

IDLES at Bristol Queen Square - Ticket and Event Terms and Conditions

1. The ticket is issued subject to these terms and conditions and those of the venue and ticket vendor(s). Your possession of a ticket constitutes your acceptance of these rules. These terms may change from time to time. If these are amended, they will be posted on ticketing sites including the site you have bought tickets from. These terms and conditions are subject to the exclusive jurisdiction of the English courts.
2. The promoter reserves the right to refuse admission to the ticket holder if, in the reasonable opinion of the promoter, the holder of the ticket might be a risk to the safety of the audience and/or the holder and/or affect the enjoyment of the audience and/or the running of the concert; for example if the holder appears to be under the influence of alcohol and/or drugs and/or is acting aggressively and/or inappropriately.
3. The ticket holder must comply with all instructions given to them by the promoter and/or all venue stewards and staff. The promoter reserves the right to restrict access to parts of the Venue.
4. The promoter does not accept responsibility for any loss, injury or damage to the holder or the holder's property in any circumstances unless there is a breach of a legal duty of care owed by the promoter. You must not leave any bags or other items of personal property unattended in the Venue. Any personal property brought to the venue is at your own risk.
5. No professional cameras, video recorders or any form of professional audio-visual recording equipment will be allowed into the event arena.
6. No bottles, cans, containers, drinks or food are permitted to be brought into the venue. Whilst food and drink are not allowed to be taken into the concert arena, a range of food and drink will be available within the event arena. If you need to bring in specific food or medicine due to a pre-existing medical condition then please bring supporting medical evidence.
7. No liquids, gels or lotion are permitted to be brought into the event other than sun cream, perfume and make up and as long as it is under 100ml and in a plastic or paper receptacle. No glass containers may be brought onto the site.
8. Empty plastic water bottles 500ml or less may be brought onto site and there will be water points available for free water refill. No refillable metal bottles are permitted.
9. Only bags smaller than a piece of A4 paper are permitted on site.
10. We will operate a Challenge 25 Policy. ID will be required in order to purchase alcohol for those who appear under the age of 25 years.
11. The following items cannot be brought into the event: Aerosols, airhorns, alcohol, animals (except for assistance dogs), balloons, barbeques, apparatus, bicycles, blowtorches, cans, chairs of any sort (including stools, floor seating and shooting sticks), cooking equipment, disposable vapes, drinks including bottled water, drones, drugs, flags, gas canisters, gazebos, glass (including glass make up or perfume bottles), food hampers/cool bags/boxes, fires, firewood, fireworks, flags on poles, flares, generators of any kind, helmets, illegal substances, inflatable furniture, items which may be regarded as weapons, knives legal highs including balloons, laser equipment/pens, liquids and gels over 100ml, megaphones, new psychoactive substances, petrol burners, poles, pyrotechnics, professional recording or transmitting equipment, roller skates, scooters, sky or 'Chinese' lanterns, smoke bombs / canisters, sound systems (including personal speakers), spray cans, tabards/high viz jackets, umbrellas, unidentified substance and weapons.

12. Searching is a condition of entry. The Promoter reserves the right to search the Holder and the Holder's property and refuse admission to, or eject from the Venue any person who refuses to be searched by security, a police officer, steward or detection dog.
13. The holder may be ejected from the venue if the holder fails to comply with the reasonable instructions of a steward or other person acting on behalf of the promoter.
14. There is strictly no readmittance at this event.
15. This event is for people 14 years old and over. Anyone 14 or over but under the age of 16 must be accompanied by an adult ticket holder who remains on site as the under 16 year old's guardian.
16. Accessible tickets are available including a viewing area at the event; limited spaces are available; tickets are available through <https://idles.seetickets.com/tour/idles>. Requests will be processed on a first come first served basis.
17. Tickets cannot be exchanged or refunded unless the performance is cancelled, rescheduled or where there is a material change to the Event. A 'material' change is a change which, in the promoter's reasonable opinion, makes the event materially different to the Event that purchasers of the Ticket, taken generally, could reasonably expect. Please note that the following are not deemed to be "material" changes; adverse weather conditions; changes of any supporting act; changes to individual members of a band; changes to the line-up of any multi-performer event; curtailment of the event where the majority of an event is performed in full; and delays to the starting or end of the performance of an event.
If refunds are available they will be from the point of purchase and must be taken within 3 months of the event. Booking fees and postage costs are non-refundable.
18. There is no re-admission once entering the venue.
19. No duplicate tickets will be issued for lost or damaged tickets. Most tickets for the event will be digital.
 - (a) Tickets purchased from sources other than official agencies are at your own risk and are invalid. Beware of forged or fake tickets. Tickets purchased from secondary ticketing sites such as VIAGOGO will not be valid.
 - (b) Tickets cannot be used as part of any marketing, media or sales promotion, whether commercial or non-commercial, without the prior written consent of the Promoter.
20. Any complaints about the Holder's ability to view the concert must be made to the Promoter's on-site box office within thirty minutes of the commencement of the headline act's performance.
21. The Holder consents to being recorded and/or filmed (including CCTV and filming by the police or security staff) and the recording and/or film being exploited in all media throughout the world or any part.
22. The times shown on your ticket are approximate only and the promoter advises the holder to arrive well in advance of the times shown in order to avoid disappointment arising from any change(s) to the times.
23. Title to your ticket remains with the promoter until payment in full has been received by the promoter.
24. In the event of any breach of any of these conditions by the holder, the promoter reserves the right to cancel your ticket and retain any money paid for it.
25. Please be warned that repeated and prolonged exposure to amplified sound may cause

permanent hearing damage.

26. Ticket purchases to be limited to eight tickets per person.

27. To remain valid, tickets can only be resold/bought via official platforms. If any tickets are bought or sold through any other platform/company, then the promoter reserves the right to cancel the tickets. The ticket will IMMEDIATELY BECOME INVALID if resold OR OFFERED FOR SALE unless the sale is through our official face-value resale partners.

28. The ticket is a personal, revocable license and, at all times, remains the property of the Promoter. This ticket must be surrendered to the Promoter upon request.

29. The ticket is sold by the Promoter directly to the customer. Any tickets purchased by business or traders in breach of the Terms and Conditions of Ticket Sale will be cancelled.

30. If before or during the Event The Holder has a complaint in relation to the Event (including without limitation, in relation to The Holders ability to view the Event), please speak to The Promoter or a steward promptly. The Promoter will use its reasonable endeavours to rectify the situation which is the cause The Holders complaint, however under no circumstances shall The Promoter be under any obligation to rectify the situation.

31. The Conditions do not and shall not affect Your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

32. Event is subject to license.

33. If you have a question related to these terms and conditions email

info@communion.one

34. You can find out more information on we how process your data in our Privacy Policy at www.communio.n.one