

UK Dairy Day 2015

TERMS AND CONDITIONS

1. DEFINITIONS

1.1 In these Terms and Conditions, the following terms shall have the following meanings:

UK Dairy Day

UK Dairy Day c/o Holstein UK (registered charity: 1072998) whose registered office is Scotsbridge House, Rickmansworth, Herts WD3 3BB;

Event

the event which is held at The International Centre, Telford which Tickets are sold by UK Dairy Day;

Organiser

the person, organisation or company staging the Event;

Owner

the owner of the Venue;

Terms and Conditions

these ticketing terms and conditions governing the issue and use of the Tickets;

Ticket

tickets for an UK Dairy Day sold by RefTech to You on behalf of the Organiser of the Event for the right to attend the Event;

Venue

the premises where the Event is being held.

You

you or anybody who is acting with your authority or permission.

2. Tickets

- 2.1 The purchase of this Ticket constitutes acceptance of the Terms and Conditions.
- 2.2 These Terms and Conditions should be read carefully prior to purchase and any queries relating to them should be raised with UK Dairy Day office prior to purchase.
- 2.3 It is Your responsibility to check Your Tickets are correct. Please check your Tickets on receipt carefully and contact UK Dairy Day office immediately if there is a mistake.
- 2.4 Tickets may be sold subject to an age restriction. It is Your responsibility to ensure that you read any notification on UK Dairy Day website relating to an age restriction. If there is an age restriction You must bring a valid form of ID. A valid form of ID includes a passport, driver licence or a PASS card. The Owner may refuse admission if You fail to provide a valid form of ID upon request.
- 2.5 The Ticket will remain the property of UK Dairy Day which has the right to recall the Ticket at any time. Possession of a Ticket does not confer any rights on You to use, alter, copy or otherwise deal with any of the symbols or intellectual property appearing on the Ticket.

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2.6 You agree to comply with the rules and regulations of the Venue. Please refer to the Venue's policies for further details, which are available on the Venue's website.

3. Price and Payment

3.1 You pay the price for the Tickets that is displayed on UK Dairy Day website at the time that You make Your purchase from UK Dairy Day.

3.2 No order for Tickets will be accepted until UK Dairy Day have received full payment from You.

4. Delivery

4.1 UK Dairy Day aims to dispatch tickets as soon as possible. If You have not received Your Tickets 5 days before the Event, please contact UK Dairy Day Office.

4.2 If You would like to amend your delivery address prior to dispatch please contact info@UKDairyDay.co.uk.

5. Use of ticket

5.1 The Ticket is issued to You. You purchase the Ticket in Your personal capacity and not as agent for any third party.

5.2 Any Ticket obtained in breach of clause 5.1 shall be void and all rights conferred by such Ticket, including the right of entrance, shall be immediately rendered void and withdrawn. The Owner shall have the right to confiscate such Ticket, to deny access to the ticket holder, or to reject anyone who has used such Ticket to gain access, without having any obligation to refund the purchase price to You.

5.3 UK Dairy Day shall not be obliged to issue a replacement for any lost, stolen, illegible, defaced or destroyed Tickets, but may do so in its sole discretion. Duplicate tickets are issued at the discretion of the Organiser. Duplicate tickets may not be issued if there is a possibility of both the original and duplicate tickets being used, compromising the licensed capacity of the Venue.

6. Admission

6.1 Entrance to the Event will only be authorised upon presentation of a valid Ticket. Removing any part of, altering or defacing the Ticket may invalidate Your Ticket.

6.2 You must comply with all relevant statutes, health and safety regulations and Venue regulations when attending the Event. In addition, You must comply with all reasonable introductions issued by the Owner during the Event.

6.3 The Owner may refuse admission to the Venue to any person in its absolute discretion, including for health and safety, licensing reasons or where a Ticket is void.

7. Cancellation and Postponement

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- 7.1 If the Event is cancelled or postponed prior to the start of the Event, You shall be entitled to a refund in the sum of the face value of the Ticket.
- 7.2 If the Event is postponed, the Ticket will be valid for the rearranged date. It is Your responsibility to check the date and time of the rearranged Event.
- 7.3 The Event may be subject to change where reasonably necessary, without prior warning
- 7.4 Refunds for cancellation or postponement of an Event will only be paid to You if You apply in writing to UK Dairy Day c/o Holstein UK Scotsbridge House, Rickmansworth, Herts WD3 3BB. You must return the original Ticket no later than 2 months after the original date of the Event.
- 7.5 It is Your responsibility to check if the Event is going ahead as advertised via the UK Dairy Day website [www.UKDairyDay.co.uk]. UK Dairy Day will use reasonable endeavours to notify You of a cancellation. UK Dairy Day does not guarantee that You will be informed of any cancellation prior to the date of the Event.
- 7.6 The Owner has the right to alter the advertised programme for the Event owing to any unforeseen or unavoidable circumstances and no refunds, exchanges or alternative use of Tickets shall be offered or made available in such circumstances.
- 7.7 If an Event is rescheduled to another date, your Tickets are valid for the rescheduled Event. If you can't make the rescheduled date, then you're entitled to a refund of the Ticket's face value price.
- 7.8 If the Event is not rescheduled and goes ahead on its originally advertised date, but you can no longer attend the event, You are not entitled to a refund.
- 7.9 These Terms and Conditions do not affect Your statutory cancellation rights as a consumer. For further information about Your statutory rights contact Citizens Advice, Consumer Direct or the Department for Business, Innovation and Skills.

8. Data protection

- 8.1 UK Dairy Day complies with the Data Protection Act 1998.
- 8.2 By purchasing a Ticket, You consent to the processing of Your personal information by Holstein UK – who operate Holstein UK, UK Dairy Day, CIS and CDI in accordance with this clause 8.
- 8.3 Your personal information will be used for all purposes reasonably connected with the operations related to UK Dairy Day, including but not limited to:
 - 8.3.1 providing You with details of upcoming Events, offers and services;
 - 8.3.2 providing You with updates on the latest concessions or any changes to Events;
 - 8.3.3 providing You with information about competitions and UK Dairy Day promotional activities;

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- 8.4 You agree that UK Dairy Day may disclose Your personal information to any of UK Dairy Day's professional advisors and such other parties as UK Dairy Day considers necessary in the administration of UK Dairy Day's business. This includes the lead business Holstein UK.
- 8.5 UK Dairy Day will not use or disclose Your personal information other than as set out in this clause 8.
- 8.6 You will be given the opportunity to unsubscribe from any marketing or promotional communications from UK Dairy Day when You place Your order.
- 8.7 If you have any questions or complaints about these terms and conditions or You wish to request copies of Your personal information held by UK Dairy Day please contact UK Dairy Day Office
- 8.8 UK Dairy Day is run by Holstein UK, a registered charity (registered charity: 1072998) whose registered office is Scotsbridge House, Rickmansworth, Herts WD3 3BB.

9. General

- 9.1 UK Dairy Day will not be liable for any loss, injury or damage to any person or property howsoever caused, other than caused as a result of negligence of UK Dairy Day. Nothing in these Terms and Conditions seeks to exclude or limit UK Dairy Day's liability for death or personal injury caused by its negligence, fraud or other type of liability which cannot by law be excluded or limited.
- 9.2 UK Dairy Day will not be liable for any delay in performing its obligations as a result of fire, strikes, industrial disputes, weather, acts of terrorism, governmental orders or any other cause beyond its reasonable control. UK Dairy Day exclude to the maximum extent permitted by the law any liability for loss, injury or damage to persons or property in or around the Venue.
- 9.3 If UK Dairy Day or the Owner fail to enforce any of its rights and obligations under these Terms and Conditions it shall not mean that it has waived its rights to do so.
- 9.4 Each of the parties agree that it has not entered into these Terms and Conditions in reliance on, and shall have no remedy in respect of, any statement, representation, covenant, warranty, undertaking or indemnity by any person other than as expressly set out in these Terms and Conditions.
- 9.5 These Terms and Conditions are governed by English law and the parties submit to the exclusive jurisdiction of the English courts.

Please contact us at info@ukdairyday.co.uk or on 01923 695225 if you have any further enquiries.