

# SHAMBALA FESTIVAL 2011

## TERMS AND CONDITIONS OF TICKET PURCHASE

### TICKETS

Kambe Events Ltd reserves the right to change all, or any, arrangements concerning Shambala Festival without notice. All Shambala Festival tickets are non refundable under any circumstances, any such action is at the discretion of Kambe Events Ltd.

Only tickets bought from the website, or our official agents\* will be valid - Please do not buy tickets from any other source, forum, eBay etc.

### \*OFFICIAL AGENTS:

#### The Ticket Sellers

(Phone & Internet) 0844 870 0000 info@theticketsellers.co.uk

#### Bristol Ticket Shop

(Walk In Only Outlet) 0870 444 4400 sales@bristolticketshop.co.uk

#### La Freak Boutique

(Walk In Only Outlet) 47 Picton Street, Montpellier, Bristol

**Airy Fairy** (Walk In Only Outlet) 0114 249 2090 anwen@airyfairy.org

Tickets may be restricted to a maximum number per person. Kambe Events Ltd reserves the right to cancel tickets purchased in excess of this number, and for any other reason.

### TICKET PRICES 2011:

<b>Super Early Bird Adult</b>	£89.00*
<b>Early Bird Adult</b>	£99.00*
<b>Adult Full Price</b>	£119.00*
<b>Teen</b> (ages 15 to 17 inclusive)	£79.00**
<b>Child</b> (ages 6 to 14 inclusive)	£29.00
<b>5yrs and under</b> (inclusive)	£FREE (must be registered)

All age conditions, on all ticket types apply to the day of opening of Shambala Festival, not the date of ticket purchase. Proof of identification is required and must be either Drivers License, Passport, or one of the following cards [part of the PASS Scheme www.pass-scheme.org.uk] CitizenCard, VALIDATE UK, Connexions Card, Young Scot.

### Live-In Vehicles

(Converted Van / Car & Caravan only) £30.00

**Car Park Pass** £20.00

**Motorbike Park Pass** £5.00

### Coach Tickets;

**Birmingham** (Thursday Departure Only) £10.00

**Sheffield** (Thursday and Friday Departures) £12.00

**London** (Thursday and Friday Departures) £16.00

**Bristol** (Thursday and Friday Departures) £18.00

**Brighton** (Thursday Departure Only) £20.00

All ticket prices are "face value" amounts and all ticket types are subject to additional booking fees, which may vary between agents.

\*Free carer passes are available to attendees on DLA middle or higher rate allowances (proof required at the gate). Those eligible for free carer tickets are eligible to use the Easy Access Camping (EAC) area and its associated facilities. 3 guests including a carer per 'plot'. Any larger groupings are at the discretion of the area manager, and depend on available space and bookings. One essential vehicle will be permitted within plots per eligible ticket holder. 241 ticket holders may camp wherever they wish in public camping, but vehicles and additional support can only be permitted in the designated EAC.

\*\*Teen tickets can only be bought in conjunction with an adult ticket. A maximum of 2 Teens per adult over 30yrs+ is permitted. Teens must be accompanied on arrival to the event by their named responsible adult of over 30yrs+. Under no circumstances will teenagers be permitted entrance to Shambala Festival without accompaniment.

It is advised to check gate opening and closing times. Ticket holders will not be admitted outside of these times. It is the attendee's responsibility to check gate times as published on the website and e-tickets. Kambe Events Ltd reserves the right to refuse admission and may conduct security searches on entry.

Kambe Events Ltd's "50/50 deal" applies to Shambala "Adult Full Price" tickets only. Payment is permitted in 2 instalments to the value of £119 plus booking fees. The offer is valid from the point at which the "50/50 deal" tickets are on sale and until the 1st of May 2011. The second and final payment must be made by the 1st of July 2011. Cancellations and deposits under the "50/50 deal" are non-refundable.

### Cancellation, Misuse and Refunds

In the event of the unforeseen cancellation of the event, tickets are automatically transferable to a future event, at the discretion of Kambe Events Ltd.

Although we will do our best to keep you informed of any cancellation, it is the ticket holders' responsibility to establish whether an event has been cancelled and the date and time of any rearranged event. Kambe Events Ltd has no obligation to refund any monies or exchange tickets should the programme be altered, or varied, for any reason.

If under exceptional circumstances, discretionary refunds are offered, the booking fee and a £10 administration charge will be deducted. Kambe Events Ltd can only offer discretionary refunds on tickets purchased from official agents\*. In this instance the full value of the ticket will be refunded, less any booking fees and charges incurred. No refunds will be offered within 4 weeks of the events start date. We reserve the right to refuse refunds at any time for any reason.

All ticket and refund enquiries must be directed to the agent from whom tickets were purchased. If tickets were bought online or by phone contact The Ticket Sellers, in all other cases customers must first contact the specific outlet the purchase was made.

Kambe Events Ltd is unable to accept any liability to replace any tickets lost, stolen, damaged or used after they have been received. In the case of Shambala Festival's e-ticket (4 digit PIN codes), it is your responsibility to keep your code and password private to yourself and group. Tickets bought in your purchase may be split and therefore individuals may arrive separately at the gates. However, any entry with a code and password will be treated as valid, until all tickets are used. If the correct PIN and password are given and all tickets have already been used, the ticket and entry code will become invalid and any further persons refused entry.

### Site

"Site rules" apply to camping areas, which include the fire policy, personal conduct – such as acceptable noise levels – and management of waste. Site rules must be observed. We reserve the right to eject individuals or groups either disobeying the site rules or displaying antisocial behaviour.

Fires that are off the ground and deemed to be responsibly managed are permitted in the camping areas of the event. Fires are not permitted in vehicle camping / live-in areas, nor are they permitted in any car parks.

Dogs are not permitted anywhere on site. (Registered guide dogs are an exception to this rule).

No glass is permitted on site, searches may be carried out on entry, and the option to transfer liquids to plastic provided.

Shambala Festival and Kambe Events Ltd have a no drugs policy and reserve the right to eject anyone suspected of infringement of this policy.

### Other

All attendees must adhere to the rules and regulations of the venue, the event organisers (Kambe Events Ltd) and of Shambala Festival.

Kambe Events Ltd, Shambala Festival and our official agents can accept no responsibility for any personal property.

Ticket holders consent to video filming, photography and sound recording as members of the "audience". The audience has no rights to these images, and agrees to the use of these images and recordings by Kambe Events Ltd.

We store your data when purchasing tickets. This data will be treated in accordance with our privacy policy, and will not under any circumstances be given to a third party. We may contact you with Shambala related news.

ROAR - Right of admission reserved by Kambe Events Ltd, and Shambala Festival at all times.

Kambe Events Ltd reserves the right to change all, or any, on site arrangements.

All of these terms and conditions are governed by English law.