



## Terms and conditions – issued 05/03/24

### Tickets

A Full Hybrid Pass (including Concession) gives you full access to the event in October 2024 and access to the virtual platform. Live events take place in Bristol, UK from Monday 14 October from 9am until Friday 18 October. This pass includes access to; Headline talks from industry, storytelling and conservation thought-leaders; Industry panel sessions; Meet the Commissioner sessions; Expert Masterclasses; Films screenings, including premieres and Director Q&As; Official networking hub, kit show and parties; Access to the Panda Award and Official Selection online film library; Online Festival platform for 3 months, including on-demand session viewing post-Festival.

A Virtual Pass (including Concession) gives you online access to the event in October 2024 and access to the virtual platform. This pass includes access to; Live streams of: headline talks, panel sessions, masterclasses; Online networking hub and kit show; Online Festival platform for 3 months, including on-demand session viewing post-Festival.

Concession rates offer a 50% discount from the full pass price, bringing the price down to just £255 plus VAT (if applicable) to welcome an even wider audience to our Festival. You are eligible for this rate if you are; Under 25 years old; Student in full-time education; 65 years old or over; Unemployed, residents of LDC countries – [a list can be found here](#). Please be prepared to provide proof of eligibility if requested. If you are unsure, please email the team at [bookings@wildscreen.org](mailto:bookings@wildscreen.org)

Access to the Panda Awards Ceremony is not included in the delegate passes and will need to be purchased separately. Tickets will be sold closer to the festival date.

### Event Access

Seating in most venues is limited and on a first-come-first-served basis and Wildscreen cannot guarantee entry to all programmed events. You may be required to RSVP before the Festival for events that are expected to be particularly popular. Wildscreen Festival is only open to people over the age of 18, unless by prior agreement. Wildscreen reserves the right to deny admission of anyone believed to be under the age of 18 who cannot provide identification. Delegates with Concession Passes may be asked for proof of eligibility.

The right to admission to an event is reserved by Wildscreen and the Wildscreen Festival venues, who may take health and safety, environmental and security concerns into account at their reasonable discretion. Everyone is welcome at Wildscreen Festival. Our team is striving to make sure our event is as accessible and inclusive as possible. In-person access details will be made available on the Wildscreen Festival website in advance of the event. Please share any specific access requirements with us via the registration form. If you have any questions, please email at: [bookings@wildscreen.org](mailto:bookings@wildscreen.org)

All Pass holders will be emailed access to the virtual Festival platform in advance of the Festival.

### **Refunds & Transfers**

Wildscreen requires that all fees are paid in full on booking or, if we reach a prior agreement to issue an invoice for fees, within 30 days of receipt. Failure to pay may result in refusal of entry to the venue and/or online platform.

By purchasing you agree that the tickets are for the personal use of you and your party only, and will not be resold. Any resale or attempt to resell the tickets will result in your order being cancelled without prior notification. Requests to transfer your ticket to an alternative person must be made in writing to [bookings@wildscreen.org](mailto:bookings@wildscreen.org). Such requests shall be approved or denied by Wildscreen in its sole discretion and a fee may be charged. Virtual Passes (including Concession Virtual Passes) are not eligible for a refund. Other tickets are refundable until 10 August 2024. After this deadline refunds will only be issued in extreme circumstances at Wildscreen's discretion. A fee may be charged. In the event that the live events are unable to go ahead in Bristol, for example due to changes in UK Government COVID-19 guidelines, we will convert to a fully online event. Full Hybrid Passes will be transferred to an Online Pass with a partial refund of the difference provided. If you are in possession of a Full Hybrid Pass and unable to attend the live event in Bristol due to testing positive for COVID-19, you can request a transfer to an Online Pass with a partial refund of the difference provided. In the case of full event cancellation a full face value refund will be issued, as any booking and transaction fees are non-refundable.

### **Discounts & Concessions**

Wildscreen may discount the price of tickets and set deadlines by which the discount offers expire. We may change the dates of these deadlines at our discretion. Delegates may be asked to provide proof of purchase and ID upon arrival at the live event and/or online platform. Any individuals identified not to be in possession of a valid delegate pass will be asked to purchase a ticket at the applicable rate before entry is permitted.

### **COVID Safety**

We will continue to monitor the latest government guidance to ensure the safety of all delegates and staff, and communicating any safety precautions in the weeks ahead of the event. Hand sanitizer stations will be available throughout the venues and delegates are welcome to wear masks if they would like to. In the scenario of an event cancellation due to governmental guideline changes due to COVID-19, we will convert to a fully online event and provide a partial refund to live event tickets holders to the price of an online pass.

### **Cancellation & Postponement**

Occasionally, events are cancelled or postponed for a variety of reasons. Venues are also subject to change. As soon as Wildscreen is notified of any significant amendments we will contact all delegates by email, or by phone if it is urgent.

If the event has been cancelled, you will be entitled to a face value refund, as any booking and transaction fees are non-refundable. If the event is rescheduled you will be given the option of retaining your tickets for the new date/location, or claiming a face-value refund. In the scenario of an event cancellation due to governmental guideline changes, we will convert to a fully online event and provide a partial refund to live event tickets holders to the price of an online pass. Please note, in the event of an event being cancelled or postponed,

Wildscreen cannot be held responsible for any costs incurred by the delegate for travel, accommodation or any other related service.

Wildscreen reserves the right to alter the content of the programme after publication.

### **Marketing & Publicity**

Attendees should be aware that they may be photographed or filmed at times throughout the Wildscreen Festival and the recordings may be distributed.

Registration includes important Delegate Updates which we will send you via email and subscription to our year-round e-news. Delegate updates contain vital information about accessing the Festival live in Bristol and the virtual Festival platform. Should you not wish to receive this information, or our year-round e-news, please click on unsubscribe at the bottom of the last email received.

Delegates will be added to an event mailing list where they will be contacted with updates about the event. Your contact details will be published on a delegate list which is distributed to all attendees of Wildscreen Festival 2024. Certain details may also be publicised on our website as part of a public facing delegate list. We will always respect your privacy and any personal communication between you and ourselves.

Wildscreen Trading Ltd is a company wholly owned by Wildscreen, a registered charity (#299450) and a registered company (#02206559) in England and Wales.