

- **Booking fees** apply per ticket for purchases made through our Online Shop and for purchases from our Local Birmingham Outlets.
- All tickets purchased online will be sent via email (e-tickets).
- Please look after your tickets and keep them in a safe place. Tickets cannot be refunded and lost or stolen tickets cannot be replaced. Defaced tickets will not be accepted. **When exchanged on site, wristbands are non-interchangeable and should not be removed for the duration of your ticket.** (I.E. If you are at the festival for more than one day you need to keep your wristband on overnight). Lost or broken wristbands can not be replaced so please look after them. Those without wristbands will be refused admission to the festival and may be removed from the site.
- Without a valid ticket or e-ticket, entry into the festival site will not be permitted. **Last entry to the festival is 9.00 pm each night.**
- Ticket Holders who think their age may be questioned should bring personal identification. Under 16 year olds must be accompanied by a paying adult over the age of 21. Proof of age may be requested at the point of entry and at the bars. **The festival bars operate a CHALLENGE 25 policy. Parents please keep your children supervised at all times.**
- The Festival reserves the right to add, withdraw or substitute artists, and to vary the advertised programme and timings with no liability to refund tickets.
- Ticket Holders consent to inclusion in official photographic, visual and audio promotion of the festival.
- The Festival reserves the right to refuse admission or to eject a ticket holder for unreasonable, abusive or dangerous behaviour. The festival operates a zero tolerance policy towards abuse of our staff and volunteers.
- The Premises Licence Holder and / or the Festival promoters will not be held liable for any loss, injuries or damages sustained at the event including damage, theft or losses to property and motor vehicles, if the cause is due to the negligence of the ticket holder or the unforeseeable actions of other patrons or third parties.
- No animals (except assistance dogs) are permitted into the festival site.
- Please do not bring alcohol into the arena. This is strictly prohibited to ensure the future of the festival. There are well-stocked bars within the festival. You may bring alcohol to the campsite for personal use.
- Please no glassware (bottles, glass, jars etc) on site. Please leave these items at home.
- Ticket holders may be subject to a search on entry, before or during the event.
- Exposure to loud music may cause damage to hearing, please bring ear defenders / plugs if you require them.
- Please no audio or video recording of any kind without prior permission of the organisers.
- No stalls or market-sellers without prior permission of the organisers.

- Camping is free for everyone with a valid **weekend** ticket.
- Ticket holders found using illegal drugs will be asked to leave the festival and the police will be informed.
- **Refund Policy** – Unfortunately, we are unable to provide refunds under any circumstances. This is inline with other UK festival policies.
- Customer Services contact – If you have an enquiry please contact info (@) [lunarfestival.co.uk](mailto:info@lunarfestival.co.uk).