



2021 TERMS & CONDITIONS

1. Earlybird tickets include: Entry into the festival, a festival-branded wine glass on arrival, and an admission wristband. Proof of age to purchase and consume alcohol at the festival will still be required at each individual stall that sells alcohol.
2. Under 18s: Attendees under the age of 18 are not required to purchase a ticket to the festival. However, they must be accompanied by an adult and will receive a different coloured wristband.
3. No food or beverages may be taken into the festival. Empty water bottles or sealed water bottles may be brought into the festival and re-filled inside the festival from the various free water suppliers. If you have a strict allergy and need to bring your own food in, you can email promotions@twizel.info to receive an exemption letter.
4. Ticket holders are encouraged to bring their own seating, picnic blankets, and/or shade umbrellas.
5. In the event of fire, earthquake, flooding, pandemic, and/or any other circumstances that make the festival unsafe or inaccessible, or because of circumstances outside the organisers control, the organiser may, in their sole discretion, elect to grant a refund (less any service fees).
6. The event is an all-weather event and will take place rain, hail, or shine (unless the organiser determines otherwise in its absolute discretion). You should be prepared for all weather conditions.
7. Special entry condition: COVID-19 - you acknowledge that there is currently a respiratory illness outbreak caused by a novel coronavirus ("COVID-19") that is impacting various regions globally. By entering the event, you warrant that:
 - You do not have COVID-19 and are not awaiting test results for COVID-19 or otherwise have reason to suspect that you have contracted COVID-19;
 - You have not knowingly been in contact with a person who has tested positive for COVID-19 in the last fourteen (14) days;
 - You have not returned from international travel in the last fourteen (14) days;
 - You are not experiencing cold or flu-like symptoms, including:
cough, fever, shortness of breath, sore throat, sneezing & runny nose, temporary loss of smell.

If you cannot make the warranties above, you must not attend the event.

8. Except where required by law, there will be no refund of any event tickets or for any unused portion of an event ticket. This includes, but is not limited to, where there has been a variation to the event, if you are refused entry to or evicted from the venue by the organiser or event staff in accordance with the event terms, if you fail to attend the event, if you arrive after the commencement of the event, or if you leave the venue prior to the conclusion of the event.
9. No dogs are permitted inside the festival. The exception is for working guide dogs.
10. Artist line-up and billed attractions may be subject to change.
11. Right of admission reserved. In order to facilitate the security, safety, and comfort of all attendees the organiser reserves the right to refuse admission and refund the ticket value.

12. Admission is at the attendee's own risk. The organiser will not be held liable for any loss, injury, or damage sustained at this 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.
13. As a condition of entry to the festival, attendees consent to being filmed and/or photographed for use in television, video, social media, or printed promotional material.
14. The ticket holder consents to and will permit the search and inspection of their person, clothing, bags, or other possessions by any official employee of the organiser of the event, including security guards.
15. All tickets purchased through Eventfinda shall be subject to a booking fee and any credit card processing fees.
16. The attendee will be required to leave the venue if they: engage in conduct that unreasonably interferes with the enjoyment of the event by the patrons, hampers or impedes the conduct of the event, or breaches any by-laws or orders applicable to the venue.
17. Refusal of entry or eviction from event: The organiser reserves the right to, and authorise or instruct event staff to, refuse entry or evict any person from the event site that: fails to comply with the event terms; appears to be unwell or is showing symptoms of a contagious disease; engages in any illegal activity or behaviour or any activity or behaviour deemed in the organiser's absolute discretion to be unsafe, disorderly, or antisocial, including without limitation being intoxicated or affected by alcohol or drugs; crowd surfing, moshing, or stage diving; entering non-public or designated no-access areas of the venue or areas of the venue to which their event ticket does not permit access; climbing the staging, rigging, or other structures at the venue; causing damage to property or goods at the venue; or acting in a violent, threatening, inappropriate, abusive, aggressive, sexist, racist, or discriminatory manner, or for any other reason in the promoter's absolute discretion.
18. The organiser and event staff may confiscate any prohibited items or any other items which the organiser, in its absolute discretion, considers may be used in an illegal, unsafe, antisocial, or offensive manner. Confiscated items will not be returned, replaced, or reimbursed, and proceeds from confiscated items (if any) will be donated to a charity or charities of the organiser's choice. Attendees with any of the following, or acting in behaviours described below, will refused entry or evictions from the event:
 - **"Prohibited Items"** include, without limitation: alcohol; illicit drugs; knives; weapons; fireworks; explosives; glass; cans; bottles; portable BBQs; compressed gas containers; fires or open flames or any kind; political, religious, offensive, or race-related banners, signs, slogans or materials; flares; air horns; sound amplifiers including loudhailers; toy guns or water pistols; smoke bombs and flag sticks; commercial standard recording devices; drones; dogs or other pets; laser pointers; skateboards, roller blades, scooters or bicycles; or items that may interfere with the enjoyment, comfort or safety of other persons or security at the venue.
 - If you have any medical or mobility equipment necessary for your health that may otherwise be considered a prohibited item, please bring this to the attention of the promoter or event staff prior to entry to the event.

- Engaging in disruptive or dangerous behaviour including, without limitation; throwing, casting, thrusting or firing any objects; instigating violence, racism or xenophobia; behaving in a way that others may interpret as provocative, threatening, discriminatory, or offensive creating any threat to the life or safety of themselves or others, or harming another person in any way whatsoever.

19. Smoking and vaping is permitted in the designated areas only.

20. In the event of injury or illness the organiser or event staff may, at your expense, arrange medical treatment and/or emergency evacuation as deemed necessary or advisable (in the opinion of the organiser or event staff) for your health and safety, or for the health and safety of other persons at the event.

21. Please be respectful of the environment and place any litter in the recycle or other bins provided around the venue. You must not damage, improperly use, or tamper with any property or facility at the venue, or intentionally or recklessly cause any damage or interference to plants or animals at the venue or in the area surrounding the venue.

22. In the event that there are any rivers, lakes, streams, water courses, dams, pools, or any other bodies of water at or around the venue, swimming is not permitted.