



LWE TERMS AND CONDITIONS OF ENTRY

Last updated 24.03.2024

1. INTRODUCTION

- 1.1 These Terms and Conditions of Entry (the **Terms**) are legally binding and contain the agreement between all attendees (**guest(s)/you/your**) of all LWE events (**Event(s)**) promoted by A Man About A Dog Limited (company number 08817956), registered address at 3 Pancras Square, London N1C 4AG (**Promoter/we/us/our**).
- 1.2 Please read these Terms carefully as all Tickets to Events are sold subject to these Terms, and they are deemed accepted by you (on your behalf and on behalf of everyone for whom you are purchasing a Ticket) upon purchase of your Ticket to an Event. They should be read in conjunction with the terms and conditions of the authorised ticket agent from which you purchased your Ticket which can be found on the ticket agent's website. If these Terms are inconsistent with the terms of the ticket agent, these Terms will take priority.
- 1.3 We reserve the right to vary these from time to time without notice and at our sole discretion. Updates will be published on the Event websites and the date at the top of these Terms will be updated to reflect the date of the latest amendments.
- 1.4 Any directives or statements printed on the Tickets or posted or announced at or in relation to an Event, also form part of these Terms.
- 1.5 In the instance of a breach of any of the Terms, we reserve the right to cancel the Ticket(s) and eject the offender(s) and retain all monies paid.
- 1.6 As used herein, **Ticket** means a paper, mobile/bar code, email, wristband or such other form of proof of entry that becomes available on the market from time to time which grants you entry to an Event.

2. AGE POLICY

- 2.1 Only persons over the age of 18 shall be permitted entry to an Event with a valid Ticket for entry. For some Events, only persons over the age of 21 shall be permitted entry, in which case, this will be made known to you when purchasing a Ticket.
- 2.2 We only accept the following forms of ID: Valid Photo Driving Licence, Valid Provisional Photo Driving Licence, Valid Passport, Valid PASS card from the National Proof of Age Standards Scheme (this is the best form of ID to bring if you don't want to bring a valuable document). More information on how to obtain your PASS card can be found [here](#). ID must be original. No copies or photos will be accepted. We reserve the right to refuse admission if, in our opinion (including that of any third parties instructed by us) there is any doubt that the Ticket holder is under the applicable entry age requirement. In such instance, you will not be entitled to a refund and your Ticket will be invalidated.
- 2.3 We and the Venue (as defined below) operate a strict Challenge 25 policy across all bars at the Event and valid ID is required to buy and drink alcohol.
- 2.4 Anyone under the age of 18 (or, where applicable, 21) and anyone caught buying alcohol for someone under the age of 18 will be ejected (together with, at our discretion, anyone in the same party) from the Event without any refund.

3. TICKET PURCHASE

- 3.1 Tickets purchased from authorised sellers and re-sellers will be subject to the sellers terms and conditions which you accept when purchasing a Ticket. You should read these terms and conditions carefully. Should you have a query relating to your Ticket purchase, you should first contact the authorised seller or re-seller from which you purchased your Ticket.
- 3.2 Only guests holding a valid Ticket will be admitted to an Event. You must retain your Ticket on you at all times during the Event. If you are using a mobile Ticket, it is your responsibility to ensure you have a sufficiently powered mobile device enabling you to show your Ticket for the entire duration of the Event.
- 3.3 Tickets are not exchangeable, refundable or transferable. Re-sale or attempted re-sale is not allowed, unless expressly authorised by us (at our discretion) via the authorised Ticket reseller (including SeeTickets, Resident Advisor Resale, Dice and TicketSwap). See section 4 below.
- 3.4 Any attempt to exchange or transfer your Ticket in breach of this section shall result in your Ticket (and the Ticket of anyone in your party) being void (resulting in the Ticket not being valid for entry, and, if already entered, ejection from the Event) without refund. If you are buying or selling a Ticket from an official Ticket reseller, please read their terms and conditions carefully. Any Tickets part paid for are not eligible for resale.
- 3.5 Tickets, wristbands and/or other forms of rights to attend an Event are personal, revocable licences granted by us to each Ticket holder and shall at all times remain our property. For security purposes, we reserve the right to recall any accreditation or other rights to attend an Event at any time.
- 3.6 You are prohibited from using your Tickets as part of any promotion, competition, advertisement or give away, or as part of any product or service package, or for commercial gain, without our express written permission. Any attempt to do so will result in your Ticket (and the Ticket of anyone in your party) being void (resulting in the Ticket not being valid for entry, and, if already entered, ejection from the Event) without refund.
- 3.7 We are not liable for lost, stolen or defaced Tickets or wristbands. If you lose or damage your Ticket or wristband, you will not be able to enter the Event. All Tickets and/or wristbands will be checked when entering the Event.
- 3.8 Ticket price and availability may be subject to change without notice prior to purchase.

- 3.9 Your Ticket may be invalidated without refund if any part of it is removed, defaced, altered or damaged, whether accidental or not. It is your responsibility to keep your Ticket safe and in its original condition.
- 3.10 Upon purchase, please check Tickets carefully as mistakes cannot always be rectified after purchase. Should you realise you have made a mistake during the purchase process, please contact your point of purchase as soon as you realise so that we may try to assist you. We may not be able to respond to such requests for assistance during or immediately prior to an Event.
- 3.11 Tickets are not issued on a sale or return basis and refunds will not be made on returned Tickets unless provided for under these Terms.
- 3.12 Ownership or possession of a Ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket.
- 3.13 Tickets may be restricted to a maximum number per household or per credit card. These restrictions will be notified to you by our authorised Ticket agents before you make your booking. We reserve the right to cancel Tickets purchased in excess of this number without prior notice of such cancellation.
- 3.14 If your Ticket is purchased or issued through a membership or schemes such as student memberships, NHS or Blue Light Card memberships, tickets for good, etc, you may be asked to produce valid ID to prove that you hold such memberships and are entitled to the Ticket under any terms under which it was issued.

4. UNAUTHORISED TICKET AGENTS & TOUTING

- 4.1 Please only buy Tickets through authorised sellers or resellers, and not from touts or unauthorised resale sites. If we become aware that you have bought Tickets anywhere other than from official authorised outlets you may not be granted access to the Event without refund. We will not be able to help you (for example in respect of refunds or access requirements) if you have bought a Ticket from an unauthorised source, as we will have no purchase history for the Ticket.
- 4.2 Tickets bought from unauthorised agents are not valid and admission will not be granted to the Event if you attempt to use any Ticket bought from unauthorised agents. To be as safe as you can and to avoid obtaining an unauthorised Ticket, follow these simple guidelines (which are not intended to be an exhaustive list):
 - 4.2.1 Do not buy from an unofficial Ticket agent. Our official Ticket agents include SeeTickets, Resident Advisor, Skiddle, Dice, Ticketweb, Ticketmaster and Fever. We may also sell Tickets directly for corporate or group bookings and we have other online or in-store official Ticket agents. If you are in doubt as to whether or not a Ticket agent is authorised please contact us in advance of the Ticket purchase and we will be happy to assist. For more information on authorised Ticket agents for an Event please visit our website or the official Event page;
 - 4.2.2 Read all terms and conditions provided by the official Ticket agents before purchase;
 - 4.2.3 You may be able to purchase a Ticket from an official Ticket reseller (including SeeTickets, Resident Advisor Resale, Dice and TicketSwap) from time to time. Do not buy from unofficial resale or fan to fan Ticket agents;
 - 4.2.4 If there are no Tickets available, do not be tempted to buy from unofficial Ticket agents, instead, contact us for availability and guidance;
 - 4.2.5 Do not buy from internet auction sites or exchange/buy Tickets on social networking sites such as Facebook;
 - 4.2.6 If you live in the UK do not buy from a website with an overseas office address, or with no registered address shown; and
 - 4.2.7 Do not buy from another individual or tout, either in advance of, or outside, an Event.
- 4.3 If you do encounter problems with a Ticket order please contact your credit card issuer as soon as possible.
- 4.4 Occasionally, due to genuine circumstances, you may find yourself with a spare Ticket. Please do not be tempted to sell it on an unauthorised auction site or to sell to a Ticket tout or unauthorised online agency. If you do the purchaser may not be able to enter the Event (under the Terms) for the reasons set out above. Should this happen you may find that the purchaser brings a legal claim against you for selling a Ticket which does not permit access to the Event.
- 4.5 We reserve the right to cancel any Ticket booking which we reasonably believe to have been made with a view to resell such Tickets, other than via our official reseller, or, where the Ticket has been purchased using fraudulent means, such as credit card fraud.
- 4.6 Tickets obtained in breach of these Terms shall be null and void and we may refuse admission to, or eject you from, the Event. Any person seeking to use a void Ticket in order to gain or provide entry to the Event will be considered to be a trespasser and will be ejected without refund and liable to legal action. Void Tickets are non-refundable.

5. GROUPS

- 5.1 The guest making the booking, when booking on behalf of other people, is responsible for circulating these Terms to their party and making sure that they have read and understood them.

6. ENTRY AND EXIT

- 6.1 For your safety and the safety of other guests, once you have entered the Venue for the Event, there will be no re-entry allowed. In addition to the Venue's own search policy, we reserve the right to search all guests and guest's property and refuse admission to, or eject from the Venue, any person who refuses to be searched. Refusal to consent to such searches will result in the non-consenting Ticket holders being denied entry (resulting in the Ticket not being valid for entry, and, if already entered, ejection from the Event) without refund.
- 6.2 There will be no admission to the Event before the designated opening times or after the last entry time. You should check opening times and last entry times when purchasing tickets or contact us if you are not sure. There will be no refunds for denied entry before opening times or last entry times.
- 6.3 In addition to the Venue's own admissions policy, we reserve the right to refuse you entry to and/or eject you from an Event. In particular but without limitation you may be refused admission to or removed from the Event for any of the following reasons: for health and safety or licensing reasons; if you behave in a manner which has or is likely to affect the enjoyment of other persons at the Event; if you use threatening, abusive or insulting words or mannerisms; if, in our reasonable opinion, you are acting under the undue influence of alcohol or drugs; if you fail, when required, to produce proof of identity or age; if you refuse to comply with the security searches; if you breach these Terms; if you breach the Venue's terms; and/or if your Ticket is void.

- 6.4 No refunds will be offered to guests who are refused entry or ejected from the Event at our discretion.
- 6.5 If you are refused entry to the Event, or have been previously ejected, you may not purchase another Ticket or otherwise gain entry to that Event.
- 6.6 Failure to produce the appropriate receipt/Ticket or pass, when so requested, may result in ejection from the Event, without later claim or compensation.
- 6.7 There are no pass-outs and no re-admission after first entry to the Event for any Ticket holders.
- 6.8 If you are entering the Event as a guest (including guestlist and other situations where you are entering the Event but have not purchased a Ticket, e.g. competition winner or complimentary entry), you might be asked to show ID to prove that you are the named guest and you must arrive with your entire party to ensure that all members of your party are accredited to the Event. We reserve the right to refuse entry to any member of a guest party that does not arrive at the same time as the named guest. You should ensure that information submitted to us for guest entry is accurate. Should you need to change any information submitted to us relating to guest entry, you should do this as soon as possible. We cannot guarantee that guest information can be changed once submitted and entry information has been provided. If entering an Event as a guest, you will be required to follow any instructions provided by us relating to entry.

7. PROHIBITED ITEMS & UNACCEPTABLE BEHAVIOUR

- 7.1 Prohibited items or any items that we, the Venue or third parties acting on our behalf (such as security) deem to be either; a risk to the safety, security or enjoyment of others; unsuitable to be taken to the Event; or, may be used in an illegal or offensive manner (regardless of whether or not the item itself is illegal) are not permitted to be taken into the Event. In certain circumstances, entirely at our discretion, we may allow you to dispose of such items in order that you may be admitted to the Event. In such circumstances, the items will be disposed of in any manner we or the Venue or such third-parties think appropriate and you will not be entitled to recover such item at a later time.
- 7.2 Ticket holders may be ejected if found in possession of prohibited items at the Event. Prohibited items include but are not limited to:
 - 7.2.1 Food and Drink. no food or drink can be taken into the Event (unless authorised by the Venue for specific purposes);
 - 7.2.2 Drugs / Controlled / Psychoactive Substances – illegal drugs, Nitrous Oxide, 'Legal Highs' or any associated paraphernalia;
 - 7.2.3 Weapons or replica weapons (or anything that could be considered a weapon in our opinion or that of security providers);
 - 7.2.4 Animals;
 - 7.2.5 Bicycles, roller-skates, skateboards, scooters, personal motorised or non-motorised vehicles, except for wheelchairs;
 - 7.2.6 Items considered to be dangerous or inappropriate in a venue environment, including, but not limited to; glass in any form, spray cans, gas canisters or compressed gas in any container, fireworks, flares, candles, pyrotechnics, smoke canisters, chinese lanterns, confetti, balloons, explosives, firearms, knives or blades, replica weapons of any sort, large golf umbrellas, stools, sports equipment, flags and banners, megaphones, amplification equipment, speakers, klaxons, airhorns, laser devices, remote controlled drones, hi-visibility tabards or similar;
 - 7.2.7 Any other items which we, the Venue or our security providers reasonably consider could pose a threat to the health and safety or enjoyment of any other guests; and
 - 7.2.8 All items listed as prohibited on our websites, specific Event websites, on social media or other method of communication prior to the Event.
- 7.3 Moshing, crowd surfing, climbing on Event or Venue structures and anti-social behaviour of any sort is not permitted at any Event.

8. SMOKING

- 8.1 In accordance with Smoke-Free Regulations, smoking (including e-cigarettes / vaping) is not permitted inside Venues. Normal statutory rules and regulations apply and should be observed at the Event and failure to do so may result in ejection from the Event without a refund.
- 8.2 You will be responsible for the costs of any damage caused by your smoking and for any fines which may be charged to us or to you as a result of you smoking outside of any designated smoking area.

9. NUISANCE

- 9.1 You must be respectful of all other Event guests and those individuals otherwise at the Event and our neighbouring residents at all times. Any anti-social behaviour of any sort is not permitted.
- 9.2 Guests who in our reasonable opinion are causing nuisance may be asked to leave the Event immediately and will not be offered a refund.

10. FILMING, PHOTOGRAPHY & CCTV

- 10.1 Unauthorised photography, video, audio recording and transmission of the Event, the performers and the performance for professional purposes or financial gain is strictly forbidden.
- 10.2 Professional audio and imaging equipment and drones are not permitted to be brought to the Event.
- 10.3 Guests attending the Event consent to being photographed, filmed and sound recorded as an audience without payment, and to their image being exploited in any and all media for any purpose at any time throughout the world by (us or our licensees) who shall own the copyright in all such recordings. All personal data will be processed in accordance with our [Privacy Policy](#).
- 10.4 CCTV may be in operation at the Venue. Images are recorded for the prevention of crime and disorder and for any other reasons as confirmed by the Venue. If requested, images will be passed directly to the Police by the Venue. We are not responsible for such CCTV.

11. TRADING & COMMERCIAL ACTIVITY

11.1 Only those specifically authorised by us or the Venue to undertake trading, marketing or commercial activity at an Event may do so. You shall not bring into an Event or display or distribute (whether for free or not) at an Event any sponsorship, promotional or marketing materials.

12. VENUES

12.1 We are not responsible for the venues at which the Events take place (**Venues**).

12.2 You are expected to comply with all rules, regulations and procedures set by the Venue. It is your responsibility to check the Venues terms and conditions of entry and ensure compliance with those. We are not responsible for these terms and conditions. A Venue may include terms such as the following (which are an example only, are not exhaustive, and might not apply to every Venue):

- 12.2.1 reserve the right to eject you from the Venue in certain instances;
- 12.2.2 reserve the right to conduct searches and have their own security policies;
- 12.2.3 confiscate prohibited items;
- 12.2.4 restrict you from taking photos or videos, including using professional equipment (including go-pros and drones) and using your phone or non professional equipment (they may include measures such as covering your phone camera with a sticker, deleting any unauthorised photos and recordings and confiscation);
- 12.2.5 have their own cloak room and lost property policies;
- 12.2.6 have their own entry requirements and reserve the right to refuse entry to the Venue in certain instances;
- 12.2.7 have their own zero tolerance to drugs policy;
- 12.2.8 have their own restrictions on things such as: illegal substances (including new psychoactive substances (commonly known as 'legal highs') and/or other drugs considered to be unsafe); animals; food or any form of liquid (including drinks and perfume); chewing gum; bottles; weapons; ammunition; horns; whistles; drums, megaphones, amplification equipment, klaxons, air horns; fireworks, flares, smoke canisters, explosives, firearms, knives, blades, or any other article which may be used as a weapon or missile, or which may cause danger or disruption to visitors at the Venue (regardless of whether or not such item is illegal or is carried for specific purposes); large bags; throwing items; climbing or standing upon fences, barriers, walls, safety fences, arrangements, structures, exhibits or buildings or similar; hi-visibility tabards or similar; marker pens, spray paint or any other similar items that may be used to mark infrastructure;
- 12.2.9 operate CCTV at the Venue;
- 12.2.10 have capacity limits in certain areas of the Venue;
- 12.2.11 have their own dress code;
- 12.2.12 have their own privacy policies and complaints procedures; and
- 12.2.13 include terms such as any Venue guests consent to being photographed and recorded.

12.3 We shall not be liable to you in the event that you are refused entry to or ejected from an Event by the Venue and you shall not be entitled to a Ticket refund in such instance.

12.4 We are not liable to you for any property or equipment that a Venue (or anyone acting on its behalf) confiscates, loses, damages or destroys.

13. FURTHER INFORMATION

13.1 The Events are subject to licence.

13.2 You must comply with any and all instructions given to you by us, the Venue and/or stewards and staff at an Event.

13.3 Whilst every effort is made to ensure that the full, advertised billed performances take place, we reserve the right to change the published bill and/or running times without notification.

13.4 Any published start and finish times of a performance at an Event are estimates only and are subject to change. The Promoter shall not be liable for any change of a published start or finish time. It is your responsibility to make appropriate arrangements to ensure that you arrive at the Event in sufficient time (taking into account time required for queuing and searching to enter the Event) in case the Event or the performance you wish to see starts earlier than the published time or otherwise to ensure you are able to stay until the close of an Event or performance should you wish to if it overruns. We will not be responsible to make any refund or meet the costs of any alternative travel arrangements or for any loss of enjoyment or other indirect loss as a result of an Event not running to the precise advertised times or for your late arrival at an Event.

13.5 We reserve the right to implement any restrictions/conditions deemed necessary before and during an Event to ensure the safe management of the Venue. You must at all times comply with any and all instructions given to you by Event staff and stewards (including Venue staff and stewards).

14. ACCESS REQUIREMENTS

14.1 We offer one free Ticket for a personal assistant to accompany a Ticket holder with certain access requirements to an Event. We will require you to provide valid documentation of your accessibility requirements before issuing the free Ticket. Information on whether you are eligible for a personal assistant pass, how to apply and the approved forms of supporting documentation can be found on our website or by contacting us using the contact e-mail address shown below.

14.2 If you have access requirements please contact us as far in advance of the Event as possible, and in any event no later than 7 days prior to the Event. If you have not notified us of your access requirements in advance we cannot guarantee that we will be able to cater to your needs though we will use reasonable endeavours to do so. We will confirm by email if we are able to provide assistance.

15. UNAVOIDABLE CANCELLATIONS OR CLOSURES

15.1 In the event of cancellation or closure for any other reason outside of our reasonable control, we reserve the right to cancel or close an Event if we feel it is unsafe, illegal or impossible to allow it to take place or to allow you access to an Event. Where an

Event is cancelled, closed or postponed for reasons outside of our control the provisions of section 17 below will apply in relation to entitlement to refunds.

16. EPIDEMIC/PANDEMIC INCLUDING COVID-19

- 16.1 We expect guests to follow all applicable laws, regulations, rules, government or competent authority guidance and any Venue rules or guidance in relation to any epidemic or pandemic which may affect an Event including Covid-19 or any mutation of it (**Serious Health Risk**) and keep abreast of relevant changes that may affect their attendance at an Event.
- 16.2 We reserve the right at our absolute discretion and without payment of refund or any other compensation to amend these Terms from time to time in order to ensure that we comply with all applicable laws, regulations, rules, orders, guidance (whether or not having the force of law) and any other requirements relating to Serious Health Risks issued by the UK Government or any other competent authority. Such measures may include wearing of face masks, social distancing measures, limiting numbers at the Venue and requiring proof of health or vaccination status.
- 16.3 If we reasonably believe that the rules are being broken or our guests or staff are being put at risk, we will ask guests who are breaking the rules to leave the Event without a refund.

17. REFUNDS

- 17.1 We may alter or vary a published Event programme which may result in changes to some elements of the performance line-up, playing times, start and finish times of an Event, or any other aspect of an Event (including without limitation, the Venue). Neither we nor our authorised Ticket agents will be liable to you or any other person for any refunds or other costs, expenses or other losses resulting from such alteration, unless it is a Material Alteration which gives a right to a refund under section 17.2 in which case our only liability will be to issue a refund in accordance with section 17.2.
- 17.2 You will only be entitled to a refund of any Tickets you have purchased directly from us or through our authorised Ticket agents, in the following circumstances: i) if an Event is cancelled in full ii) if the Ticket is for an Event which is postponed entirely and that Event is rescheduled to another date unless you elect to use your existing Tickets for the rescheduled Event under section 17.4 below; iii) in the event of a Material Alteration which gives you the right to a refund under applicable law; iv) as otherwise required under applicable law.
- 17.3 A **Material Alteration** is a change which in our reasonable opinion makes an Event materially different to the Event which all Ticket purchasers, taken generally, could reasonably expect as judged by reference to the nature and billing of each Event. The following are not Material Alterations: changes to the artists unless the Event you are attending is a concert with a clear headline act; changes to acts and the use of understudies in theatre performances; changes to any advertised attractions or facilities; changes to performance times; changes to individual band members; shortening of the Event when the majority of it is performed in full; delays or changes to start times of the Event or a performance; a change of venue to another location within a reasonable radius (in our discretion) of the planned Event.
- 17.4 Where the Event is rescheduled to another date, you may elect to use the existing Ticket for the rescheduled Event in which case you will not be entitled to a refund.
- 17.5 Unless the authorised Ticket agent states otherwise, all refunds will be for the face value of the Tickets purchased (or proportionate amount where we agree to refund you for an Event cancelled part-way through) only and you will not be entitled to a refund of booking fees, transaction charges or delivery costs. Personal arrangements including travel, subsistence and accommodation in relation to the Event which have been arranged by you are made at your own risk and neither the authorised Ticket agent nor us will have any liability for any such loss of enjoyment or wasted expenditure in the case of a cancellation, postponement or otherwise.
- 17.6 A Ticket will not be exchanged or refunded if it is used for entry into the Event unless any of the circumstances in section 17.2 apply.
- 17.7 Ticket refunds will be processed by the authorised Ticket agent from whom you purchased a Ticket. Either we or the relevant Ticket agent will provide details of the refund process and deadlines for making a claim either through our websites, social media, the media or directly or alternatively we may direct you to the refund policy in the Ticket agents' terms and conditions. Any failure to follow the process and comply with the deadlines or the refund policy of the relevant Ticket agent from which you purchased the Tickets or any breach of these Terms may result in the refund not being made. Refunds will only be made to the person who originally purchased the Tickets. We will not be responsible if any unauthorised Ticket agent from whom you purchased Tickets refuses to refund them.
- 17.8 It is your responsibility to check that an Event has not been cancelled, rescheduled or suffered a Material Alteration. Information on such matters will be made available as soon as reasonably possible on the Event website or social media platforms. Guests are advised that the website and social media platforms cannot always be updated immediately and that circumstances giving rise to cancellation, postponement or Material Alterations can sometimes arise immediately prior to an Event. We advise you to check before you travel.
- 17.9 Promotions, deals or discounted offers are provided at our discretion. All such offers are subject to availability and may be withdrawn by us at any time. Retrospective refunds are not permitted against any offer or promotion advertised after a booking is made.
- 17.10 Any reduction in price, discount or promotional offers, either to the face value of the Ticket or otherwise, will not qualify for a refund or partial refund and can only be carried forward to future events at the Promoter's discretion.

18. WARNING

- 18.1 Strobe lighting, lasers and smoke / haze effects and other special effects may be used in some performances.
- 18.2 Guests accept that exposure to loud music over periods of time can cause damage hearing. It is the guests' responsibility to ensure that they protect themselves and their children from such exposure if so required.
- 18.3 In attending an Event, guests confirm that they are aware of the risks associated with attending the Event and Venue and agree that neither we, any entity owned by us or which owns us (directly or indirectly) or any entity under common ownership with us (the "Event Companies") nor any of our respective directors, employees, agents, workers, consultants or shareholders (and such persons together with us and the Event Companies shall be the "Promoter Parties") shall be liable for any accident, injury, loss or damage sustained by any guest, their family, visitors, animals, vehicle or personal effects however caused unless due to their gross negligence.

19. LIABILITY

- 19.1 You agree that the Promoter Parties will not be liable to you for any loss, injury or damage to any person (including you) or your property however caused (including by the Promoter Parties) in any circumstances unless due to the negligence or wilful or malicious act of the Promoter Parties.
- 19.2 You agree that the Promoter Parties shall not be liable to you for any indirect or consequential costs, claims, actual or alleged losses howsoever arising out of or in connection with the Event and/or our obligations under these Terms including, but not limited to, loss of profits, anticipated profits, savings, business or opportunity, or loss of publicity or loss of reputation, or opportunity to enhance reputation, or loss of contract or other economic or consequential loss arising from the performance (or any failure to perform) these Terms.
- 19.3 The Promoter Parties will not have any liability to you whatsoever for loss or expenses incurred in connection with the Event or any cancellation of the Event, including, without limitation, costs of any personal travel, accommodation or hospitality arrangements made relating to the Event or the cancellation of the Event.
- 19.4 The Promoter Parties combined maximum liability to you in respect of loss, theft or damage to property will be limited to the actual Ticket price paid by you, and as such we strongly discourage guests from bringing any valuable items to an Event.
- 19.5 These Terms do not seek to exclude liability for death or personal injury (i) which cannot legally be excluded or limited; and (ii) is caused by the gross negligence or wilful default of any of the Promoter Parties, or that of anyone for whom the Promoter Parties are legally liable.

20. COMPLAINTS

- 20.1 We hope that you enjoy your time at the Event, and have no reason to complain, but should you wish to raise anything with us please do so before you leave the Event. It is very difficult to deal with complaints made after the Event.

21. CONTACT DETAILS

- 21.1 Should you wish to contact us about the Event, please use the following email address: info@lwe.events

22. GENERAL

- 22.1 To the fullest extent permissible in law, we may assign all and any of our rights and obligations under these Terms, provided that your rights are not adversely affected.
- 22.2 If any provision of these Terms is found to be invalid or unenforceable by a court, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provision(s) and remainder of these Terms valid or enforceable.
- 22.3 If we delay or fail to enforce any of these Terms it will not mean that we have waived our right to do so.
- 22.4 These Terms (including updates provided via our website, social media or otherwise) together with the Ticket purchase terms and conditions and constitute the entire agreement between the parties in connection with the subject matter of these Terms and supersede any previous terms and conditions, agreement or arrangement between you and us relating to the subject matter of these Terms.
- 22.5 These Terms shall be governed by English law and the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales.