

Sidmouth FolkWeek – 30 July to 6 August 2010

TERMS AND CONDITIONS

How to Buy Advance Tickets

Advance bookings can be made online at www.sidmouthfolkweek.co.uk or over the telephone on 01395 578627 or in person at the Sidmouth Tourist Information Centre Box Office until 5pm on 25 July 2010, or by mail using a booking form to the Tourist Information Box Office, Ham Lane, Sidmouth, Devon, EX10 8XR, UK (please provide a stamped addressed envelope).

Booking forms can be printed from the website, or found in flyers. Please note when booking tickets on-line or at the TIC there a booking fee will be applied.

Cheques for booking tickets through the Sidmouth TIC Box Office must be made payable to 'Sidmouth TIC'.

From 26th July tickets may be booked at the 'FolkWeek Box Office' by telephone on 01395 577952, or in person, however payments will not be accepted over the telephone. Payments at this office can only be made in person, using cash, Credit/Debit card or cheque. Cheques for bookings made at this office must be made payable to 'Sidmouth FolkWeek Productions Ltd'.

The 'FolkWeek Box Office' will be located at the Festival Hub, the Ham (near the Sidmouth Tourist Information Centre).

Receipts and collection of advance Tickets

Receipts will be issued for Season ticket and Camping ticket advance bookings. For online bookings, this will be in the form of an email. Receipts for bookings made via mail or telephone, if an email address is provided, will also be sent by email. If no email address has been given, a receipt will be sent by first class post.

All bookings have a unique number which must be quoted in any correspondence.

When booking, customers may specify where they wish to collect tickets as follows:

- FolkWeek Box Office – ideal for orders that *do not, and are unlikely at a later date, to include* Campsite tickets. Sited near the Sidmouth Tourist Information Centre, Ham Lane, Sidmouth, EX10 8XR, from 9am to 8pm, 26th July to 6th August 2010.
- FolkWeek Campsite - ideal for orders that *include, or are likely at a later date, to include* Campsite Tickets. Open from 28th July, 12:00am to late, 9am to 8pm on 29, 30 and 31 July, and 1 August.

If no collection point is selected then bookings that include camping tickets will be held for collection at the FolkWeek Campsite and bookings that do not include camping will be held at the FolkWeek Box Office (see previous paragraph for opening times).

Season Tickets

Season tickets will be on sale by 2 January 2010. They cover events (where space allows) as follows:

- Adult (age 25+) Season
- Young Adult (age 18-24) Season
- Youth (age 12-17) Season

Season tickets continued ...

Adult, Young Adult and Youth Season tickets gain entry to all except Ham Evening Events, for which a Ham Evening Season ticket or individual Ham Evening event tickets may be purchased.

• Child (7-11) Season

Child (7-11) Season tickets gain entry as for Adult Season tickets except that Children under 12 are not allowed in Bulverton Late Night events after 11pm.

- Children under 7 gain entry FREE OF CHARGE to specific children's events when accompanied by an adult with an Adult or Young Adult Season ticket.

- Children under 7 gain entry FREE OF CHARGE to adult events when accompanied by an adult with any appropriate Adult ticket for that event on condition at seated venues that if there is a shortage of space, under 7s must sit on an adult's lap.

Child Season tickets should *normally* only be booked on applications with Adult Season tickets of some kind.

Group discounts may be available. See booking forms for details.

In order to provide cost effective access to all events including Ham Evening events, a Ham Evening Season ticket is available to full week season ticket holders.

Additional benefits for full week Season Ticket holders

Holders of Season Tickets are entitled to a FREE copy of the Working Programme when available. One copy will be mailed per booking; additional copies (maximum to the number of people in the booking) can be collected on arrival. In addition they receive priority booking notice for Ham Evening event tickets from mid-May 2010 (available to the public from 1st June) and a discount on individual Ham Evening Event tickets booked by 3 July 2009. Alternatively a Ham Evening Season ticket may be booked (not available to non-Season Ticket holders).

Camping

Season and Event ticket holders may book to use the FolkWeek Campsite.

Please note that people without a valid ticket will not be able to use the FolkWeek campsite.

Full week camping tickets cover up to ten nights (Wednesday 28 July to Friday 6 August inclusive).

Caravans and motor homes are welcome subject to space. To guarantee a site caravans and motor homes are best booked well in advance.

Camping ticket types include:

- Adult full week
- Youth (12 to 17) full week
- Family full week (1 adult and up to 4 youths or 2 adults and up to 3 youths)
- Caravan supplement full week
- Children under 12 are FREE with an adult camping ticket
- There may be day tickets available for tents for event

ticket holders, space permitting

The camp site will be open at 12noon on Wednesday 28 July and not before. Please do not arrive in Sidmouth before then. Access to the campsite is restricted to holders of, camping tickets, receipts that include camping, and Access All Areas badge holders.

Important – for all Season Ticket and Camping Bookings

For safety and security reasons, season ticket, and campsite bookings, must be accompanied by a list showing names and addresses of ticket holders, plus ages of any under 25 on 30 July 2010.

Event Tickets

Event tickets are for a specified event only. A limited number of event tickets may be made available for events at the larger venues for booking beforehand. Numbers available will depend on the volume of season tickets booked. There may, in addition, be tickets available at the door of events, subject to space.

Access for People with Disabilities

We try to make the Festival as accommodating as possible to all people with disabilities. Wheelchair access is available at most venues (see programme for full details) and our volunteer stewards are always ready to assist with any special needs.

Carer's Ticket

Requests may be made, via the on-line system, or in writing, for a 'Carer's Ticket', by, or on behalf of, an adult requiring a carer to be able to attend events. Once approved a carer's ticket will be free of charge and gains entry to all events that the cared for person attends. The 'Carer's Ticket' does not gain entry to other events. If special requirements exist, such as positioning of a wheelchair, it is the ticket holder's responsibility to contact the venue management early to make sure that their requirements can be considered. Venue stewards will do their best to accommodate such requests.

Additional notes for care of minors

- Children under 7 years old must be accompanied by a responsible adult at all times at Sidmouth FolkWeek events or sites.
- Children under 12 years old must be accompanied by a responsible adult to performance events.
- 7 to 11 year olds may be signed into some workshops once the stewards are ready to receive them. Children must be collected when the workshop ends.
- Under 16s must be accompanied by a responsible adult in any licensed bar area.
- Under 16s must be accompanied by a responsible adult to attend Bulverton evening and LNE events.

Car Parking for Campers

Car Parking is congested in Sidmouth during the FolkWeek, so campers are asked to use the buses. Buses run regularly to and from the entrance of the campsite, from early morning until after all events are finished for the night. Detailed times and charges will be available in the Working Programme. Cars may be parked next to tents, but to minimise disruption and danger to pedestrians, cars cannot be moved on and off the campsite during the visitor's stay. Should car owners wish to have the option to use their vehicles during the week, they must park at the festival car park, located behind the Bulverton. Special arrangements may be made for mobility vehicles by prior arrangement. Please note that some areas of the campsite may not be suitable for people with mobility difficulties.

Dogs

Dogs may be admitted to venues at the discretion of the volunteer stewards and must be kept on a lead at all times. Owners may be asked to remove their dogs if the dogs cause a disturbance. Dogs are permitted on the Festival camp site if kept on leads. Dogs to assist people with disabilities will be admitted to all venues.

Programme

The Festival gives no warranty that artists named in the programme and in any other publicity will perform at any particular time, or at all, and reserve the right to present alternative performers and re-programme events when unforeseen circumstances prevail. However, every effort will be made to carry out the programme as advertised.

Wet Weather

In the event of wet weather some events may be combined, others may be cancelled. See Information notice boards for details. If conditions at the campsite or any temporary car parks operated by the FolkWeek become too wet, vehicular access to and from such sites may be restricted for safety reasons.

Refunds

Refunds for full week and Ham Season Tickets will be given consideration on written request **received before 1 June 2010**. Any refunds approved will be subject to a 20% administration charge.

SORRY - NO REFUNDS AFTER 1 JUNE 2010. Lost tickets can not be replaced. No refunds will be available for individual event tickets.

Amendments

Sidmouth FolkWeek Productions Ltd reserves the right to alter or amend these terms and conditions without prior Notification.

Company Information

Registered Office: Sidmouth FolkWeek Productions Ltd, 1 Beara House, Dragon Hill, Langtree, Torrington, Devon, EX38 8NE. Registered in England and Wales, no. 05610997. VAT no. 878453277