

Big Feastival (the “Event”)

Event Terms and Conditions

A. GENERAL TERMS

1. The Event, held within the grounds of Alex James’ Farm, Kingham, Oxfordshire, OX7 6UJ (“**Venue**”) is organised and managed by P W R Events Limited (“**PWR Events**”) (“**Organiser**”), a company incorporated in England and Wales with company number 03827071 and with registered office at Building 6, Chiswick Park, 566 Chiswick High Road, London W4 5HR.
2. Visitors can attend the Event either with: (a) a general admission single day ticket (“**Day Ticket**”); (b) a general admission weekend ticket (“**Weekend Ticket**”), or (c) a camping package which includes weekend admission (“**Camping Ticket**”) (each of Day Ticket, Weekend Ticket, and Camping Ticket an “**Event Ticket**” and together the “**Event Tickets**”).
3. A valid Event Ticket entitles the holder to attend the Event on the date(s) and at the time(s) stated on the Event Ticket.
4. Notwithstanding the means by which a visitor holds an Event Ticket, the General Terms, Entry Conditions, and Refund Terms (to the extent set out therein) apply to all visitors attending the Event. The Camping Ticket Terms shall also apply to each and every visitor who holds a Camping Ticket and/or who camps at and/or accesses the campsite within the Venue (the “**Campsite**”).
5. The Privacy Policy of the Event can be found here: <https://www.img.com/privacy-policy?website=bigfeastival.com>
6. We respect your Personal Data and shall deal with it in accordance with our Privacy Policy and applicable UK Data Protection legislation in place from time to time. Please see our Privacy Policy for further details.
7. The Organiser expressly reserves the right to amend these Event Terms and Conditions (or any part thereof) from time to time.
8. These Event Terms and Conditions shall be governed by English law and those bound by them hereby submit to the exclusive jurisdiction of the English courts in connection therewith.
9. If any court or competent authority finds that any provision of these Event Terms and Conditions (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Agreement shall not be affected. If any invalid, unenforceable or illegal provision of this Agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

B. ENTRY CONDITIONS

Event Tickets and Admission

1. There shall be no admittance to the Event without a valid Event Ticket.
2. All holders of an Event Ticket agree to be bound by these Entry Conditions, those as detailed on the Event Ticket, and such other terms as are drawn to the attention of visitors by the Organiser and/or by any third party seller of Event Tickets (as applicable).
3. Where a visitor camps at and/or accesses the Campsite, the Camping Ticket Terms shall also apply.
4. It is the Event Ticket holder’s responsibility to check his or her Event Ticket(s), as mistakes cannot always be rectified and the Organiser shall not be responsible for any incorrect Event Tickets.

5. Event Tickets may not be used as prizes in competitions, “give-aways” or a lottery without the prior written consent of the Organiser in its sole discretion.
6. Event Tickets must not be resold, exchanged, transferred, altered or defaced. Any such action shall render the Event Ticket(s) void (and any individual with such an Event Ticket may be refused entry or removed from the Event in Organiser’s sole discretion).
7. The Organiser shall not be responsible for any lost or stolen Event Tickets.
8. All Event Ticket sales are final and unless otherwise stated herein (or in any Third Party Terms, if applicable), no refunds, cancellations or exchanges are available after an Event Ticket has been purchased.
9. Event Tickets shall remain the property of the Organiser who reserves the right to recall any Event Ticket at any time.
10. Without prejudice to the Refund Terms and any Third Party Terms (if applicable), Event Tickets are non-refundable and are issued subject to the Organiser’s right to alter or vary the Event due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange Event Tickets. It is the responsibility of the Event Ticket holder to ascertain the date, time and venue of any rearranged staging of the Event.
11. Proof of age may be required from anyone attending the Event and visitors may be required to provide photographic identification (“ID”) on request or upon entry to the Event. Failure to provide valid ID on request may result in visitor being refused admission or being asked to leave the Event (as applicable). If a visitor looks under 25 they may be asked for proof of age when they attempt to buy alcohol at the Event.
12. All visitors under 18 years of age must be accompanied by an adult at all times and are not permitted to buy or consume alcohol at the Event. Further information regarding age requirements at the festival is contained at section D below (“**Age Limits**”).
13. Organiser reserves the rights to refuse admission to the Event to anyone who does not have a valid Event Ticket or Event Wristband (including those which appear to be counterfeit or which have been altered, broken, and/or defaced).

Personal Assistant Tickets

14. We require certain documentation to be presented during the booking process before we can grant you access to the Facilities and/or confirm your PA (Personal Assistant) Ticket for the event. This is to ensure that you are eligible for the Access Customer Ticket, Facilities and/or PA Ticket and that the support we offer is not being abused. By applying for a PA ticket, you are confirming that the Access ticket holder is unable to attend the event without the support of a PA. Supporting documents which we accept are;
 - a) Disability Living Allowance (DLA)
 - b) Personal Independence Payment (PIP) or Carers Allowance documentation
 - c) Evidence of registered severely sight impaired
 - d) The Access Card
 - e) CredAbility Access Card (with +1 icon)
 - f) Copy of Attendance Allowance letter
 - g) Recognised Assistance Dog ID card
 - h) Any other relevant documentation

Documents provided to support your PA application must contain the Access Customer’s full name and must be dated within the past 18 months.

15. All PA’s attending through the scheme must be aged 18 and over to be eligible to support the associated Access Customer during their visit.

16. The above scheme and facilities are for customers with permanent/ long term access requirements and are not for people with temporary impairments such as broken bones, healing wounds or people who are pregnant.
17. PA tickets may only be applied for in conjunction with an Access Ticket. No entry will be granted to PA ticket holders without an accompanying Access Ticket holder.
18. PA ticket holders must be available to accompany the associated Access Ticket Holder for the duration of their attendance at the event.
19. By purchasing a PA ticket, the PA is agreeing to take full responsibility for the wellbeing and safety of the Access Customer they are supporting. Any PA ticket holders must not be inebriated, intoxicated, or in any other way unable to care for the Access Customer they are supporting for the duration of their attendance at the event.

Failure to comply with clause 19 may result in the ejection of both the PA ticket holder, and the Access Customer in accordance with the conditions of the PA ticket purchase (clause 14).

Event Rules

20. In order to facilitate the security, safety and comfort of all attendees, Organiser (including any third party as may be nominated by the Organiser) reserves the right in its absolute discretion to conduct security searches of persons, clothing, bags and all other items on entry and exit to the Event (including to the Campsite) and to confiscate items which may be illegal, cause danger and/or disruption to the Event or other visitors, or are in breach of these Entry Conditions and to refuse admission to the Event (including to the Campsite). Anyone resisting confiscation of disallowed items or disregarding these conditions will face eviction from the Venue.
21. Organiser reserves the right to:
 - a. evict any person from the Event (including the Campsite) who is: breaching these Entry Conditions;
 - b. breaching the Camping Ticket Terms;
 - c. committing a criminal offence;
 - d. behaving in a disorderly manner or in a way that has an adverse effect on public safety,
 - e. behaving in an anti-social manner or in a way that causes a public nuisance;
 - f. conducting themselves in a manner that is inappropriate to and/or compromises the safety and/or security of other visitors;
 - g. conducting themselves in a manner that is offensive and/or disrespectful to staff; and/or
 - h. under the influence of drugs and/or excessive alcohol; and/or
 - i. refuse alcohol to any attendee who, in Organiser's absolute discretion, is unreasonably intoxicated and/or is behaving in an unacceptable manner;
 - j. j. evict all members of any group of persons from the Event (including the Campsite) where that group is behaving in a persistent anti-social manner.
 - k. In the event of an emergency, Event Ticket holders and all visitors to the Event must follow instructions and directions from stewards, staff and/or other officials.
 - l. The Event is an outdoor event and visitors are advised to wear appropriate clothing and footwear at all times.

- m. Children must be supervised by an adult at all times.
- n. All rubbish must be disposed of in the bins provided.

22. The views of any artist performing at the Event are strictly the views of that artist and do not reflect the opinions of the Event. Refunds will not be issued if you find the content of the Event, any opinions or statements expressed by any artist, or any language otherwise used at the Event, offensive or distasteful.

Prohibited Acts and Items

- 23. Visitors must not bring any of the following items into the Venue (including the Campsite save as set out herein): food, drink (including bottled water), glass, sharp items, drones, laser pens, and Organiser reserves the right to confiscate any such item(s) from any person entering or at the Venue (including the Campsite). Food and drink is permitted at the Campsite in accordance with the Camping Ticket Terms (below).
- 24. Smoking or vaping is not permitted in any indoor area(s) at the Venue (including the Campsite). Smoking is permitted outside, however this is at the discretion of the Organiser. The Event is a family event so please be considerate if you do decide to smoke or vape.
- 25. When purchasing alcohol at the Event, if you appear to be under the age of 25 you may be asked for valid identification that you are aged 18 or over.
- 26. Use of illegal substances is strictly prohibited at the Event.
- 27. Visitors must only use the toilets and urinals provided and must not pollute the land.
- 28. No animals are allowed at the Event, other than assistance dogs (such as guide dogs). If you require to bring an assistance dog with you, please inform us at enquiries@thebigfeastival.com before the Event.
- 29. Commercial, promotional, and trading activities are not permitted at the Event without express prior written permission of the Organiser. Please note that the Organiser may charge a fee for any commercial activity (including filming, photography, and recording) at the Event.
- 30. For a full list of prohibited items within the campsite and main festival site, please visit our Care & Safety FAQ page.

Filming and Photography

- 31. 1. All sound and moving or still picture rights including, without limitation, on the internet, vest exclusively with the Organiser and any material captured, filmed, or recorded at the Event by any Event goer may only be used for the personal, non-profit making enjoyment of amateurs.
- 32. By entering the Venue (including the Campsite), visitors agree and consent to:
- 33. being photographed, filmed or recorded as visitors attending the Event, and to such image(s) and/or recording(s) of them being used in future marketing and promotional material for the Event and/or by the Organiser and its affiliated companies; and
- 34. being filmed, photographed and recorded for television, radio, webcast and other public broadcast in any medium and/or for any video or DVD as part of the audience; and/or
- 35. Event goers acknowledge that CCTV cameras will be in operation across the Venue (including the Campsite) for reasons of security and public interest.
- 36. Entrance to the Event (including the Campsite) is subject to both a prohibition on the use of photographic or filming equipment at the Event for commercial gain, without the Organiser's prior written consent; such that:

37. a person may be denied entry to, or removed from the Event (including the Campsite) if he or she is found in possession of any equipment capable of taking photographs, making films, sound recordings or broadcasts; or if he or she takes any photograph, makes a film, sound recording or broadcast of anything occurring inside the Event for commercial gain; and
38. a person may enter the Event (including the Campsite) with equipment referred to in (a) above where it is integrated into electronic communications apparatus designed for personal private use (such as a mobile telephone) and/or a personal stills camera, but the person may still be removed in accordance with paragraph (a) above if they attempt to use this device for commercial gain.

Miscellaneous

39. Each Event-goer acknowledges that attendance at the Event (including the Campsite) is entirely at their own risk and neither the Organiser nor any of its employees, contractors, affiliated entities, or their servants or agents, shall be liable for any loss, injury or damage (to person or property) howsoever suffered by a holder of an Event Ticket, including consequential losses, save for:
40. death or personal injury caused by the negligence of the Organiser, its employees, contractors or agents; and
41. any other liability that cannot be excluded or limited under applicable laws, including the Consumer Rights Act 2015.
42. Each Event goer is responsible for any travel and accommodation arrangements for the Event and except as set out in the Refund Terms, Organiser shall not be liable for loss or damage of any kind whether direct or consequential, including but not limited to travel or accommodation expenses from postponement, cancellation, abandonment or curtailment of the Event and the Event Ticket holder waives all rights of whatsoever nature against Organiser, its employees, servants, agents, independent contractors or representatives arising from cancellation, abandonment or curtailment of the Event. Nothing in these Event Terms and Conditions shall exclude or restrict liability for personal injury or death due to negligence.

C. REFUND TERMS

1. In the event of Event Ticket cancellations, the Organiser shall process refunds in accordance with all applicable Terms and Conditions relating to this Event.
2. Where an Event Ticket is purchased on this website, these Refund Terms shall apply in their entirety (in addition to the above General Terms, Entry Conditions and Camping Ticket Terms (if applicable)).
3. Where an Event Ticket is purchased via a third-party ticketing platform, the Third Party Terms (as defined above) in addition to the General Terms, Entry Conditions, and Camping Ticket Terms if applicable) shall apply. Where those Third Party Terms reference the terms and conditions of the Organiser in relation to refunds, cancellation, abandonment, curtailment, postponement etc. these Refund Terms shall apply to the extent referenced therein and in the event of conflict between the Third Party Terms and these Refund Terms, the Third Party Terms shall prevail. Please contact the ticketing agent (as applicable) with questions relating to all such matters.
4. For Day Tickets: if the Event is cancelled in its entirety, you will be entitled to a full refund of the face value of the Day Ticket.
5. If the day of the Event to which your Day Ticket relates is cancelled, you will be entitled to a full refund of the face value of the Day Ticket.
6. If the day of the Event to which your Day Ticket relates is significantly curtailed, the Organiser may offer a partial refund of the face value of the Day Ticket in its sole discretion.

7. For Weekend Tickets and Camping Tickets: if the Event is cancelled in its entirety, you will be entitled to a full refund of the face value of the Weekend Ticket or Camping Ticket (as applicable).
8. If one of the Event days is cancelled, you will be entitled to a partial refund of the face value of the Weekend Ticket or Camping Ticket (as applicable).
9. If two of the Event days are cancelled, you will be entitled to a partial refund of the face value of the Weekend Ticket or Camping Ticket (as applicable).
10. If any day(s) of the Event is significantly curtailed, the Organiser may offer a partial refund of the face value of the Weekend Ticket or Camping Ticket (as applicable) in its sole discretion.

Save as set out in clauses C3 – C4 (above) of these Refund Terms, no other refund(s) will be given in respect of any other expenditure whatsoever in the event of Event cancellation and/or curtailment.

D. CAMPING TICKET TERMS

Campsite Admission

1. There shall be no admission to the Campsite without a valid Camping Ticket.
2. Each holder of a Camping Ticket shall be issued with a wristband allowing access to the Campsite. All members of the party must wear his/her wristband at all times.

General Campsite Guidelines

3. All persons at the Campsite must remain vigilant to fire safety in order to remain safe and to safeguard the safety of others.
4. Vehicles are not permitted within the Campsite over the weekend.
5. Pitches are allocated on a first-come, first-served basis.
6. You should be considerate when pitching your tent - if you take up more than a reasonable amount of space for your group, Organiser may ask you to re-pitch.
7. Site wide prohibited items:
 - a. Generators
 - b. Sound systems
 - c. Fire/Chinese lanterns
 - d. Fireworks
 - e. BBQs
 - f. Only limited food, soft drinks and alcohol for personal consumption can be brought on the campsite (e.g.: 1 case of beer/lager/cider or up to 1 litre of (decanted) spirits). No food, soft drinks and alcohol can be brought into the Arena unless it is to accommodate access/medical requirements. Please note, this is permitted at the discretion of security.
 - g. No items in glass bottles. These will be confiscated if found.
 - h. No animals (except registered guide dogs)
 - i. Any item which may reasonably be considered for use as a weapon.
 - j. You may be searched at the entrance for any items that may be used in an illegal or offensive manner – which will be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may also be searched and face eviction.
 - k. Illegal substances
 - l. No Nitrous oxide (laughing gas). As a contraband good, under the Psychoactive Substances Act 2016, this substance is banned at Big Feastival.
 - m. Flying or filming with Unmanned Aerial Vehicles (UAVs, or so-called drones) is not allowed on site before, during or after the festival – and is prohibited by law.

- n. Unauthorised items for trading, including any goods using unauthorised event logos.
- o. Unofficial tabards or reflective jackets
- p. Electric skateboards, scooters, and bicycles are not permitted.
- q. Aerosols over 250ml
- r. Sound system
- s. Megaphones
- t. Air horns
- u. Persons using fireworks or Chinese Lanterns, Flares or Generators will be evicted from site and materials confiscated. Fires, flares, fireworks etc will be extinguished by the onsite fire service.
- v. No gas bottles are allowed into the public arena and limited to below 2.2kg LPG in the camping area.
- w. No cooking is allowed within tents but is allowed at the designated cooking areas.
- x. No open fires, stoves & disposable BBQ's are permitted at Big Feastival.
- y. No portable laser equipment or pens are permitted.
- z. Blow torches
- aa. Kites
- bb. Drums
- cc. Any item or part of an item that the Organiser considers to be potentially harmful to public safety

Items Prohibited in the Arena

- dd. No blow up lay sacks or large seating items are allowed in the Arena.
 - ee. No chairs and pop up shelters are allowed to be set up within the bowl area in front of the mainstage beyond the cordon line. Items will be removed by security.
 - ff. No items that could be considered an obstruction to other visitors' views. Any items considered by security or the Organiser to be obstructive will be removed.
 - gg. Strictly, no food or alcohol can be taken from the camping area or car parks into the main arena.
 - hh. No cooking of food is allowed within the Arena.
8. Please ensure your party knows the location of key facilities, including First Aid, and how to gain help in the event of an emergency. If you need medical care or otherwise, please contact any steward or member of Campsite staff who can radio for assistance.
9. Camping chairs and other seating is permitted in the designated arena area between 10am-6pm. From 6pm onward, all seating must be removed to the smaller designated seated area. Any chairs outside of these areas at the permitted times will be removed by security.
10. All seating is permitted at the discretion of security at all times and they reserve the right to remove any seating deemed to be obstructive throughout the duration of the festival, in compliance with our health and safety guidance.

Cooking food and alcohol

11. Open fires and BBQs are not permitted within the Campsite. If there is hot, dry weather in the lead up to the Event, there may be restrictions on cooking activity in the Campsite. If this is the case, Organiser shall communicate the same to all Camping Ticket holders in advance of the Event.
12. Only purpose-built gas stoves with small gas bottles (2.2kg) may be brought into the Campsite. Spare bottles are not permitted. These permitted stoves may only be used for cooking in a designated area of the Campsite, and should not be used inside individual tents. No other LPG are permitted onsite.
13. There is a No Naked Flame policy in the Campsite. Designated areas for cooking on the small stoves will be marked across the Campsite.
14. There will be a microwave and a kettle available at each designated cooking point.
15. For all campers, a reasonable amount of alcohol per person (e.g. 1 case of beer/lager/cider or up to 1 litre of decanted spirits or wine) is permitted, to be consumed within the Campsite. All excess quantities must be left outside of the Venue.

16. Alcohol must not be brought into the Event area from the Campsite. There are fully licensed bars available at the Event.
17. No water source should be deemed as drinking water unless it is specifically labelled as such.
18. All rubbish must be disposed of in the bins provided.

Campervans and Caravans

19. All Live-in Vehicles, including Campervans and Caravans, must be in possession of a campervan pitch booking. No Live-in Vehicles are permitted in the car park unless used for travel purposes only. All Campervan Pitches must be purchased in conjunction with a valid Event Ticket.
20. A parking pass is included in the cost of any booked campervan pitch.
21. The allocated pitch size for Live-in Vehicles, campervans, and caravans is 9m x 6m. Any vehicles exceeding this must purchase the appropriate number of pitches to accommodate their vehicle.
22. Due to uneven ground in some areas, you should take precautions to ensure that your vehicle is securely stationed.
23. In the general campervan area, cars and campervans must be parked in a designated area and must not be parked alongside tents.
24. Within the accessible campervan area, cars may be parked alongside your campervan so long as it fits within your designated pitch area. Cars which do not fit within this pitch area must be moved.
25. Sleeping in cars overnight is not permitted.
26. It is strongly recommended not to bring any large Winnebago or RV style vehicles as in the event of bad weather, access for these vehicles to the Campsite cannot be guaranteed. All vehicles must fit within their allocated pitch size (please refer to point 21.)
27. For those with caravans and trailer tents, please note that towing vehicles must be removed from the Campsite and parked in the public car park.
28. No hook ups are available for water within the Campsite. There are a limited number of electric hook ups, which must be booked in advance when you purchase your pitch.
29. Estate cars, vans and any other vehicles not designed with in-built sleeping facilities are not permitted within the Campsite.
30. An average, reasonable sized vehicle will be permitted access to the Campsite. Permission to accommodate your vehicle is entirely at the Organiser's discretion.
31. Owners of Live-in Vehicles should bring sufficient gas bottles in the fitted cylinders on the vehicle only. No spare bottles are permitted.
32. We do not allow separate tents to be erected alongside your Live-in Vehicle. Awnings are permitted provided that 2m of space is maintained between your plot and the neighbouring plot, and that this fits within your designated 8m x 6m pitch. All awning is erected at the discretion of the campsite manager, and you may be asked to remove it if deemed obstructive to the surrounding pitches.
33. Electrical Hookups are supplied in Blocks of 6 as 16amp Ceeform/Commando Waterproof connections – you will need to supply your own 16amp cable (minimum of 15m) for this purpose. The Cable should be made to BS EN 60309 and be either Orange/Blue 'Arctic' or Tough Rubber Type e.g. Black HO7 type rugged construction – all available in Caravan Outlets. Your cable should be 16amp Male to 16amp Female,

with no internal grade sockets externally which could allow water ingress (13amp type), in good condition with no nips, cuts or crushes in the cable and the connector glands fully in-tact with no cores showing.

34. Your Camper/Caravan must be well maintained and carry an in-date Electrical Safety Inspection Certificate or EICR Certificate to cover the mains voltage side
35. A lot of Live In Vehicles/Caravans may only see use at a few points per year – to avoid issues on site and / or disappointment with not being able to get your unit powered, we would suggest that prior to heading to site you check your internal electrics within good time including the Level of and Condition of any Leisure Batteries so support and/or parts can be obtained if your unit has any problems prior to site. The 12v/230v dual voltage nature of Live In Vehicles/Caravan make them highly specialist so please do seek assistance in good time if you have any concerns or problems.
36. All best endeavours are made for the Power to be live throughout but like any installation, whether Temporary or Permanent, there is risk of supply disconnection and although we may quickly identify and resolve an issue affecting a larger area, we may not ourselves identify individual units that have lost power for one reason or another so any critical power requirements e.g. Medical, please make us aware in advance so we can install a monitoring and alerting device on your individual circuit. We accept no liability for disconnection issues (provided it is not due to our negligence).
37. Please remember that whilst losing power to your caravan by it 'tripping' can be frustrating, the 'trips' are safety devices designed to disconnect the power to a circuit based on specific criteria, flagging a potential issue and enabling it to be investigated before its reconnected. On that basis, if your circuit 'trips' (whether it's just your unit or a group of units), you must not re-engage the trips yourself and instead, alert our team giving us opportunity to investigate and resolve any issue which we will promptly do. Issues can be reported to Security or Stewards where we have Electricians and Electrical Technicians on call 24/7.

Pitching your tent

38. Make note of your location and key landmarks nearby (such as trees or signage) to help you remember how to find your tent. You could also try decorating your tent with flags. Things can look very different at night when other tents have moved and other people have arrived and set up so take your time familiarising yourself with your location.
39. Get to know your neighbours, then you can keep an eye on each other's setups.
40. Do not leave valuables on show and split your money into various hiding places when you're in or around your tent. Please note, all of our caterers and bars will accept contactless payment on site this year, so you don't need to carry large sums of money. Don't leave anything valuable in your tent during the day when you are not there.
41. We ask that tents are a reasonable size for the number of campers. All camping (aside from pre-pitched tents) are allocated on a first come, first served basis.
42. All Gazebos are erected and permitted at the discretion of the campsite manager. The campsite manager reserves the right to request the removal of any gazebos/areas not used for sleeping at any point during your stay at the festival site. Gazebos/structures are limited to one per group when not used for sleeping.

Guaranteed Plot and Pre-pitched Designated Area

43. The Guaranteed Plot & Pre Pitched Designated Area is for the use of pre-pitched ticket holders only.
44. All pre-pitched ticket holders must be in possession of a Valid Camping Ticket in order to enter the Field and Event.
45. All pre-pitched tents are supplied by Green Yurts. For further information, please refer to their website: <https://bigfeastivalboutique.com/>

Boutique Camping

46. The Boutique Camping Field is for the use of Boutique Camping ticket holders only.
47. All Boutique Camping ticket holders must be in possession of a Valid Camping Ticket in order to enter the Field and Event.
48. All Boutique Camping tents are supplied by Green Yurts. For further information, please refer to their website: <https://bigfestivalboutique.com/>

Age Limits

49. Babes in Arms (under 1) and Children (1-12) must be accompanied by an adult aged 21 or over. Teens (13-17) must be accompanied by an adult aged 25 or over. Proof of identity and age must be provided on request (passport, driving licence or PASS cards accepted). A maximum of two Babes in Arms and two Children will be allowed entry per 1 accompanying adult aged 21 or over. A maximum of two Teens (13-17 year-olds) will be allowed entry per 1 accompanying adult aged 25 or over. The contact details of the accompanying adult are required at the time of booking.
50. By purchasing a Babes in Arms (under 1), Child (Age 1-12), Teen (Age 13-17) Ticket you are confirming that you are either the parent, legal guardian or nominated guardian of the teen or child for whom you are purchasing.
51. Ticket holders under the age of 18 can only enter the festival with the person who purchased their ticket i.e. their parent, legal guardian or nominated guardian in accordance with clause 43. Any under 18 ticket holders attempting to enter the festival without this person will be denied entry to the festival. For safety reasons, any person attempting to enter the festival with a Child or Teen Ticket holder that they are not the parent, legal guardian or nominated guardian for will be denied entry
52. Adult Tickets can only be used by persons aged 18 or over on the day the festival starts.
53. All Child and Teen Ticket holders MUST camp with their parent, guardian or nominated guardian.
54. Teen Ticket holders are not allowed in the arena field unaccompanied after 10pm. Teen Ticket holders must be accompanied by their parent, legal guardian or nominated guardian at all times after 10pm.
55. Child Ticket holders are not allowed in the arena or campsites unaccompanied at any time.
56. In case of emergency, we need to ensure that we are able to care for under 18's in their best interests and that may require us to take action immediately, for example medical treatment for a minor. Treatment may require permission from a legal guardian. The lead ticket purchaser is responsible for all tickets purchased for those aged under 18, and for ensuring that they are identified as the responsible adult/guardian via the ticket system. The responsible adult/guardian must:
 - a. be 'loco parentis' for that child whilst at the festival site (this means they are legally entitled to make decisions for that child) in emergencies.
 - b. have been given permission by the legal guardian of the child to act as loco parentis in emergencies.
 - c. Be available throughout the festival on the phone number provided on the ticket system.
57. You agree to these conditions as part of the ticket buying process.
58. You need to be over 18 years old to purchase alcohol at the Event. We operate Challenge 25 on our bars. If you are asked to provide proof of age (passport, driving licence or PASS card (www.pass-scheme.org.uk)) and you are unable to do so you will not be served alcohol. Please note, the Challenge 25 process overrides your festival wristband as proof of age.

59. It is the responsibility of the supervisors of a child to determine whether an Event is suitable for that child to attend and neither we, our ticket agents nor the Venue will be liable for any content deemed unsuitable.

Spa

60. Hot tubs are emptied, cleaned and sanitised every day. We have rigorous maintenance and cleaning procedures in place to maintain a safe and hygienic bathing environment. Please help us to maintain our high standards by always following and respecting the following terms and conditions when in the Spa area.
61. You must not use the Spa if:
- You have a serious illness, heart disease or have a heart condition, high or low blood pressure, respiratory condition, or any other medical condition which may affect your reaction to heat.
 - You have had any heart problems or high blood pressure, suffered from a heart attack or a stroke.
 - You are taking medication for any of the above conditions.
 - You are pregnant or could be pregnant.
 - You are susceptible to migraines.
 - You have had diarrhoea, sickness or an upset stomach within the last 14 days.
 - You have a contagious disease or infectious skin condition.
 - You have skin, ear, genital or other body infections or conditions.
 - You have any open sores, cuts or wounds.
 - You have an illness causing an inability to perspire.
 - You have Diabetes. Diabetics are strongly advised to check with their doctor before using the spa facilities.
 - You have had a heavy meal within one-and-a-half hours of your spa session.
 - If you have a medical condition, please speak to your GP before using any of the Spa facilities to make sure it is safe to do so.
62. 60-minute sessions are inclusive of the entire period spent in the Spa area, including showers and changing time. During your time you are welcome to make use of the Hot Tubs, Sauna and changing facilities. Please arrive at the Spa reception 10 minutes before your spa session starts with your towel and water bottle, and in your swimwear and flip flops.
63. Spaces will only be held for 20 minutes after your booked time, at this point tickets will be released for resale and no refunds will be given.
64. The Hot Tubs hold a strict maximum of 6. E.g. 6 person tubs can hold a maximum of 6 people. If your party is larger than this, regardless of whether you all plan on being in the Hot Tub at the same time or not, you will need to book a larger tub or an extra tub to accommodate the full party size.
65. No children under 5 are allowed in the Hot Tubs. Children must be tall enough to sit on the seats in the Hot Tub with their head remaining above the water line.
66. No children under 14 are allowed in the Sauna.
67. All under 17's must be supervised while in the spa area by an adult (of over 21 years).
68. Whilst in the Hot Tubs or Cold Plunge do not submerge your head or swallow the water.
69. All Spa users MUST take a hot soapy shower before using any of the spa equipment (Hot tubs, Sauna, Cold plunge) taking particular care to wash off any heavy make-up, body lotions and oils, tanning product, body glitter etc.
70. Strictly no underwear or daywear is allowed in the Hot tubs, Sauna & Cold plunge. Swimwear/Bathing suits only please.
71. You must use your towel to sit on in the sauna.
72. Stay hydrated. It's important to stay hydrated while you're using the Spa and Sauna. We recommend bringing a water bottle with you.
73. Take regular breaks when using the Hot tubs & Sauna. We strongly advise a maximum bathing period of 15 minutes before taking a cool down break. Please listen to your body and get out straight away if you experience: nausea, dizziness, faintness, rapid pulse, irregular heartbeat, stomach pains or tingling in hands or feet and alert a member of the wellness area team.
74. We reserve the right to refuse your entry to the Spa if you are under the influence of alcohol or drugs. No refunds will be given.

75. The use of drugs is prohibited at this event. Spa users under the influence of any substance (alcohol or otherwise) must not to use the Spa facilities and if found to be under such influence will be asked to leave. In these instances, no ticket refund will be given.
76. Please do not bring any valuables with you into the spa. Personal items are left at your own risk and we do not take responsibility for any damages or loss of property. Please bring minimal belongings with you - as we are a pop-up Spa, storage space is limited.
77. As well as your swimwear and towel, please bring with you a pair of outdoor slip-on shoes (e.g., flip-flops or sliders). This is to keep your feet clean whilst walking around the Spa therefore keeping our Hot Tubs & Sauna clean.
78. Please move around the site slowly and with caution - due to the nature of the area, there may be wet and uneven surfaces. Running, jumping, & climbing is not permitted anywhere in the Spa area.
79. Do not sit on the top rim/edges of the Hot Tub, if you are feeling too warm, please exit the Hot Tub and take a break on one of the deck chairs provided.
80. Only members of Spa staff are permitted to check on and top up the fires for the Hot Tubs and Sauna. Please stay well away from the wood burning stoves at all times.
81. No outside alcohol, glass, or food is permitted in the Spa.
82. By accepting these terms and conditions, you are granting permission for The Festival to capture photos and videos for commercial purposes within the Spa area. This implies that you and your group may be photographed or filmed, and these visuals may be utilised online to promote our services.
83. The Organiser accepts no responsibility for injury or loss caused by misuse of the Spa facilities.
84. The Organiser accepts no responsibility for any medical events that could occur following the use of the Spa to any individuals.
85. If you are booking on behalf of a group, it is the responsibility of the person making the booking to ensure that these Terms and Conditions are forwarded to, and read by, all the members of their party.
86. Please note, Woodland Spa bookings are ONLY available for Big Feastival camping ticket holders.
87. By purchasing a ticket, you acknowledge that you have thoroughly reviewed and understand the terms and conditions outlined, committing to adhere to them consistently during your time within the spa premises.