TEDDY ROCKS FESTIVAL LTD [TRF]
2027 TERMS & CONDITIONS

GENERAL:

1. These Terms and Conditions [T&Cs] incorporate, and should be read together with, any vendor's and/ or Agent 's T&Cs or regulations, which you can obtain from the point of purchase from the Official Agent - Skiddle.
2. Artists and billed attractions may be subject to change. Teddy Rocks Festival [TRF] reserved the right to alter the bill without prior notification.
3. No trading is allowed within the venue without TRF's prior consent.
4. No professional type audio-visual recording equipment may be brought into the venue without authorisation from the festival organisers. [DSLR] Cameras are permitted.
5. Tickets purchased from touts or secondary ticketing sites will not be admitted.
6. All ticket holders [including all minors] give their express consent to your actual/ simulated likeness to be included for no fee within any photo, audio, or visual recording to be used in any media for any purpose at any time. This includes promotions for the festival on social media and the TRF website throughout the world. It may also include filming by the police or security staff which may be carried out for the security of customers and/ or the prevention of crime.
7. No unauthorised buses, coaches or trucks will be allowed on site.
8. Right of admission reserved [R.O.A.R.].
9. The organisers put the festival on for free and in our spare time, this means we can give you good bands at cheap ticket prices, please do your bit by supporting our businesses and helping us to raise money in the fight against children's cancer.
10. Teddy Rocks Festival is a registered trademark; Teddy Rocks Festival logo and any related Teddy Rocks Festival artwork cannot be used without written permission of Teddy Rocks Festival.

AGE POLICY:

11. No unaccompanied under 18s are allowed on site.
12. Under 18s must be accompanied by an adult aged 21 or over [max. 4 child to 1 adult ratio]. [For camping, please see the Camping Terms and Conditions].
13. Children under 5yrs are admitted for free but must hold a valid ticket [available online for free] and be accompanied by a paying ticketholder over 21 [see Camping Terms and Conditions for the campsite rules].
14. Challenge 25: We will be operating and enforcing a strict Challenge 25 policy. If you can't provide valid identification when asked, you will be asked to leave the site and come back with your ID. So, if you are lucky enough to look 25 or younger, please make sure that you bring an acceptable form of identification.
15. Valid and acceptable proof of age/ ID will be required at the entry gate to pick up your wristband[s] and enter the festival. Valid forms of ID include [a] An in date photographic driver's licence or provisional licence. [b] A valid passport [c] PASSapproved ID [d] Military ID where the date of birth is present.
    Photocopies and out of date ID will not be accepted.

TICKETS AND WRISTBANDS:

16. Tickets are non-transferable and only valid when purchased from official agents of TRF.
17. All persons entering the festival, regardless of age, must have a ticket.

18. Tickets/ wristbands purchased from unauthorised sources will be rendered invalid and refused admission.
19. Tickets must be exchanged for a wristband on first entry at the entrance gate.
20. Tickets must be valid, presented in full, with stubs and not tampered with if using a physical ticket (in the event of accidental damage, refer to point of purchase prior to event). Tickets remain the property of TRF.
21. TRF will not issue duplicates or refunds for lost or stolen tickets or wristbands.
22. Tickets cannot be used as part of any marketing, media, or sales promotion, without the prior written consent of TRF.
23. The ticket holder is responsible for their tickets until it is exchanged for a wristband and then responsible for their wristband for the duration of the event.
24. All wristbands remain the property of TRF until 12 Noon the day after the last day of the event.
25. Once wristbands have been issued and put on; tampering, swapping, removal of etc. will not be tolerated and those found doing so will be asked to leave the campsite and Festival.

REFUNDS:

26. Refunds are only considered on major cancellation, substantial alteration or by special exception determined by TRF. If the Festival is cancelled, the organisers & Teddy Rocks Festival Ltd shall not be liable for any costs or expenses incurred by the Ticket holder, including but not limited to the ticket cost, transportation & accommodation costs, or any other losses of any kind. The organisers reserve the right to change and amend the festival programme without prior notification & cannot be held responsible for acts and headliners who cancel. Refunds cannot be issued if a particular artist does not appear or performs on a different day.
27. No refunds will be given for incorrectly booked tickets.
28. Refunds should be obtained from the point of purchase, no later than 3 months after the event.
29. A minimum of the face value of the ticket will be refunded.
30. Refunds of booking fees per ticket are subject to the T&Cs of the point of sale.
31. Travel - Ensure you investigate travel arrangements before you buy your tickets. While we make every effort to help and advice on travel options on our website. We cannot give refunds for problems with getting to and from the festival or campsite.

SECURITY:

32. TRF reserves the right to evict a customer without refund, and/ or refuse admission.
33. Anyone appearing to be under the influence of drugs or drunk at the entry gate shall be refused entry.
34. Venue security reserves the right to carry out bag checks and search customers at the entrances, on the site or when leaving.
35. Any item[s], reasonably considered for use as a weapon, which may cause danger, offence, or disruption to any other person, must be surrendered to staff.
36. Any person carrying illegal items or carrying out illegal activity will be given to the Police and refused entry. You may be arrested.
37. Anti-social behaviour may lead to eviction. Please act responsibly.
38. Throwing gas, aerosol, or similar canisters/ containers on to fires is extremely dangerous and will lead to eviction.
39. If you are ejected from the TRF campsite you will also forfeit your attendance to the TRF arena and vice- versa.

DAMAGE/ LOSSES:

40. Teddy Rocks Festival is unable to accept any liability for personal or property damages, losses [including surrendered items] or injuries sustained at this event other than caused because of our negligence.

BANNED ITEMS/ALCOHOL:

41. TRF operates a "Zero Tolerance" to drugs policy; no illegal substances may be brought into the venue. Anyone caught in possession of these substances will be ejected, barred and the police will be informed.
42. No bottles, cans, alcohol, or food may be brought into the festival arena [baby food is permitted]. Water in a sealed bottle is allowed.
43. Items banned from the festival - Gas canisters, aerosols over 250ml, airhorns, fireworks, flares, glass, illegal substances, drugs, 'legal highs' [this includes Nitrous Oxide], drug paraphernalia, laser equipment/ pens, megaphones, sky lanterns, sound systems, spray cans. No bottles, cans, alcohol or food, disposable BBQs, campsite stoves, large and open drinks bottles may be brought into the main arena.
44. Anyone resisting the surrender of disallowed items or disregarding these conditions will face eviction.
45. Under 18s are not permitted to bring alcohol or to purchase alcohol on site. The bars operate a "Challenge 25" system of checking ID and stopping underage drinking. Anyone who appears to be aged 25 or younger will be asked for a valid ID before they can purchase alcohol. [See AGE POLICY]. Teddy Rocks Festival reserves the right to refuse to sell alcohol to anyone who appears intoxicated or underage.
46. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s. Anyone supplying alcohol to underage attendees will be evicted from the event without a refund.
47. After 18:00 each evening only over 18s will be allowed within the bar areas.
48. Please drink responsibly; it is an offence to be drunk and in charge of a child.

FIRE AND SAFETY:

49. Fires are not permitted at the festival.
50. Smoking is not permitted in enclosed public spaces or buildings including the bars. This includes e-cigs.
51. Excessive exposure to loud music may cause damage to your hearing.
52. Pyrotechnics, lasers, smoke machines, strobe lighting/ special effects may take place during some performances.
53. The use of Drones or similar equipment for any reason is prohibited on or near the event.

HOUSEKEEPING:

54. Please use the bins and recycling points provided on and off site.
55. No animals, other than guide or hearing dogs that have been registered with festival management prior to the event are permitted on site.
56. Teddy Rocks Festival campsite location is a beautiful natural site and we want to keep it that way so please help us by keeping it clean and tidy.
57. Please ensure you do not leave anything other than "general waste" in the designated areas – please take all large items home with you e.g., tents, chairs, etc.

58. Please respect the land as animals will be grazing here after the festival and any stray plastics or rubbish may be harmful to them.

INFORMATION & NOTIFICATION:

59. Disabled Facilities are available including parking and accessible toilets.
60. Please check our website and follow all our social media for the latest information up to the event: www.teddyrocks.co.uk
61. If any of these T&Cs are unclear, please contact the festival. Contact details can be found on our website teddyrocks.co.uk
62. Teddy Rocks Festival reserves the right to amend these T&Cs at any time.
63. Car Park tickets can be purchased on arrival as well as in advance.
64. Car parking spaces are limited and will be allocated on a first come basis. Please car share or arrive by taxi or use our provided shuttle services.
65. If you leave the car park, you stand the chance of losing your parking spot. It is strongly recommended that your car remain parked until you are prepared to vacate the campsite. Please take advantage of our shuttle bus which runs every 30 minutes straight into Blandford town.

CAMPING & LIVE-IN VEHICLES:

66. All holders of camping tickets are subject to the camping terms and conditions, which can be downloaded from our website teddyrocks.co.uk/camping.
67. Live-in vehicles, such as campervans, caravans and motorhomes are permitted on site with a Campervan supplement ticket in the designated campervan area of the campsite. Every occupant of the campervan/ caravan must also be in the possession of a valid camping ticket to the event. Vehicles may only otherwise be used for travel to the festival and be left in the car park but must strictly be used for transportation only. The car parking area is for parking only. Cooking or sleeping in any vehicle overnight outside the designated campervan area or using the car park as a camping area is prohibited. Anyone caught using their vehicle in this way will be removed from the site. Live-in vehicles are not permitted under any conditions at the festival without prior consent from the festival organisers.
68. We encourage everyone who is camping and using our car park to refrain from leaving the site between 22:00 PM and 10:00 AM. This is due to making sure we can get you in and out of the site safely.

TRAVEL & PARKING:

69. Ensure you look into travel arrangements before you buy your tickets. While we make every effort to help and advice on travel options on our website. We cannot give refunds for problems with getting to and from the festival or campsite.
70. Teddy Rocks Festival tickets do not include car parking. Car parking tickets can be purchased at the checkout when purchasing tickets online. It will be more expensive if you pay on the day and you will not be guaranteed a space if you do not pre book. This is to cover the costs of the car parking infrastructure and staff.
71. A weekend car park pass provides access to parking for one car and is valid from Friday to Monday morning.
72. Day tickets may also be purchased and are only valid for the day specified on the ticket. Car Park Passes are not an Entry Ticket – valid only when presented with a valid Teddy Rocks entry ticket.

73. Car parking spaces are limited and will be allocated on a first come basis. Please car share or arrive by taxi or use our provided shuttle bus services.
74. If you leave the car park, you stand the chance of losing your parking spot. It is strongly recommended that your car remain parked until you are prepared to vacate the campsite or show. Please take advantage of our shuttle bus which runs every 30 minutes straight into town. There will be a shop on site selling basic groceries, tobacco and camping supplies so there is no need to leave the site.
75. You are not allowed to sleep in any vehicle of any kind except in the designated caravan/ campervan area of the campsite with a valid live-in vehicle supplement ticket. It is dangerous and unsafe to you and those who share the site with you to attempt to sleep in the car park or any other area of the site and surrounding farm.

IMPORTANT POINTS TO A SAFE AND HAPPY FESTIVAL:

76. Ensure you know where your nearest emergency exits are.
77. Follow any instructions given by Stewards, Security and Police.
78. Move away from any dangerous/antisocial behaviour. Notify Security if you see any antisocial or dangerous behaviour.
79. Move to where there is more space if you see a crowd surge occur.
80. Ask for help if you need it and help others, especially if someone falls.
81. Stay calm - if you're in distress, ask to be taken to the Welfare Tent.
82. Look after yourself and those around you, even people you don't know. If you suspect somebody is unwell, take them to a first aid or welfare area/ tent. If they are not responding, please alert a steward immediately who will call for the necessary help. Please don't attempt to move them as you may do more harm than good.
83. If you need to take medication regularly, remember to bring it and let your friends know of any illness or allergies you may have and where your medication is stored. Please let security know on entry if you're carrying essential medication.

REMEMBER:

Drinking and driving is an offence. Don't risk the life of yourself and others. Alcohol will dehydrate you, pace yourself and top up with water or soft drinks. There is a shuttle bus operating between the Blandford Town centre and Teddy Rocks Festival site.

Uneven Terrain:

1. Please be aware that the festival is held on a farm with natural, uneven terrain. Attendees should exercise caution while walking around the festival grounds, as surfaces may be irregular and include natural obstructions such as rocks, roots, and slopes.

2. **Personal Responsibility**: Visitors attend the festival at their own risk. It is the responsibility of each attendee to take appropriate care while moving through the site, including wearing suitable footwear and remaining aware of their surroundings.

3. *Assumption of Risk**: By attending the festival, you acknowledge the inherent risks associated with outdoor activities on uneven terrain and agree to hold the festival organisers harmless from any injuries or damages that may occur.

4. *Health and Safety Advice**: We recommend all attendees wear appropriate attire for an outdoor setting. Please stay hydrated, use sun protection, and be prepared for changes in weather conditions.

5. **Emergency Services**: In case of an injury or emergency, please contact festival staff immediately. First aid services will be available on site.

6. **Children and Vulnerable Persons**: Please ensure that children and individuals who may need assistance are supervised at all times and are made aware of potential hazards.

By entering the festival grounds, you acknowledge that you have read and understood this disclaimer and agree to adhere to the festival's terms and conditions.

Zero Tolerance Drug Policy - Teddy Rocks Festival

1. Purpose
Our festival is designed to be a safe, inclusive, and family-friendly environment for people of all ages. This policy outlines our strict prohibition of illegal drugs to protect the wellbeing of children, families, and all attendees.

2. Scope
This policy applies to everyone on-site, including attendees, families, staff, volunteers, performers, vendors, and contractors.

3. Policy Statement
We operate a zero tolerance policy towards illegal drugs. The possession, use, or distribution of controlled substances is strictly prohibited anywhere within the festival grounds.

This includes substances controlled under the Misuse of Drugs Act 1971 and the Psychoactive Substances Act 2016.

4. Our Commitment to a Family-Friendly Environment
We are committed to creating a welcoming space where:

- Children and young people can safely enjoy activities
- Families feel comfortable and secure
- All attendees can relax without exposure to illegal or harmful substances

5. Prohibited Activities
The following are not permitted:

- Possession of illegal drugs
- Use or attempted use of illegal drugs
- Supplying or sharing drugs with others
- Possession of items intended for illegal drug use

6. Safety and Security Measures
To maintain a safe environment for families, we may implement:

- Bag and personal searches at entry points
- Visible and approachable security staff
- Use of detection methods, including sniffer dogs where appropriate
- Monitoring of festival areas to ensure compliance, including surveillance systems such as CCTV
- Security patrols throughout the site

All measures are conducted respectfully and with consideration for families and children.

7. Consequences of Breach
Anyone found in breach of this policy may be subject to:

- Confiscation of substances
- Immediate removal from the festival without refund
- Involvement of police where necessary
- Restrictions on attending future events

8. Welfare and Support
The safety of our guests is our priority. On-site medical and welfare teams are available at all times. Anyone needing help—whether for themselves or someone else—should approach staff immediately. Seeking medical assistance will always be treated as a priority.

9. Working Together
We encourage all attendees to:

- Look out for one another
- Report concerns to staff promptly
- Help us maintain a positive and safe environment for children and families

10. Communication
This policy is shared through:

- Ticket terms and conditions
- Festival website and pre-event information
- Signage throughout the site

11. Review
We regularly review this policy to ensure it supports a safe, enjoyable, and family-focused experience for all.