

Terms and conditions of booking

Purchase of Tickets

1. A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal written permission is given by the Event Organiser, provided that even if such consent is obtained, use of Organiser trademarks and other intellectual property is subject to Event Organiser's consent.
2. It is your responsibility to check your tickets; mistakes cannot always be rectified.
3. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of tickets you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect ticket price, you will receive a full refund from us.
4. We will not be responsible for any tickets that are lost or stolen.
5. Tickets are sold subject to the Event Organiser's right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.
6. The Event Organiser and venue owner accept no responsibility for any personal property.
7. Ticket holders consent to filming, photography and sound recording as members of the audience.
8. **Tickets are only refundable up to 42 days prior to the event.** After that, no refunds are possible. Contact us first by email to inform us and we will give you detailed instructions about the refund procedure. We advise the use of secure mail when returning tickets. On receipt, we will refund the customer the face value of the tickets (not including booking fee) using the same method as used to purchase them. It is the responsibility of the customer to inform us of any change of address, contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.
9. If tickets that are despatched are returned to us as "addressee unknown", we reserve the right to cancel the order.
10. The right of admission to the event is reserved by Event Organiser and venue owner, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. We would advise customers that no refunds will be offered to customers who are refused entry or ejected due to being (or appearing to be) under age, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances or not abiding by the event conditions.
11. It is your responsibility to ascertain whether the event has been cancelled and the date and time of any rearranged event. If the event is cancelled or rescheduled, we will use reasonable endeavours to notify ticket holders of the cancellation. We do not guarantee that ticket holders will be informed of such cancellation before the date of the event. If the event is cancelled due to reasons beyond the control of the Organiser, no refunds will be issued.
12. In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.
13. We reserve the right to cancel any order that further to investigation we deem to be possibly of a fraudulent nature. These checks may include, but not be limited to, a request to be provided with an original credit or debit card statement, attempts to contact a customer by telephone, reference to records to check for other fraudulent activity at an address.

We will not share your personal information unless where required by law. If you have registered your interest with Bristol Car Shows or any of our associated companies, and thereby given your consent, you may be contacted with show updates. IF YOU DO NOT WISH TO RECEIVE FURTHER UPDATES PLEASE LET US KNOW. We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.

All of these terms and conditions are governed by English Law and any disputes arising out of any transaction with Bristol Car Shows are subject to the exclusive jurisdiction of the English Courts.

Venue Booking Conditions

THIS IS A FRIENDLY FAMILY SHOW BUT WE STILL NEED SOME GUIDELINES TO ENABLE EVERYONE TO ENJOY THEMSELVES, SO PLEASE OBSERVE THE FOLLOWING.....

PLEASE RESPECT OUR NEIGHBOURS AND DRIVE CONSIDERATELY THROUGH EASTER COMPTON

- Keep your pitch clean, please dispose of all your rubbish in the appropriate bins provided. Recycling facilities are available so please do what you can to help the environment.
- **Strictly** - no open fires and no fireworks allowed on site
- Don't let your barbeque burn the grass
- The maximum speed limit on site is 5mph (this will be strictly administered).
- **Absolutely** no vehicle movement between 10pm and 6am. (except official/emergency vehicles).
- Respect others "right to sleep" – no music after midnight (this is a family friendly event).
- Dogs welcome but must be kept on a lead and please clear up after them.
- No motorised scooters, minibikes or quads allowed. Cycles are fine but must be used with consideration.
- Only food and drinks purchased in the bar may be consumed in the bar area.

TOILET BLOCKS: Please treat the toilets as you would at home, use the water and paper considerately, and don't try to flush anything else. Please inform staff at the information point ASAP if there is a problem – if you don't tell us, we can't do anything about it! We will do everything we can to rectify it but rely on your respect and help to keep everyone happy.

HAVE A GREAT WEEKEND

For your safety, we have security guards on duty overnight – they will also ensure the above guidelines are followed and have the right to remove anyone who does not co-operate. No refund will be given. Admittance to the show is acceptance of the above rules whether you have read them or not. Thanks!

In the unlikely event of cancellation due to reasons beyond our control, no refunds will be issued.