



Otley Coffee Culture Ltd

Standard Terms and Conditions of Sales of Event Tickets

1. Tickets and admission

- 1.1 Tickets are valid only for the event and date on the ticket, or for any alternative date needed for the same event (see 1.4)
- 1.2 Tickets are issued on the basis that ticket holders will behave responsibly at all times within the event venues and, when in Festival venues (as defined by the festival programme) will accept instructions issued by persons authorised by Otley Coffee Culture to do so.
- 1.3 Tickets are issued subject to this policy.
- 1.4 Otley Coffee Culture does not guarantee that the event will take place at a particular time or on a particular date. Otley Coffee Festival reserves the right to reschedule the event without notice.
- 1.5 In the event of event postponement, ticket holders will be given free admission to the rearranged event upon presentation of your Ticket.
- 1.6 Tickets are transferable before the event.
- 1.7 At the event entrance, the ticket will be swapped for a wristband. Wristbands are not transferable.

2. Lost or Stolen Tickets

- 2.1 In order to gain admission to the event a ticket must be presented, at the door, in its entirety.
- 2.2 Otley Coffee Culture will not issue a replacement for a lost, stolen or destroyed ticket.

3. Exclusion of Liability

- 3.1 If Otley Coffee Culture fails to comply with these Terms and Conditions, the company is only responsible for loss or damage suffered by the ticket holder that is a foreseeable result of Otley Coffee Culture's breach of these Terms and Conditions or by its own negligence. Otley Coffee Culture is not responsible for any loss or damage that was not reasonably foreseeable at the time of the ticket sale by the company.
- 3.2 Subject to clause 3.1, and to the maximum extent permitted by law, Otley Coffee Culture excludes any liability for loss, injury or damage to persons/property in or around the event.

4. Governing law and other provisions

- 4.1 These Terms and Conditions are governed by English law; a contract for the purchase of tickets from Otley Coffee Culture, or its agents, and any dispute or claim arising out of, or in connection with it, will be governed by English law. The ticket holder and Otley Coffee Culture agree that the courts of England and Wales will have non-exclusive jurisdiction.

5. Privacy Policy

- 5.1 Any personal information provided in the purchase of tickets, or in the use of tickets, to Otley Coffee Culture Ltd will be used in accordance with the company's privacy policy.



Otley Coffee Culture Limited is registered at
Companies House: Company Number 11839947
We take our responsibility for data seriously: our privacy
policy is available to read at www.otleycoffeeculture.co.uk