

# **A CELEBRATION OF SIDMOUTH FOLK FESTIVAL 30 JULY TO 6 AUGUST 2021**

## **BUYING GUIDE & TERMS AND CONDITIONS**

### **1 WHAT FESTIVAL TICKETS TO BUY?**

For this year only there are no season tickets, just event tickets for the evening concerts we are holding in Blackmore Gardens. All paid for events are taking place in the open air within Blackmore Gardens. For Blackmore Gardens please note:

- you will need to bring your own portable seating, rug, be prepared to stand or sit on the grass;
- there will be designated areas for the placement of seats in order to ensure good sightlines for all;
- after the end of the afternoon entertainment at 1730 you will be asked to fully vacate the concert arena, along with all your belongings, whilst we prepare for the evening concert;
- no pop-up tents, gazebos, umbrellas or anything that will affect sightlines can be put up within the concert arena;
- from Saturday everyone will be required to vacate the Gardens 1845-1900 whilst we reset for the evening concert;
- no dogs allowed in the Gardens during the Festival;
- no smoking allowed within the Gardens during the Festival.

Please follow the instructions and guidance of Festival stewards at all times.

We will be running a Covid-Safe event following all appropriate procedures relevant to us at the time.

We have discounted tickets for young people (6-17) and free tickets for children aged 5 and under. For this year only we are not able to offer any other discounted prices or offers except for Personal Assistants who are free (please see 'Accessibility' below).

### **2 AGE CATEGORIES FOR TICKETS AND AGE RESTRICTIONS**

- Adults (aged 18+)
- Young (aged 6-17)

Tickets for children 5 years and under are free if accompanied by a ticket-holding adult.

The age categories are determined by the age on 30<sup>th</sup> July 2021.

Under 16s must be accompanied by a responsible adult in any licensed bar area.

Under 18s must be booked with a responsible adult on the Festival Campsite.

### **3 HOW AND WHERE TO BUY TICKETS**

**Online**

Bookings can be made online at [www.sidmouthfolkfestival.co.uk](http://www.sidmouthfolkfestival.co.uk). Available tickets can be bought online up until midnight of the day before the applicable ticket date.

### **Pre-Festival Box Office - until Tuesday 27 July 2021 at 5pm**

Sidmouth Tourist Information Centre Box Office, Ham Lane, Sidmouth, Devon EX10 8XR. Tel: 01395 577952, open:

- Monday to Saturday 1000 to 1700, Sunday 1000 to 1600

either by telephone or in person. Please note that we are not able to take any further postal bookings for this year.

### **Blackmore Gardens Box Office - from Wednesday 28 July 2021**

The Box Office will be sited within Blackmore Gardens. Contact: 01395 577952 from 12noon to 5pm 28 & 29 July, 10am to 7.30pm 30 July to 6 August 2021, or in person. The Box Office will accept telephone bookings for event tickets up to 1930 the day before the event, or in person 3 hours before the event. Telephone bookings will not be accepted on the day of an event. Payments by cash or card, we do not accept cheques.

## **4 RECEIPTS AND COLLECTION OF ADVANCE TICKETS**

Receipts will be issued for all Festival 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 post.

All ticket receipts must be presented to the **Blackmore Gardens Box Office** in order to collect your tickets. All tickets must be collected by 1930 on the relevant event day.

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

## **5 ACCESSIBILITY**

We try to make the Festival as accommodating as possible to all people and our volunteer stewards are always ready to assist with any special needs.

### **Personal Assistant Ticket**

This is available to a person requiring assistance to attend the festival and is free. Tickets can be booked online and in order to qualify you will need to provide the box office at the festival with one of the following when collecting your tickets:

- Front page of DLA / PIP award letter (no specific rate)
- Front page of Attendance Allowance letter (no specific rate)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

All Personal Assistant Tickets are collection only. The qualifying documentation must be an original and current as of the dates of the festival. All Personal Assistants should be aged 18+ years.

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 are known. Venue stewards will do their best to accommodate all such requests.

Please address any accessibility enquiries to 'access@sidmouthfolkfestival.co.uk' and we will endeavour to assist you.

## **6 2020 ROLLED OVER TICKETS**

If you rolled over any ticket from 2020 for this year these will have been automatically rolled over to 2022 and you will have received a new ticket confirmation email. However, we appreciate that this might not be suitable for everyone and if that is the case then please email rollover2020@sidmouthfolkfestival.co.uk.

## **7 FRIENDS SCHEME**

The Festival has a Friends Scheme, which provides an opportunity for those for whom The Sidmouth Folk Festival holds a special place in their lives and who are committed to the future of the Festival, to provide support for its long-term existence. See website for details.

## **8 GENERAL INFORMATION AND TERMS & CONDITIONS**

Ticket prices include VAT at 20%.

Please note that '**Advance Tickets no longer on sale**' for any specific event means that any tickets not taken up will be available on the door. Where tickets are available, they will be on sale from about 10 minutes before the event starts.

**Queues** on some evenings at Blackmore Gardens will be inevitable. Please be patient and co-operate with our volunteer stewards who will let you in as soon as they can. Stewards may ask you to form two queues; one for ticket holders and the other for those paying on the door.

### **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.

### **Refunds and Exchanges**

There are no refunds or exchanges on any tickets and lost tickets cannot be replaced. We advise you taking out appropriate cancellation insurance that covers the cost of your tickets should you unfortunately need to cancel your attendance at the Festival for any reason.

### **Accommodation**

Many festival visitors find their own accommodation. If you choose to do this we recommend booking early to avoid disappointment.

### **Dogs**

Please note that dogs will not be admitted to Festival venues. However, recognised assistance dogs will be admitted to ALL venues.

**Wet Weather**

In the event of wet weather some events may be combined, others may be cancelled. See Information notice boards for details.

**Admission**

Sidmouth FolkWeek Productions Ltd reserves the right to refuse admission to, or evict anyone from, its events or campsite that they feel is, or has been, behaving in a threatening or unsociable manner.

**Amendments**

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

**Company Information**

The Sidmouth Folk Festival is operated by Sidmouth FolkWeek Productions Ltd.

Registered Office: Sidmouth FolkWeek Productions Ltd

27 Eastwood Close, Hayling Island, PO11 9DY.

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