

"Event" means the event(s) for which You have bought a Ticket to attend, specifically Fireworks and Caldicot Castle event.

"The MCC" or "Us" means the Monmouthshire County Council and it's subsidiaries, agents, contractors, sub-contractors, representatives, servants and employees.

"Terms and Conditions" means these terms and conditions.

"Ticket" means any valid ticket that permits You to attend the Event.

"You" means you as the holder of the Ticket and "Your" shall be read accordingly.

Terms and Conditions

1. All Tickets are sold subject to these Terms and Conditions. Please read them carefully prior to purchase. Purchase of any Ticket constitutes Your acceptance of these Terms and Conditions on Your acceptance on behalf of any person for whom You are purchasing Tickets.

2. These Terms and Conditions are subject to change from time to time without notice and at MCC's sole discretion. MCC will notify you of amendments to these Terms and Conditions by posting them on www.visitmonmouthshire.com.

The Event

1. MCC reserves the right to refuse you entry to or eject you from the event. In particular but without limitation You may be refused admission to or be removed from the Event for any of the following reasons: If You fail to comply with any and all instructions given to You by MCC and/or staff at the Event or to follow Event site signage and safety advice; for health and safety reasons; if You fail, when required, to produce proof of identity or age; if You refuse to comply with the MCC's security searches; if Your Ticket is void; if You behave in a manner which has or is likely to affect the enjoyment of other persons at the Event; if You use threatening, abusive or insulting words or mannerisms; if You breach these Terms and Conditions.

2. Searching is a condition of entry to the viewing area(s). MCC reserves the right to conduct security searches and confiscate any item which may cause danger or disruption; be a health and safety risk; not be suitable to be taken into the Event, or is one of the items not permitted in the viewing area as detailed in these Terms and Conditions.

3. Anyone found in possession of illegal substances will be refused admission to or be ejected from the viewing area and may be liable to prosecution. Any items found that may be used in an illegal or offensive manner will be confiscated, regardless of whether or not the item itself is illegal. Refunds will not be due to those ejected from the viewing area on the grounds stated in this paragraph.

4. You shall not bring any item which MCC considers could be used as a weapon (including sharp or pointed objects such as knives); items with an open flame (e.g. candles, BBQ, gas/paraffin lamps; sky lanterns; camp fires; gas fires etc.) and illegal substances.
5. You shall not bring any or all of the following into the viewing area: fireworks (including sparklers), laser pens; laser equipment; glass bottles, flasks, drinking vessels or any other containers made wholly or in part from glass; chairs (except wheelchairs), pushchairs, prams, tables, awnings or camping equipment.
6. The Event is standing only. No chairs (except wheelchairs), pushchairs, prams, tables, awnings or camping equipment will be permitted in the viewing areas.
7. Except for assistance dogs, animals shall not be allowed into the viewing areas.
8. Please be aware that this is a busy event and Children must be accompanied by an adult. Refunds will not be issued if any aspect of the Event disturbs You or any children on whose behalf You have purchased Tickets. This includes but is not limited to the behaviour of other audience members, any offence caused, or any other Event-related condition on the night.
9. No smoking is allowed in viewing areas in the interests of health and safety and for the comfort of others.
10. First-aid stations are available in the viewing areas. If You or anyone else is unwell please contact these stations or a steward. Warning - prolonged exposure to loud noise may cause damage to Your hearing. Please be aware that strobe lighting may be used during the Event.
11. Subject to any changes to the time of the Event, Tickets are valid only until the time shown on their face. There will be strictly no admission after this time. It is Your responsibility to arrive at the viewing area entrance point in advance of the latest time stated on the Ticket. No refunds will be due to those who are denied admission due to late arrival. There shall be no re-admissions or pass-outs of any kind once you have entered the ticketed viewing area.
12. By attending the Event, You give Your express consent to Your actual or simulated likeness being included within any film, photograph, audio and/or audio visual recording without payment or compensation to be exploited in any and all media for any purpose at any time throughout the world, the copyright to which shall be owned by MCC and/or its partners and accredited global media. If You attend the Event with Your child and/or are the guardian for a child aged under 16 years old You give the foregoing Your express consent on their behalf. This includes filming by the police or security staff. If You are attending with somebody else's child/ren aged under 16 years old You will procure the consent of the child's parent or legal guardian prior to attending the Event.
13. MCC will not use or disclose Your personal information other than as set out in these Terms and Conditions without Your prior consent. You will be given the opportunity to opt

into marketing communications from Event partners and to receive the latest Event communications when You place Your order.

14. If you wish to report, comment on, or make known your thoughts about any Event-related issues prior to the Event, please do so in writing to events@monmouthshire.gov.uk.

15. If you wish to report or make known your thoughts about any Event-related issues at the Event itself, please do so to an Event steward or identified member of the Event staff. If you wish to report, comment on, or make known your thoughts about any Event-related issues after the Event, please do so in writing to events@monmouthshire.gov.uk.

Tickets, Times, Refunds and Cancellation

Only customers holding a valid Ticket will be admitted to the Event. There are a limited number of Tickets available for the Event, and therefore purchase of Tickets is strictly subject to availability on a first come first served basis subject to timed batch releases.

1. Tickets are not transferrable and cannot be exchanged.
2. Tickets are only valid for the viewing areas and entrance points specified on the ticket.
3. You must retain the Ticket on Your person at all times during the Event. Your Ticket may be invalidated if any part of it is removed, altered or defaced. Upon purchase, please check Tickets carefully as mistakes cannot always be rectified after purchase. Refunds will not be made on returned Tickets unless provided for under these Terms and Conditions.
4. MCC will not be responsible for any Ticket that is lost, stolen or destroyed. You are solely responsible for the safekeeping of Your Ticket. It is Your responsibility to notify See Tickets Customer Service of any issues in this regard and no later than two working days before the event. If duplicates are issued, a reasonable administration fee may be charged.
5. Ownership or possession of a Ticket does not confer any rights (by implication or otherwise) on You to use, alter, copy, or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket.
6. You may not re-sell or transfer a Ticket for commercial gain or otherwise. If a Ticket is re-sold, transferred, or advertised for profit or used for competitions, promotions or hospitality packages by anyone other than MCC, or an authorised sub-agent, it will be made void without refund and You will be refused entry to, or ejected from, the viewing area.
7. Tickets are sold subject to the MCC's right to alter or vary the published Event programme. MCC is not obliged to offer refunds or exchanges due to any such changes.

8. All advertised times are approximate and subject to change. It is Your responsibility to make appropriate arrangements to ensure that You arrive at the viewing area in sufficient time in case the Event starts early and to ensure that You are able to stay until the close of the Event should You wish to if it overruns. MCC will not refund or meet the costs of any alternative travel or accommodation arrangements or be responsible for any loss of enjoyment or other indirect loss as a result of an Event not running to the advertised times.

9. In the event of a cancellation due to adverse weather or upon advice from our pyrotechnics specialists, refunds cannot be issued. Refunds will be dealt with on a case by case basis via the email address. events@monmouthshire.gov.uk Please note that a refund processing charge will be applicable. Personal arrangements including travel, subsistence and accommodation in relation to the Event which have been arranged by You are made at Your own risk and neither the authorised ticket agent nor MCC will have any liability for any such loss of enjoyment or wasted expenditure. In order to claim Your refund please refer to the Terms and Conditions of the authorised ticket agent from which You purchased Your Ticket for details of how to claim a refund. The point of sale may not make a refund if You fail to follow the instructions provided within the notified timeframes. Refunds will only be made to the person who purchased the Tickets.

10. It is Your responsibility to check that the Event has not been cancelled or rescheduled. Information on such matters will be made available on behalf of MCC as soon as reasonably practicable on the MCC's website or at the viewing area. Customers are advised that the website cannot always be updated immediately and that circumstances giving rise to cancellation or postponement can sometimes arise immediately prior to an Event.

11. No refunds will be processed in the week of the event.