

## Party at the Palace 2026 Terms and Conditions

### 1. General Information

- 1.1 These terms and conditions (the "Agreement") govern your attendance and participation at Party at the Palace 2026. By purchasing a ticket or entering the venue, you agree to be bound by these terms.
- 1.2 The Event is organised by Palace Enterprises Ltd.
- 1.3 The Event will be held at The Bishop's Palace and Gardens in Wells on the date specified on your ticket.

### 2. Ticketing and Entry

- 2.1 Tickets must be purchased directly from The Bishop's Palace (the only authorised seller). Tickets obtained from unauthorised sources may be void.
- 2.2 Tickets are non-transferable and may not be resold at a price higher than the original purchase price. Any violation may result in the cancellation of the ticket.
- 2.3 You must present a valid ticket (physical or digital) to gain entry to the Event. Ensure that your ticket is valid for the date and time of the Event.
- 2.4 The Organiser reserves the right to refuse entry if the conditions in this Agreement are violated.
- 2.5 All attendees must comply with the Event's admission policy, which may include security checks, age restrictions, or health and safety measures.

### 3. Age Restrictions

- 3.1 Minors under the age of 18 must be always accompanied by an adult during the Event.
- 3.2 Alcohol will be on sale at the event; valid ID will be required to purchase.

### 4. Prohibited Items/Food and Drink

- 4.1 The following items are prohibited at the Event and may result in denial of entry or removal from the venue:
  - Illegal substances
  - Glass bottles
  - Dogs
  - Weapons or dangerous items
  - Professional cameras, video equipment, or audio recording devices (unless otherwise specified by the Organizer)
  - Any items that may disrupt the performance or other attendees' experience.
  - Gazebos and other large structures are not allowed to be used within the grounds.
- 4.2 You are not permitted to bring alcohol onsite; it will be available to purchase.
- 4.3 You can bring your own food and non-alcoholic drink to the event. NO GLASS BOTTLES

### 5. Behaviour and Conduct

- 5.1 Attendees must behave in a respectful and considerate manner. Any disruptive or offensive behaviour, including but not limited to, violence, harassment, or inappropriate language, may result in removal from the Event without refund.
- 5.2 The Organiser reserves the right to refuse entry or eject anyone who violates these terms, causes harm to others, or engages in illegal activities.

5.3 The Bishop's Palace operates a once out, forever out policy. If you are ejected by security, staff or stewards for any reason you will be permanently banned from the site.

## **6. Health and Safety**

- 6.1 The Organiser is committed to ensuring a safe environment for all attendees. Attendees must comply with all health and safety regulations, including any COVID-19 safety protocols, social distancing measures, or mask-wearing policies in place at the time of the Event.
- 6.2 In case of an emergency, please follow all instructions from Event staff, security, and local authorities.

## **7. Accessibility**

- 7.1 The venue will provide reasonable accommodations for guests with disabilities. For specific requests or assistance, please contact the Organiser in advance at [events@bishopspalace.org.uk](mailto:events@bishopspalace.org.uk)

## **8. Cancellation, Postponement, or Changes to the Event**

- 8.1 In the event of cancellation or postponement of the Event, the Organiser will make reasonable efforts to notify ticket holders.
- 8.2 Refunds or exchanges will be provided if the Event is cancelled. In the case of a postponement, tickets will be valid for the rescheduled date.
- 8.3 The Organiser is not responsible for any other costs or expenses incurred by attendees (e.g., travel, accommodations) due to changes in the Event schedule.
- 8.4 While artists, entertainment and performers are correct at the time of advertising, they are subject to change and cannot be guaranteed. There are no refunds in the occurrence of a schedule or performer change.

## **9. Recording and Photography**

- 9.1 By attending the Event, you consent to being filmed, photographed, or recorded by the Organiser or its affiliates for promotional, commercial, or archival purposes.
- 9.2 Unauthorised recording of the Event, including audio or video recording, is strictly prohibited.

## **10. Liability**

- 10.1 The Organiser is not liable for any personal injury, loss, or damage to property arising out of or in connection with the Event, except where such injury or loss is caused by the negligence of the Organiser.
- 10.2 Attendees are responsible for their own belongings. The Organiser is not responsible for lost, stolen, or damaged items.

## **11. Force Majeure**

- 11.1 The Organiser will not be liable for any failure to fulfil its obligations due to circumstances beyond its control, including but not limited to natural disasters, strikes, pandemics, or government restrictions.

## **12. Governing Law and Dispute Resolution**

- 12.1 These terms and conditions are governed by the laws of the United Kingdom

By purchasing a ticket or entering the Event, you confirm that you have read, understood, and agreed to these terms and conditions.