



Crawley Pride 2021 Terms and Conditions

Thank you for your interest in Crawley Pride 2021. Before you proceed to purchase tickets, we strongly recommend you to go through the following terms and conditions:

In this section, words like 'holder', 'bearer', and 'purchaser' will refer to you – the person who will buy the tickets to Crawley Pride 2021. On the other hand, 'our', 'us', 'we', 'issuer', 'provider' and similar terms will indicate the organisers of Crawley Pride 2021 - CrawleyLGBTQU+

COVID-19 POLICY:

Crawley Pride 2021 will be adhering to all government guidance surrounding the Covid-19 Pandemic. Due to the nature of the pandemic, the guidelines the event must follow may change, resulting in the changing of the operation of Crawley Pride 2021. Any changes will be communicated with attendees and will be available on our website (www.crawleylgbt.com). All staff and volunteers will undergo Covid-19 testing before commencement of Crawley Pride 2021 and will adhere to rigorous cleaning and social distancing policies.

Attendees are required to provide contact details before attending Crawley Pride 2021 in line with Test & Trace laws, this is non-negotiable. Attendees are expected to check in with the NHS Test and Trace app if possible upon arrival.

Ticket holders should not attend Crawley Pride 2021 if they are displaying any symptoms related to Covid-19 (including but not limited to: high temperature, new continuous cough and loss of taste or smell). Ticket holders should also not attend if they have been instructed to self-isolate, please be aware it is a legal requirement to self-isolate if you are told to by NHS Test and Trace. You could be fined if you do not self-isolate.

If a ticket holder is unable to attend due to Covid-19, whether this be due to event cancellation or self-isolation, they will be entitled to a refund of the cost of their ticket (minus any additional fees). If the event is cancelled due to Covid-19 restrictions, attendees are able to decide whether they receive a refund or hold their tickets for the next Crawley Pride.

We strongly suggest all attendees take a rapid lateral flow test before attendance, these are available free of charge on the NHS website (<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>).



General Terms and Conditions:

By opting to purchase, allocate or possess tickets to Crawley Pride 2021, you automatically agree to our terms of use. If you have problems with any of the clauses listed below or do not agree with the risk allocations mentioned here, please do not purchase tickets or try to enter Crawley Pride 2021.

Please note that CrawleyLGBTQU+ reserves the right to make changes, revisions, and amendments, or add/remove sections from this set of terms and conditions – without any prior notifications to you. Such changes will be duly reflected on the website of the organiser (crawleylgbt.com). These changes will relate back to the date of purchase of Crawley Pride 2021 tickets.

The ticket you purchase represents a revocable license for you to access Crawley Pride 2021 on EITHER 28th August 2021 or 29th August 2021 (please ensure you have selected the correct tickets for the day you wish to attend). The license includes the revocable right to attending Crawley Pride 2021. This license can be revoked at any time by the issuer at its sole discretion, without any prior notifications or compensation options. If the license is revoked, you will not be granted entry to Crawley Pride 2021.

The bearer has to assume full responsibility for the Crawley Pride 2021 tickets, once they receive it.

Before entering Crawley Pride 2021, you will be required to provide your ticket, ID and be subject to a security check. This will include luggage checks and where necessary, body checks. Spot checks will also be carried out throughout the entirety of the event. We have security teams in place which include drug use detection dogs.

Due to health & safety reasons and the use of security dogs, we are unable to allow pets into the fenced area of our event unless they are a registered assistance animal.

This year's pride site will primarily be on a flat grassy area however ground conditions and levels may vary depending on weather. There is a concrete solid path leading to our fenced area from the main road and we have disabled toilets in place. We have arranged designated spectating areas for anyone with a valid concessions ticket to enjoy the main stage entertainment.

Zero Tolerance and Prohibited Items Policies

Crawley Pride 2021 and CrawleyLGBTQU+ follow a 'zero-tolerance policy' towards unauthorised drug usage or carrying at the venue, AND towards any type of behaviour/actions that can be interpreted as hateful, abusive or aggressive towards staff, volunteers and attendees. If you are found in possession of prohibited items at Crawley Pride 2021 and/or if



you participate in any objectionable action, your participation in the event will be terminated immediately. Your event ticket(s) will become void from that point on.

Crawley Pride 2021 has a no glass and no alcohol policy except for alcohol purchased on the event site. By purchasing tickets attendees agree to not bring these items onto the site and may be subject to a bag search on arrival by security members. Should any of these items be found they will be confiscated, it is the discretion of the security team whether these items are to be returned.

Other prohibited items include (but not limited to):

- Fireworks/Flares
- Nitrous Oxide/Noz/Balloons
- Spray Cans
- Any items considered an offensive weapon
- BBQs
- Sound Systems
- Unauthorised professional filming/photography equipment including drones
- Food - picnics and other large amounts of food unless required medically

Bringing chairs onto site will increase risks and therefore, we ask no chairs or other large items to be brought onto site unless medically required for assistance. We also ask you to limit your luggage load and other handheld items to reduce your security waiting time at the search point.

Age Policy

Anyone aged under 18 must be accompanied by a paying adult aged 18 or over. Children under the age of 5 do not need a ticket. There is a limit of five people aged under 18 per adult aged 18-21.

Our challenge 25 policy will be in operation across the whole festival site. If you look under 25 then you may be asked to prove that you are over 18 if you want to buy alcohol. Anyone under the age of 18 found drinking or in the possession of alcohol will have the alcohol confiscated and may be ejected from the Event. Anyone over the age of 18 believed to be buying alcohol for someone under the age of 18 will be ejected from the Event.

It is your responsibility to monitor the behaviour of those under 18 in your party and you are advised to accompany them during the event. The Promoter reserves the right to eject both the offender and any accompanying persons if found to be in breach of these Terms and Conditions. Refunds will not be issued if the behaviour of any member of the party causes the ejection of the group.

Sale of Tickets

Kindly note that Eventbrite and crawleylgbt.com are the sole authorised sources for purchasing Crawley Pride 2021 tickets. If you obtain your ticket(s) from any other unauthorised source, you



take on the risks of those tickets turning out to be counterfeit or reported to be stolen. The issuer has the right to dishonour such stolen/counterfeit tickets and declare them as void.

The Crawley Pride 2021 tickets emailed to you are not meant to be used for illegal reselling, copying, reproducing, or misrepresenting in any form. You cannot use the ticket(s) for any promotional/advertising purposes either (including sweepstakes and competitions) without our prior approval. Any proven record of such activities will result in immediate seizure and cancellation of your ticket(s).

CrawleyLGBTQU+ has the right to investigate if there has been any violation of the Crawley Pride 2021 ticketing terms and conditions. In case of any conflicts, the decision of CrawleyLGBTQU+ will be deemed final (i.e., the issuer will remain the final arbiter in cases of disputes).

Cancellations

If Crawley Pride 2021 is cancelled in its entirety due to any unforeseen circumstances, CrawleyLGBTQU+ has the sole and absolute right to:

- i) reschedule the event, or
- ii) issue a partial/full refund.

Please note that the decision of the issuer in such cases will be deemed final and binding.

If Crawley Pride 2021 is cancelled due to any factors or causes not in the control of the issuer, the latter will offer a partial or full refund, or postpone the event, or provide a comparable 'make good' option. These factors will be inclusive of, but not limited to, natural disasters, government announcements, strikes, delays in production, and the like. Once again, the decision of CrawleyLGBTQU+ will be considered final.

If Crawley Pride 2021 has to be rescheduled to other dates, you will have the choice of having your tickets rolled over to the new date or refunded. In case the event is fully canceled, the refund, if issued, will include ONLY the face value/printed value of the ticket(s). The bearer cannot, under any circumstances, claim refunds on processing fees and such other charges.

All ticket sales are deemed as FINAL TRANSACTIONS. There will be no ticket returns/exchanges/cancellations.

Validity of Tickets

Crawley Pride 2021 is a 'rain or shine' event. By purchasing the event tickets, you automatically confirm that you/the attendee(s) are in possession of a valid ticket in relation to you/the attendees (Adult Ticket: 16+, Child/Concessions ticket: Under 16, Over 60, Blue Badge Holder).



If it is proven beyond doubt at the event that an attendee has willingly purchased a ticket not matching their age, they will not be granted entry to Crawley Pride 2021. No refunds, full or partial, will be issued either.

Anyone aged 18 or over will be required to show proof of age on entry to the Event. Recognised and accepted forms of ID are Photo Driving or Provisional Driving License, Passport and Proof of Age Card with PASS (hologram) logo. The Promoter reserves the right to refuse admission if its staff or agents are in any doubt whatsoever as to the age of the person being presented as being under the requisite age.

Collection of Information

By purchasing Crawley Pride 2021 tickets and presenting the same at the venue, you give your consent to CrawleyLGBTQU+ to collect certain information about yourself (name, date of birth, address, etc.) for verification and any relevant Test & Trace systems as required by law.

Loss/Damage

CrawleyLGBTQU+ does not take any responsibility to personal/financial damages caused to you at the venue, or for any items lost/stolen/misplaced at the venue. Financial reimbursement claims on these counts will not be entertained.

Please note that you purchase Crawley Pride 2021 tickets on your own free will. As such, you do not have the right to initiate a chargeback claim or dispute on the provider of the credit card/debit card that had been used for the transaction. Further refund/return/cancellation requests will not be entertained either.

In all cases of disputes between the ticket-bearer and the ticket-issuer, the decision of the latter will be deemed final. In case a dispute cannot be resolved, the help of an independent third-party arbiter will be sought.

We really hope you will have a great time at Crawley Pride 2021. We can't wait to see you!