

These terms and conditions will apply to all transactions placed online, by e-mail, telephone or by post with Twinwood Events Ltd. Possession of a ticket signifies an acceptance of these terms and conditions.

Overview

We will take reasonable care to ensure that all details, descriptions and prices appearing on this website are correct at the time when the information was entered. Although we aim to keep this website as up to date as possible, the information appearing on this website at a particular time may not precisely reflect the position at the moment you place your order.

Any information displayed on this site is not regarded to be authoritative or certified as the best practice and is only considered to be useful supplementary advice to other certified codes of practice.

Programme

Whilst every effort is made to ensure the full advertised programme perform, Twinwood Events Ltd reserves the right to add, withdraw or substitute artistes, and to vary the advertised programme and running times if necessary, without prior notice. Artists and billed attractions may be subject to change.

No other party (other than Twinwood Events Ltd) may place any advertisement or enter a 'free diary listing' in any publication, magazine, newspaper or website promoting Twinwood Events Ltd, The Glenn Miller Museum, The Glenn Miller Festival or any event which is promoted by Twinwood Events Ltd. This is to try to prevent misleading and incorrect information being published which Twinwood Events Ltd is unaware of, and has no control of.

Twinwood Events Ltd cannot accept any responsibility for any misleading or incorrect information or content relating to Twinwood Events Ltd, or any of the events which Twinwood Events Ltd promotes, which is found in any media publications, magazines, newspapers, radio or websites which is not owned by or under the control of Twinwood Events Ltd. Please only use Twinwood Events Ltd own website www.twinwoodevents.com or official literature which has been compiled by and printed by Twinwood Events Ltd for information. If in doubt call Twinwood Events office 01923 282725

Prices

All prices are shown in pound sterling (£) and are inclusive of UK VAT unless clearly stated otherwise. Prices are shown on www.twinwoodevents.com, and on official literature printed by Twinwood Events Ltd. Twinwood Events cannot accept responsibility for information regarding prices which is listed by third parties which Twinwood Events Ltd has no control (i.e. newspaper or magazine articles, other websites, etc) If in doubt call Twinwood Events office 01923 282725

Orders

Twinwood Events Ltd is pleased to accept ticket orders by any of the following methods: Online transaction (secure server), telephone (credit/debit card) or post (cheque or postal order). All credit / debit card transactions are subject to validation checks and authorisations by the card issuer. If the issuer of your card refuses to authorise payment to us, Twinwood Events Ltd will not be liable for any delay and / or non delivery of your tickets. Ticket orders received by post will be posted out once cheques have cleared.

Do not buy tickets from street traders and unauthorised agencies. Tickets are only available from Twinwood Events Ltd. Tickets are security printed – any attempt to pass on any other ticket will lead to automatic refusal at the entrance. Beware of forgeries.

Data Protection Act

Twinwood Events Ltd will collect and store data including your postal address, contact telephone number and email address, in order to process and fulfil any order requirements and secondly to provide you with the best possible service. Twinwood Events Ltd does not disclose this information to any third parties. Twinwood Events Ltd does not store credit or debit card details.

Possession of ticket signifies consent as a patron to photography and/or filming/sound recording of the festival that may then be used for promotional purposes. Film crews may be on-site, and CCTV may be used at some events.

Credit Card Security

Twinwood Events Ltd online store uses Protix, which has achieved the highest level of compliance under the Payment Card Industry Data Security Standard (PCI). Protix adhere to the most stringent levels of fraud screening, ensuring that your details remain secure throughout the transaction process.

Delivery

Tickets are posted out after mid March. Tickets ordered thereafter by credit/debit card, cash or postal order will be despatched within 10 days. Items paid for by cheque will be despatched once the cheque has cleared, and items ordered by cheque will be despatched within 14 working days. Whilst every effort is made to ensure that delivery is made within the estimated time scales, some delays are occasionally inevitable. Tickets are subject to availability.

Tickets purchased close to the festival date will not be sent out, but instead you will be given a unique locator number to collect your tickets on arrival, where your tickets will be held at the 'wristband exchange marquee' which is located next to the festival entrance in the main car park for the duration of the festival.

Tickets & Wristbands

All ticket holders must exchange their ticket for a wristband on arrival and this must be worn at all times for the duration of the festival to gain access to the arena. NB: The wristbands are durable and will not come off when worn correctly so no replacements will be given for lost wristbands.

Lost / Damaged Tickets Policy

Under no circumstances will Twinwood Events Ltd issue duplicates for lost or damaged tickets, so ensure that you keep your ticket safe!

Returns Policy

Tickets are non refundable.

Right of Admission

Twinwood Events Ltd reserves the right to refuse admission to the festival of any persons reasonably deemed to be a risk to their own or others safety and/or that may affect the enjoyment of others and/or the running of the festival. E.g. persons will not be admitted who in the opinion of festival authorities and/or designated representatives, appear to be under the influence of drink and/or illegal substances and/or is acting aggressively and/or is abusive.

Legal stuff

Twinwood Events Ltd does not accept responsibility or liability for any personal damages, losses or injuries sustained at this event - including any damage and losses to property and motor vehicles.

Twinwood Events Ltd does not accept responsibility for any loss or damage of personal belongings.

Where car parking is on the North West side of the Airfield, a free shuttle bus service operates. When the shuttle bus service is in operation all visitors must use the service. For health & safety reasons when the bus is in operation no pedestrians will be permitted to walk from the North West car park to the Arena.

Children

Children 16 years old and under require a child ticket and must be accompanied by a responsible adult. Children 5 yrs old and under will be admitted free, without a ticket when accompanied by a responsible adult. Please note that there are no separate children's areas within the site and children are the responsibility of their parents or guardians at all times.

Weather & Clothing

As we cannot predict the weather, customers are advised to bring adequate clothing for all eventualities, particularly warm & waterproof clothing. We strongly advise visitors to bring a pair of comfortable shoes. Most of the ground surface is grass and the pathways are stony in places, and to take advantage of the whole site and all the different attractions, some walking is involved. It is advisable for campers to bring a torch.

In case of inclement weather, the outdoor dance floors will be slippery when wet. Twinwood Events cannot accept responsibility for accidents which may occur on the dance floor.

The Twinwood Arena stage and the Control Tower stage are outdoors, and the show will go ahead, rain or shine. There are plenty of undercover and indoor areas, including the Dance Marquee, the Hangar, the Tin Hat Club, all of the bars, and all of the museums, etc, etc.

Trading

Strictly no trading, or distribution of leaflets is permitted within the festival site without the prior written consent of Twinwood Events Ltd.

Official merchandise will be available on site. Please do not buy from unlawful street traders.

Camping

Camping is only permitted within designated camping areas and with a valid camping pass and weekend tickets.

Each person must hold a valid ticket. Each caravan, motor home, or car with tent must then also have a camping plot reservation pass that has been pre-booked.

Campsite opens 11am the day before the show start date, and closes midday the day after the show finish date.

Campers must arrive before nightfall.

Facilities include toilets, showers, chemical waste disposal point, fresh water points. Please note there are no electric hook up points.

The heating of food, for personal consumption, using a small gas stove or small purpose built BBQ is permitted by those camping and must be confined to the campsite only. No bonfires or fires on the ground allowed. A bucket of water, fire extinguisher, or bucket of sand, must be situated close to the BBQ or cooking appliance at all times whilst in use, and the cooking area must not be left unattended until the cooking appliance is completely cold.

Special Needs

It should be noted that Twinwood Airfield is an original WWII airfield. The ground near the Control Tower, and along the woodland walk is flat, and the surface is stony. The Arena is flat and on grass. The Campsite, which is adjacent to the Arena is predominantly flat, but is partly on the side of a gently sloping hill. Those with mobility problems and in wheelchairs should be aware they might need assistance. Facilities include: Disabled car parks. Disabled toilets on-site.

Wheelchairs & pushchairs are not permitted on Arena Banking. Those with mobility problems should not attempt to enter the Arena Banking.

Prohibitions

The following items may not be brought into the Arena: Animals, Illegal Substances, Portable Laser Equipment and Laser Pens, any item which could be considered to be a weapon, Unauthorised Professional Film or Video Equipment, Audio Recorders, Fireworks and Flares. All items will be confiscated.

No awnings, tents, or any object which will impede the view of other visitors can be erected in the Arena.

No unauthorised buses, coaches or trucks will be allowed on site.

To protect your own safety and those of other guests, please act responsibly.

Dogs

Dogs are allowed in the campsites only, but are not allowed onto the Arena. Day visitors should not bring dogs.

General

Please use the litterbins provided, and please take home rubbish from consumables which have not been purchased at the festival or from Twinwood Events.

Cameras for personal use are welcome. No video or tape recorders, or professional photographic equipment allowed.

A limited amount of seating is provided in front of both stages and near catering outlets. It is a good idea to bring your own lightweight folding picnic chairs or blankets to sit on. Please note that tables are NOT allowed to be taken into the Arena for safety and ambulance access reasons.

Food and Drink

Food for personal consumption only is allowed into the arena. There are food stalls on site. Please take home rubbish from consumables that have not been purchased at the festival or from Twinwood Events.

Day ticket holders may not cook food or have a barbeque on the festival site or car parks. There is a variety of hot food and drink available to buy onsite.

Alcohol

Those who are, or who appear to be under the age of 18 will not be served alcohol. Those who appear to be under the age of 21 will be asked to show proof of age before being served alcohol at the bars.

Smoking

Smoking is not permitted inside any building, or inside any marquee.