

## TICKET HOLDER TERMS & CONDITIONS

### PURCHASING TICKETS

You will be prompted to review these Terms and Conditions when you buy your tickets, and a copy of them will also be available at the Takeover ticket booth when you pick up your wristbands. It is essential to acknowledge that whether you opt to read them or not, by clicking "accept" and finalising your ticket purchase (whether through our website or in person on the event day), you automatically become legally bound by these terms.

Tickets purchased from IOW Takeover Promotional Events Ltd, hereinafter referred to as "Takeover", are exclusively for personal use.

The resale or transfer of tickets is strictly prohibited; a breach of these conditions grants us the right to cancel the tickets without prior notice, refund, compensation, or liability.

In case of any change of address, contact number, or email address, you are required to notify Takeover at your earliest convenience by emailing us at [info@iowtakeover.co.uk](mailto:info@iowtakeover.co.uk). It is essential to provide a current and valid email address.

Please be aware that your email settings may categorise our emails as spam and direct them to your junk folder.

The ordering process for tickets remains incomplete until it is verified and accepted by us. While we make efforts to ensure the accuracy of prices, errors may occasionally occur. If you or Takeover identifies a pricing error in purchased tickets, you will receive a refund for the incorrect transaction.

### CARER TICKETS

If you require the presence of a caregiver at the event, kindly purchase your ticket as normal via our website and email [sales@iowtakeover.co.uk](mailto:sales@iowtakeover.co.uk), including your name, ticket number and documentation verifying your disability.

**PLEASE NOTE THAT THIS INFORMATION WILL BE KEPT COMPLETELY CONFIDENTIAL BY TAKEOVER AND WILL NOT BE SHARED WITH ANY THIRD PARTIES, NOR WILL IT BE RETAINED AFTER THE CONCLUSION OF THE 2024 TAKEOVER EVENT.**

In our commitment to ensuring that appropriate facilities are available, preventing misuse of these facilities, and validating the authenticity of applications, it is imperative for us to gain insight into the nature of your disability.

Documentation confirming your disability may include (but is not limited to) a copy or letter from the DLA, blue badge details, and/or a letter from your GP detailing your information and confirming your specific requirements.

Once we have received the documents related to your application and have reviewed and accepted them, we will then allocate one Carer Ticket per application.

**ANY CARER TICKET ISSUED FOR THE CAREGIVERS' USE WILL ONLY BE VALID WHEN PRESENTED AT THE SAME TIME AS THE MAIN TICKET IT IS ASSOCIATED WITH ON THE APPLICATION.**

### DELIVERY & COLLECTION

Upon completion of your order, your tickets will be delivered to you electronically and sent to the email address you provided during the booking process.

We aim to dispatch tickets promptly and efficiently. If for any reason you do not receive them, please reach out to us using the same methods mentioned above and we will address the issue as soon as possible. If deemed necessary, we may cancel the previously

issued tickets and provide you with new ones to prevent any potentially fraudulent activity, including ticket scalping.

It is crucial to review your tickets upon receipt and promptly inform us of any errors that may require adjustment or correction. Mistakes when ordering cannot always be corrected, and any corrections are discretionary.

Each ticket will feature a distinctive scanning code, which you must present to a member of the Takeover Team upon your event arrival. This code will be scanned to redeem your wristband.

## PROTECTION OF CHILDREN

All individuals under the age of 16 and vulnerable adults must be accompanied by a responsible adult over the age of 21.

If you appear to be under the age of 16 and have purchased an adult ticket, you will be required to prove your age with a valid form of ID before we can trade your ticket for a wristband.

All Bar Staff on the premises are trained in Challenge 25 procedures. Unless you are over the age of 18 years old, you are not permitted to purchase alcohol or request someone to buy alcohol for you. If challenged, you must prove your age, or you will be denied service and may also be required to leave the bar area completely.

## CANCELLATIONS & REFUNDS

Tickets cannot be transferred, exchanged, or refunded once the purchase is completed.

Clothing Merchandise are also non-refundable but may be exchanged if damaged or if the clothing received is an incorrect size. However, all clothing merchandise must have all tags intact and be in the same condition as it was delivered in.

Customers will be responsible for covering any incurred fees related to returning items.

## CANCELLATION/ CHANGE OF DATE/ VENUE OR POSTPONEMENT

Decisions to alter or call off the event, whether prior to or on the scheduled day of the event, lies solely with Takeover. In specific situations, we might find it necessary to modify or reschedule the event, which could include a change of venue.

As the event is weather dependant, we are unable to inform you of any changes or cancellations until the event day itself. Moreover, we are not accountable or responsible for any reimbursement of expenses you may encounter for travel, accommodation, or any other related costs resulting from such changes or cancellations.

## ATTENDING OUR EVENT

Takeover holds no responsibility for any form of loss or damage incurred either on the event premises or in connection with the event. This includes losses and/or damage to personal belongings, as well as harm to or theft from vehicles.

Access to our event venue is subject to any Terms & Conditions outlined in this document. Any violation of these terms, conditions or regulations may result in either refusal of entry or expulsion from the event venue.

You are required to adhere to all Health and Safety site regulations. We retain the authority to decline entry or remove individuals under certain circumstances, including (but not limited to) engaging in abusive or threatening behaviour, drunken or other disruptive behaviour, carrying offensive weapons, possessing illegal or prohibited substances, and

creating unauthorised audio, video, or photographic recordings with the intention of using them in a derogatory manner.

All vehicles on display must possess valid tax, insurance, and an appropriate MOT certificate, unless arriving by a tender vehicle. Holders of Vehicle Display Tickets will receive designated arrival times to ensure safe and efficient parking. It is imperative to adhere to the specified arrival time and maintain a strict 5mph speed limit throughout the event whilst on the premises. Once parked, engines must remain off and vehicles are not permitted to move unless accompanied by a Takeover Steward.

Due to stringent noise restrictions in compliance with our event license, unless you are participating in the Rev Off competition, excessive engine revving outside of the competition is **STRICTLY FORBIDDEN**. We follow a yellow card policy; upon your first warning, you will receive a yellow card, but if you are caught violating this rule a second time, you may be asked to vacate the site.

Club owners or administrators are accountable for any litter left within their designated area and may be subject to a fee for clean-up expenses. It is important to note that the Takeover Team will provide each stand owner with a black bin bag upon arrival, and that there are ample bins available throughout the event site, leaving no excuses for leaving rubbish on the showground floor.

## GENERAL

Takeover cannot assume any liability for the actions and oversights of third parties, including event promoters, sponsors, and venue operators.

If you are subject to any legal proceedings during the Takeover event for any offenses, such as driving under the influence or causing noise disturbances, we bear no responsibility for such situations.

We strongly advise and request that all drivers prioritise safe and responsible driving throughout their entire stay on the island (whether within the events official times or not) and to respect the islands residents and wildlife.

In response to exhibitors driving recklessly and creating public disturbances during previous Takeover events, we have implemented a traffic light warning system going forward.

Takeover encourages members of the public to document any disruptive behaviour in the form of photos, videos, or registration plates, to send to the Takeover team for review.

Following a thorough review of the provided evidence, Takeover reserves the authority to either issue a warning or impose a permanent ban from the event, depending on the severity of the incident.

For more information on this, please see "Traffic Light Warning System" on our website.

This will also be pinned on our social media platforms in the run up, and for the duration of the event.

## PRIVACY POLICY & WEBSITE TERMS

Any information we gather from you including (but not limited to) your name, email address, physical address, and contact numbers, will be collected, utilised, and safeguarded in compliance with the Data Protection Act 1998 and GDPR requirements.

Your personal information will solely be used for the purpose of delivering our products, processing payment transactions, and notifying you of new products or future events that

may be of interest to you. Rest assured that any data you provide us with will never be disclosed to third parties without obtaining your written consent in advance. You hold the authority to request that we stop sending you promotional information for future Takeover events at any point by reaching out to us via email at [info@iowtakeover.co.uk](mailto:info@iowtakeover.co.uk)

## PROHIBITED ITEMS

Please refrain from bringing the following items to the event as they are not permitted:

- ◇ Glass, cans, aluminium bottles, or thermoses of any kind
- ◇ Flammable liquids in any container
- ◇ Knives, firearms, or weapons of any kind
- ◇ Illegal drugs or substances
- ◇ Alcoholic beverages
- ◇ Air horns, whistles, or any other noise-making devices
- ◇ Projectiles (including Frisbees, footballs, etc)
- ◇ Drones (unless prior permission is granted by Takeover Directors)
- ◇ Aerosol cans
- ◇ Laser pointers/pens
- ◇ Fireworks
- ◇ Anything Takeover deems will ruin the enjoyment/safety of others

## DISCLAIMERS

- ◇ Our website may feature links to other websites. Unless explicitly stated, these websites are not under the control of Takeover. Therefore, we assume no responsibility for the content present on these websites and disclaim any liability for any unforeseen issues, albeit highly unlikely, that may arise.
- ◇ We do not guarantee or represent that the website, the event, or any aspect associated with Takeover will align with your specific requirements or meet your expected standards.
- ◇ We retain the right to modify the website, its content, and these Terms and Conditions at any given time. You will be bound by any alterations once you have been duly informed of them and have not indicated otherwise by refusing to accept the new terms.
- ◇ If the Terms and Conditions undergo revisions for any reason, they will automatically apply to all pending orders as well as any future orders you place.