for marketing purposes unless you agree to the data protection statement when completing a booking.

By entering the Balmoral Show you agree that the organiser (RUAS) may use the ticket holders likeness or image in/on any live or recorded video display, picture, publicity material or website.

### **Ticket/Wristband Purchase**

Please note that your ticket purchase is non-transferable and non-refundable. We will not be responsible for any tickets that are lost or stolen. Duplicate tickets/wristbands will not be issued should you lose, damage or if tickets/wristbands are stolen. Replacement tickets will need to be re purchased. Please keep your tickets/wristbands safe. All tickets/wristbands will remain the property of the organiser until full payment has been received.

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

We regret tickets cannot be exchanged or refunded after purchase. Please check your booking before placing the order and please check your tickets on receipt, as mistakes cannot always be rectified. Balmoral Show is a rain or shine event.

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 organiser.

All wristbands must be 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**

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 organiser (RUAS) 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, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

Unless notification of your order is received from the organiser (RUAS) no booking is confirmed.

Admission is by full ticket only.

Tickets are sold subject to the management's or producer'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 organiser (RUAS) cannot be held responsible for any errors or omissions on the website.

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

The organiser (RUAS) accept no responsibility for any loss of personal property.

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

### **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 for the day the ticket is valid 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 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 organiser (RUAS) will not be posting any tickets to those who order tickets online.

### **General Information**

The organiser (RUAS) will not be responsible for any delay in the delivery of tickets /wristbands due to circumstances beyond its control. It is the responsibility of the ticket /wristband holder to contact the organiser (RUAS) in the event of non-delivery.

The organiser (RUAS) will not be responsible for data communications failure or malfunction.

All tickets may carry a booking fee as determined by the organiser (RUAS) which if applicable will be clearly stated. By placing an order on this site you accept all booking fees charged.

The organisers (RUAS) agreement is to supply tickets/wristbands, subject to availability. In the event of any errors, which are the direct result of actions of the organiser (RUAS) management or staff, we are only responsible for the refund of the cost of the ticket.

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

The organiser (RUAS) cannot take responsibility for travel difficulties such as strikes, inclement weather or travel delays, or any other circumstances beyond our control.

There are restricted capacities within all tented structures at the Balmoral Show. Once they reach maximum capacity there will be no further admission until safe to do so.

All vehicles (cars, 4x4, lorries, vans, caravans etc) must display their parking tickets purchased at all times. Any vehicle without a valid parking ticket may be towed off site and a fee for return apply. The organiser (RUAS) does not accept any liability. Vehicle contents are left at owners own risk.

Visitors to Balmoral Show must act responsibly at all times and refrain from any act which would endanger themselves, other visitors or animals. The 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 organiser, affiliated third parties or the local authorities.

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

The organiser (RUAS) reserves the right to implement any restrictions/conditions deemed necessary before and during the event to ensure the safe management of the event.

The organiser (RUAS) 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 organiser (RUAS) reserves the right to postpone or abandon the Balmoral Show 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).