

Underneath the Stars Festival (CIC) Terms and Conditions

The following terms & conditions are subject to amendment without notification.

Section A: General

1. The Festival reserves the right to add, withdraw or substitute artists, and to vary the advertised programme and timings without being liable to pay compensation.
2. Under 18's must be accompanied by an adult.
3. Parents are responsible for their children throughout the festival.
4. Exposure to loud noise can damage hearing, particularly in children. Please come prepared with well-fitting ear protection.
5. The Festival may refuse admission or eject a ticket holder for unreasonable or dangerous behaviour.
6. UTSf takes place on a working dairy farm and therefore glass bottles are not permitted on site.
7. Customers MAY NOT bring their own alcohol into main arena and should use the bars provided.
8. Customers may bring their own alcohol onto the campsite, in reasonable quantities, but are reminded of the no glass rule.
9. Customers found with excessive amounts of alcohol may have their alcohol confiscated.
10. In accordance with the law, SMOKING is not permitted within marquees or other wholly or substantially enclosed public spaces.
11. NO ANIMALS (except assistance dogs) are allowed on site, including car parks and campsite.
12. Open Fires (including barbecues, all solid fuel and liquid fuel based fires) are strictly prohibited throughout the festival site and campsite.
13. No fireworks, sky lanterns, smoke canisters, kites or drones are permitted on the festival site.
14. No personal/independent sound systems are permitted.
15. Any person carrying illegal items or carrying out illegal activity will be refused entry and may be handed over to the Police.
16. Photographic, video or audio reproduction of artists is prohibited. No recording of any kind without prior permission of the organisers.
17. Ticket holders consent to inclusion in official photographic, visual and audio promotion / recording of the festival.
18. No stalls or market sales without permission of the organisers.
19. We reserve the right to conduct security searches from time to time and to refuse admission anyone who refuses to comply with these searches. No refunds will be given if you are refused entry.

Section B: Tickets

1. Tickets of all types are limited in number and sold on a first-come first-served basis.
2. All tickets are sold subject to licensing.
3. Wristbands cannot be exchanged, transferred, re-sold, or re-issued.
4. Festival Campsite pitches are sold separately and only available to weekend ticket holders.
5. On arrival each e-ticket reference code must be exchanged for a non-transferable wristband which must be worn at all times.
6. Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of Underneath the Stars Festival (CIC).
7. Tickets/wristbands purchased from unauthorised sources will be rendered invalid and the wearer will be refused admission.
8. Concessionary tickets are available to: Full-time Students, Over 60s and those receiving Employment and Support Allowance (ESA). Please Note that proof identity and eligibility may be requested on entry to the Festival.
9. Anyone 17 and under must be accompanied by an adult. Unaccompanied children will not be permitted.

10. Proof of age may be requested at the point of entry and at the bars.

Section C: Camping

1. Festival Campsite pitches are sold separately and only available to weekend ticket holders.
2. All festival attendees must adhere to the Festival Campsite rules at all times. Please check the festival website for a full list of festival site rules.
3. Open Fires (including barbecues, all solid fuel and liquid fuel based fires and generators) are strictly prohibited throughout the festival site and campsite. Responsible and correct use of Camping Gaz equipment is permitted on the festival campsite only.
4. Please check the festival website for campsite opening times.
5. Each tent or live-in vehicle camping plot has space for one car to be parked within it. Additional cars are not allowed on the festival campsite, these may be parked in the festival car park, extra charges may apply.

Section D: Car parking

1. The Festival Car Park is for the use of festival patrons only.
2. All vehicles parked at owner's own risk.
3. There is a charge for use of the Festival Car Park, tickets can be purchased at the gate on arrival or in advance from our website.
4. Live-in vehicles are not permitted on the Festival Car Park.

Section E: Accessibility

Underneath the Stars Festival is committed to removing barriers to access, and will actively work to ensure this is realised. For more information, please visit www.underthestarsfest.co.uk/festival-information or contact callum@allinaccess.co.uk

Section F: Age Policy

1. No unaccompanied under 18s are allowed on site. All under 18s must be accompanied by a paying ticket holder, parent or guardian who is over 18 years old.
2. Children 0-6 years require a free "Nipper" ticket.
3. Children 7-17 years require a "Young'un" ticket.
4. Anyone aged 18 and over requires an Adult ticket. Those in full-time education may purchase a concessionary price ticket.

Section G: Damage/ Loss

Underneath the Stars Festival (CIC) does not accept any liability for personal or property damages, losses (including confiscations) or injuries sustained at our event.

Section H: Refunds

Refunds will be given consideration on written request only, received before April 1st and will be subject to a 25% administration charge:- info@underthestarsfest.co.uk - Underneath the Stars Festival, PO Box 174 SHEFFIELD S36 8XB UK