



Wildscreen - Terms and conditions

Terms & Conditions

In these Terms & Conditions, the “Organiser”, “Us”, “Our”, or “We” means Wildscreen (registered charity number 299540 and company number 2206559) and subsidiary companies Wildscreen Trading Ltd and Wildscreen Network Ltd, and “Event” shall mean the event printed on your confirmation. By clicking on the ‘Booking’ button, you agree to be legally bound by these Booking Terms.

Tickets to this Event are issued on behalf of the Organiser (Wildscreen) and are subject to the following terms and conditions:

1. All guests must register at the registration desk to gain admission to the event.
2. For the safety of people at the Event, the venue management and the Organiser reserve the right to refuse admission and conduct security searches as they deem appropriate. The code of conduct can be found here: <https://wildscreen.org/wp-content/uploads/2024/10/CODE-OF-CONDUCT-2024.pdf>
3. All bookings should be checked at the time of purchase, as mistakes cannot always be rectified.
4. Whilst we will make every effort possible to run all Events, we reserve the right to cancel, postpone or relocate an Event at our entire discretion. We also reserve the right to refuse or cancel your individual attendance at an Event at any time.
5. In the event of the cancellation, postponement or relocation of an Event or a Booking by us, we will notify you of such cancellation, postponement or relocation via the telephone number, email address or postal address provided to us during the Booking process and will inform you of the date, time and location of any rearranged Event (if applicable) and/or how to claim a refund (if you are eligible).
6. Unless indicated otherwise by us, if an Event is cancelled or postponed, you will be offered (subject to availability) to attend a rescheduled Event, the same Event at an alternative location or another Event up to the face value of the Booking price or, if you are unable to attend any of the former, a refund. If the Event is rescheduled, moved or cancelled the Organiser cannot be held responsible for any resulting costs you may incur for travel,

accommodation and other related goods, services or compensation.

7. Subject to clauses 4, 5 and 6 above, in respect of Bookings made prior to the date of the Event, you shall be entitled to a refund up to the face value of the Booking price. If an Event takes place over several days and only part of the Event is cancelled or postponed, you will be entitled to a partial refund only corresponding to the day(s) cancelled or postponed. In order to claim your refund, please apply in writing to hello@wildscreen.org or Wildscreen, Unit 1.11, Temple Studios, Temple Meads, Bristol, BS1 6QA within fourteen (14) days from the date of cancellation or postponement of the Event enclosing your Confirmation email and Booking Reference.
8. Once purchased or booked, tickets cannot be refunded or returned unless the event / screening is cancelled, moved to another date, subject to clauses 4, 5, 6 and 7 above. If your circumstances change, up to 30 days before the event, you can:
 - a. Transfer your pass to another person. An admin fee of £20 +VAT will apply.
 - b. Defer your pass to a future Wildscreen event. An admin fee of £20 +VAT will apply.We regret that we cannot offer refunds or transfers on purchased tickets less than 30 days before the event, except in the case of Wildscreen cancelling the event.
9. We may restrict the sale of tickets to a maximum number per person (allocation). We reserve the right to cancel tickets bought in excess of this allocation.
10. The Organiser reserves the right to alter or vary the content or timing of any part of the Event in circumstances beyond its reasonable control without any obligation to make any refunds or exchange tickets.
11. The Organiser reserves the right to refuse admission or to eject a ticket holder or any person appearing to be intoxicated, under the influence of drugs, or otherwise behaving dangerously or inappropriately towards staff or other attendees, for any other behaviour likely to cause damage, injury, nuisance and annoyance or for failure to comply with the reasonable request of the Organiser.
12. Neither the Organiser nor the venue operator will be responsible for any loss, damage, death or injury however caused unless (i) the relevant party has breached its legal obligations; and (ii) such loss or damage is a direct and reasonably foreseeable result of the breach. For the avoidance of doubt, the Organiser will not be responsible for the actions of any third party, including, but not limited to, the exhibitors.
13. The Event will operate in accordance with the latest Government guidelines regarding Covid-19.

14. The Organiser does not accept any responsibility for any loss or damage to personal property brought to the Event.
15. Visitors may be filmed, photographed or sound recorded for broadcast, publication or security purposes whilst at the Event by the Organiser and our trusted sponsors and partners.
16. When a photographer commissioned by Wildscreen is present at any of our events, we may use the resulting images on our websites, social media platforms and in our publicity materials. Permission to use the images for promotional purposes is requested where the person is featured prominently in the image but not when they are in the background. If you have a valid reason why an image should not be used, please send an email to hello@wildscreen.org to request its removal and we will endeavour to fulfil your request where possible.
17. It is a condition of your admission to the Event that no commercial use may be made by you of the Event or any part of it.
18. Visitors are not permitted to bring animals to the Event with the exception of guide, assistance, and hearing dogs.
19. Please check Event details, timings, and car park charges prior to travelling as these may be subject to change.
20. Please check your route prior to travelling to ensure you arrive on time. The Organiser is not responsible for any delays due to travel disruptions.
21. Every effort will be made to admit latecomers at a suitable break, but admission cannot always be guaranteed.
22. Visitors must be aged 18 or over to attend Wildscreen Events. The only exception to this is if they have been given written permission by the Organiser to do so. We reserve the right to seek confirmation of age if we consider it necessary and you agree to provide such proof of identity and age as we consider reasonably necessary from time to time.
23. Visitors booking at concession rate may be asked to provide proof of concession eligibility status on arrival at the event if we consider it necessary. You agree to provide such proof of eligibility as we consider reasonably necessary from time to time.

24. Event information is correct at the time of going to press but is subject to change. For the latest information, please visit the relevant Events page at <https://wildscreen.org/events/>.
25. We are entitled to refuse or cancel any Booking made by you for any reason at our entire discretion. Please note that places on all Events are allocated on a first come, first served basis.
26. If your Booking is accepted, we will confirm acceptance to you by online electronic means (“Confirmation”) to the email address you have given us on the Booking registration form. It is your responsibility to check your Confirmation and to inform us of any errors.
27. Unless an alternative method of payment is agreed by Wildscreen, for example that Wildscreen (upon request by you) agrees to send you (or your organisation) an invoice for the price of the Booking, you must pay the Event price in full by credit or debit card at the time of making the Booking.
28. You represent and warrant that the Booking is made for personal use only, and that any Booking made by you will not be resold or offered for resale by you or anyone else whether at a premium or otherwise. Resale or attempted resale of any Booking made by you, or any other breach of these Booking Terms shall entitle Wildscreen to cancel the Booking without refund or other compensation.
29. Event Pass swapping is strictly prohibited, and must be used by the person named at the point of booking. We reserve the right to ask for Proof of identification as we consider reasonably necessary from time to time. Pass swapping made by you shall entitle Wildscreen to refuse or cancel your individual attendance at an Event at any time and voiding your Event Pass.
30. As a result of your attendance at an Event and in order to facilitate your attendance at an Event we will process your personal data. Further information on what data we process and how we process it is set out in our Privacy Policy.

