

Terms and Conditions

1. These Terms & Conditions

- a. High Tide Festival Company Limited (“we”) are the promoters and organisers of High Tide Bournemouth (“the event”).
- b. The following terms and conditions are in place to ensure the safety and security of everyone at High Tide.
- c. By purchasing a ticket and entering the event as a ticket holder or guest you are agreeing to these Terms & Conditions.
- d. We reserve the right to vary these Terms and Conditions from time to time.

2. Age Policy

- a. High Tide is an over-18's event.
- b. Proof of age in the form of recognised photographic ID may be required on entry and to purchase alcohol. A challenge 25 policy will be in operation at the bars.

3. Ticket Purchase

- a. Only tickets purchased at www.Hightide.co.uk will be valid for entry - Tickets are strictly nonexchangeable, refundable or transferable.
- b. Re-sale or attempted re-sale is not permitted. Where there has been a breach of this condition (or breach of any other terms and conditions), we reserve the right to cancel the tickets and refuse entry to the event without refund or compensation.
- c. Eight tickets maximum per transaction.
- d. Tickets, wristbands or other forms of accreditation to the event remain the property of the event for security purposes and may be recalled at any time.
- e. Ticket holder names must be provided at point of purchase.
- f. We are not liable for any tickets that have been lost or stolen.
- g. It is your responsibility to check your Tickets and booking confirmation and inform us immediately of any inaccuracies; mistakes cannot always be rectified. We cannot accept any liability if we are not notified of any inaccuracy in any documentation within 5 days of purchase.

4. Entrance Policy

- a. There is no strict re-admittance to the event - please make sure that you have everything you need to enjoy your day. Last Entry is 7pm.
- b. The organisers reserve the right of refusal of admission, whereupon the ticket will be refunded.
- c. All ticket holders and guests must consent to a security search of persons, clothing, bags and any other items deemed necessary, as a condition of entry. Prohibited items outlined in these terms & conditions will be confiscated and disposed of. No facilities exist to store prohibited items at the event entrance.
- d. The organisers retain the right to conduct further searches during the event should they have a reasonable suspicion that any of these conditions have been breached.

e. Various items are prohibited at High Tide to keep the event safe and to allow us to comply with licensing objectives:

i. Food and Drink - You may not bring any food or drink (including alcohol) to the event except for empty drinks containers. There is a full range of licensed bars and food outlets inside the event, and free drinking water points throughout the site.

ii. Drugs / Controlled Substances - Do not bring drugs to the High Tide site, you will be detained at the gate and passed to the police.

iii. 'Legal' Highs / Nitrous Oxide etc - these categories of so-called 'legal' highs are specifically prohibited at High Tide as we recognise that they have the potential to be just as harmful as other controlled substances. This applies equally to any substance that can't be identified by our security team.

iv. Weapons - weapons, or anything that could be considered a weapon, is prohibited at the event.

v. Animals - only registered assistance dogs are permitted at the event - please contact our access team to discuss your requirements before the event.

vi. Valuable items - We do not take any responsibility for items lost at the event. We recommend that you avoid bringing valuable items to the event where possible. If you do lose something, visit our welfare tent on the day, or contact us through the website after the event.

vii. Dangerous items - the following are considered dangerous and are not permitted. Glass in any form, cans or metal containers, spray cans, gas cannisters or compressed gas in any container, fireworks, flares, smoke cannisters, Chinese lanterns, camping stoves or cooking apparatus, explosives, firearms, knives or blades, replica weapons of any sort, large golf umbrellas, stools / camping sticks / chairs or other furniture, gazebos or parasols, sports equipment, flags and banners, megaphones, amplification equipment, klaxons, airhorns, large bags, hi-visibility tabards or similar.

We reserve the right to prohibit any other item if in the reasonable opinion of the organisers it could constitute a risk to safety or security.

Any person whilst on site or vicinity thereof, engages in disruptive, dangerous or violent behaviour including (without limitation) throwing, casting, thrusting or propelling any object at any person, instigates violence, demonstrates racism or xenophobia, behaves in a way that any reasonable person may interpret as provocative, threatening, discriminatory and/or offensive, creates or poses any threat to the life or safety of themselves or any other person(s), or harms any other person(s) in any way, or unreasonably obstructs the viewing of other spectators; will be escorted from site and handed over to the police.

5. Filming & Photography

a. By purchasing a ticket for High Tide the customer consents to photography / filming / recording by our partners, High Tide or those authorised to do so by us, and for any such recording to be used in any media, throughout the world, for all time.

b. There will be CCTV present at the event. Further details of the purpose of the scheme and how it is controlled will be shown at the entrances.

c. There is no unauthorised filming, photography or recording permitted at the event. Please do not bring professional equipment to the event as it will be refused entry.

6. Trading & Commercial Activity

- a. Only those specifically authorised by High Tide to undertake trading or commercial activity at the event may do so.
- b. It is prohibited to undertake marketing activity (such as flyering, posterage or any other form of advertising in any media) at the event, or anywhere on Bournemouth Beach.

7. General Information

- a. Artists listed not in order of appearance.
- b. The billed music and attractions line-up and times may be subject to change at any time without notice. We shall not be liable for any change of a published start time or change to the artists scheduled to perform. No scheduled acts may be considered as headline acts regardless of their relative fame or prominence in the billing and so cancellation by an artist or performer will not entitle you to a refund.
- c. Access to each designated area within the site is subject to capacity and we accept no liability and will not offer any Ticket refunds if a Ticket Holder is unable to attend a specific performance listed on the schedule.
- d. Strobe lighting, lasers and smoke/ haze effects and other special effects may be used in some performances.
- e. Smoking is not permitted in enclosed spaces at the event.
- f. High Tide is an outdoor event situated on the beach. The show will go ahead in rainy conditions. Please bring suitable clothing and footwear. No refunds will be given due to inclement weather.