



CARRY ON KELMARSH - TERMS & CONDITIONS



Last updated on 9th July 2020.

Please read the information below carefully. This is where we explain what you agree to by purchasing a ticket for camping at Carry On Kelmarsh, including conditions of entry to site and site rules, use of images, and terms and deadlines of payments. Terms and conditions do not affect your statutory rights.

We may amend these Terms & Conditions at any time. You should check the website from time to time to review the current Terms & Conditions, as they are binding on you. Certain provisions of these Terms & Conditions may be superseded by expressly designated legal notices or terms: (a) located on particular pages at the website; or (b) notified to you, from time to time.

All purchasers and patrons agree to these conditions as part of the ticket buying process.

COVID-19 – KEEPING YOU SAFE

We aim to provide you with the most safe, spacious and relaxing, pre-pitched camping experience we can at the beautiful Kelmarsh estate. We are doing a lot and we need your help too.

We will implement all relevant government regulations and advice, as well as going above and beyond, to ensure as much as is humanly possible we create a well managed Covid secure environment.

WHAT WE HAVE ALREADY PUT IN PLACE:

- All pitches will be designated and well-spaced, at a minimum of 10 metres apart.
- Each pitch or camping group will have its own toilet specifically for their use.
- Showers will be open in 4hr blocks, sanitised after each user and each block deep cleaned for 1 hour every 4 hours.
- All accommodation tents will have a four-night break between guests, during which time they will thoroughly deep cleaned, with bedding washed at high temperatures.

- Hand sanitiser stations will be installed throughout the site, including shower blocks, food & drink traders, wash stations, access points, water points and points of sale.
- A comprehensive risk assessment is in place and robust event management processes will be adhered to.
- All food and drink providers will follow all government guidelines in the handling and serving of food and beverages.
- Card payments will be accepted at all points of sale.
- All our service providers will be COVID-19 compliant.
- Appropriate PPE will be worn by all event staff in public facing roles.
- Additional training is in place for event staff, contractors and service providers.
- All areas will have ample space to allow all patrons to socially distance from other attendees.
- Safety signage & distancing markings have been planned and will be installed across site.
- Further attendee information will be compiled and distributed pre-event.

Carry On Kelmarsh and Kambe Events Ltd will follow government Covid-19 safety guidance in the planning and operation of this event, however, they cannot be held responsible in the event of a Covid-19 infection as a result of your stay.

YOUR RESPONSIBILITIES:

No one should attend the event or campsite if:

- They are experiencing symptoms common to Covid19 (high temperature, continuous cough, loss of taste or smell)
- They or anyone in their family has had symptoms in the last 14 days
- They have been contacted by the official Test Trace Isolate Service

In all the above cases, people should isolate as necessary. If it is necessary to not attend due to Covid19 illness or contact, guests will be able to claim a refund, if the evidenced above circumstances apply.

It is advisable for all patrons to limit contact with others ahead of attending Carry On Kelmarsh.

Everyone in your party must follow social distancing and hygiene measures in place throughout their stay. Guests not following government guidelines, or event staff instructions relating to social distancing, health and hygiene whilst on-site, will be asked to leave and will forfeit their right to a refund.

Although we will provide adequate washing facilities and hand sanitizer on site, it would be a good idea for you to also bring your own hand sanitiser and cleaning materials.

No guests or visitors are permitted on site only the specified members of a booking.

Whilst you are encouraged to explore the estate and surrounding areas it is advisable for all to minimise local community contact wherever possible. Food, drink and essential supplies will be available onsite.

WHAT TO DO & EXPECT WHEN YOU ARRIVE:

- We can only accept vehicles onto the site that have been pre-registered and a vehicle pass paid for in advance
- You will receive a routing pass that you will need to print and fix to the inside of your windshield.
- You should arrive with the vehicle windows closed. All passes and tickets will be scanned by event staff from outside of the vehicle.
- You will be directed to follow signage to the accreditation / reception point.
- Here you will need to have your e-tickets ready to be scanned this will again be done via closed vehicle windows. Please DO NOT open your window for this purpose, or until instructed to by event staff.
- At accreditation you will receive your weekend wristbands and associated information for your stay.
- You will then be instructed where to park your vehicle. The vehicle park is next to the pre-pitched tents. Wheelbarrows will be available to use to transport items to your pitch, but in the interests of safety all vehicles will be parked away from pitches.
- In cases of required support, exceptional circumstances and weather permitting luggage support and banksman escorts to pitches may be provided by, and at the discretion of, event staff.

ACTIVITIES

Activities are understandably restricted at the moment. Government guidance is being updated regularly and we are following the developments. Venues and events have restrictions on live performances, including drama, comedy and music, but we will consider all options, whilst always putting safety first.

There are 200 acres on the estate alone for you to use though, so feel free to bring your own playthings, bikes, instruments and games. Just remember to keep toys, instruments etc within your camping group and taking appropriate sanitising measures!

We are keeping abreast of all developments and are creating a timetable of optional activity extras for you to participate in. Additional charges may apply and further information will be released, but activity examples so far include:

- Saturday afternoon (1-5pm) access to the amazing walled gardens on the estate (no charge but donations for the gardens will be gratefully received)
- Well-being activities such as distanced Yoga and Tai Chi
- Fishing on the lake – personal rod license and equipment required - barbless hooks only (no extra charge but permits will be issued onsite)
- Local walking routes - disused railway tunnels, reservoirs, abandoned airfields & nuclear silos, forts, river and canal networks...

- Family fun! challenges & games... more tbc...

GENERAL TICKET TERMS

- The Ticket Sellers (TTS) are our sole ticket and resale agent. No other body is authorised to sell or resell tickets. Tickets will not be valid unless purchased from TTS. Contacts available via the website www.theticketsellers.co.uk
- All tickets to Carry On Kelmarsh are sold as personal and revocable licenses on behalf of Kambe Events Ltd.
- Kambe Events Ltd reserves the right to change all, or any, arrangements concerning Carry on Kelmarsh without notice, nor with any obligation whatsoever to refund.
- The purchase of tickets and subsequent entry onto the event site constitutes an acceptance by the purchaser and entrants of these terms and conditions, and implies an undertaking on the part of those to observe them.
- In the event of any breach of these terms & conditions, Kambe Events Ltd, it's staff and agents, reserves the right to cancel tickets, to refuse admission, to remove the holder from the site, or to confiscate offending articles, as the case may be, and in any case, to retain any monies paid for the relevant ticket(s).
- Ticket(s) purchased will be confirmed via email on the day of purchase. All e-tickets (and any applicable routing passes associated with the purchase of vehicle tickets) will be sent by email on the 31st of July 2020.
- If there is a change of email address subsequent to ticket purchase, it is the purchaser's responsibility to update their account details with the ticket agent, to ensure receipt of e-tickets.
- Kambe Events Ltd reserves the right to refuse admission, charge additional surcharges if the incorrect ticket has been purchased and may conduct security searches of person and belongings on entry to the event to meet our duty of care and licensing conditions.
- Kambe Events Ltd reserves the right to cancel tickets purchased for any reason.

TICKET OPTIONS AND PRICING

All tent packages in section 1, 2 & 3 below include the tent selected and are valid for up to the number of 'persons' listed. All individuals are counted as a person(s) irrespective of age. Access will be granted to the campsite for the full weekend (Friday noon to Monday noon). All attendees will be issued a wristband, which is non-transferable.

1. BELL TENTS:

SIZE	PERSONS	PRICE
4m (unfurnished)	2	£200
4m (unfurnished)	3	£240
5m (unfurnished)	4	£280
5m (unfurnished)	5	£320
4m Comfort (2 x single)	2	£300
5m Deluxe (double)	2	£380

2. YURTS & GERS:

SIZE	PERSONS	PRICE
10ft Mini (2 x single)	2	£380
12ft Luxury (double)	2	£420
14ft Luxury (double + single)	3	£540
16ft Luxury (double + 2 x single)	4	£640
18ft Deluxe Mongolian (double + 2 x single)	4	£720

3. VINTENTS:

SIZE	PERSONS	PRICE
Classic (unfurnished)	2	£260
Classic (unfurnished)	4	£440
Classic (unfurnished)	5	£495
Classic (unfurnished)	6	£540
Comfy (airbeds)	2	£320
Comfy (airbeds)	4	£495
Comfy (airbeds)	5	£595
Comfy (airbeds)	6	£695
Luxury (memory foam)	2	£380
Luxury (memory foam)	4	£595
Luxury (memory foam)	5	£685
Luxury (memory foam)	6	£775

4. BRING YOUR OWN (BYO) TENT

Only available to book as an addition to the above pre-pitched camping packages. This ticket allows you to have one extra tent you bring, and 1-3 extra persons dependent on ticket selection - above and beyond your primary pitch booking and the associated number of persons with it. Your tent must be small enough to fit within your designated pitch including guy ropes, pitch diagrams are available on request.

SIZE	PERSONS	PRICE
BYO tent	1	£40
BYO tent	2	£80
BYO tent	3	£120

5. VEHICLES, SERVICES & EXTRAS

Private Toilet Facilities

- A compulsory addition you must select to book, priced at £60.00
- Located within your camping pitch for your groups exclusive use

- Deep cleaned, sanitised and stocked pre event

Toilet facilities are one of the most challenging aspects of producing a Covid secure environment. As such we have decided to make this a necessary addition per accommodation package and pitch. To avoid cross contamination toilets will only be serviced by event staff once groups leave site, except in the case of malfunction or requested attention (extra charges may apply).

Vehicle Tickets

- All vehicle tickets are £10.00 regardless of motorised vehicle type.
- A vehicle pass must be purchased for all types of vehicle, in advance, in order to register and ensure there is only authorised access to the site.
- A routing pass with directions and arrival procedures will be sent with your e-tickets ahead of the event.
- The vehicle park is immediately adjacent to the campsite.
- A donation will be made to Ecolibrium to balance the carbon emissions of all vehicle journeys from each vehicle ticket.

Other Items

ITEM	PRICE
Wooden Picnic Bench (in your pitch for the full weekend)	£ 25.00
Table & 2 Chairs (in your pitch for the full weekend)	£ 20.00
Phone Charging Table (in your structure for the full weekend)	£ 35.00
Kindling (per net / bag)	£ 6.00
Logs per (net / bag)	£ 6.00
Charcoal (3kg)	£ 8.00

- All ticket prices stated are “face value” amounts and some ticket types are subject to agent booking fees applied by TTS.
- Linked ticket rules apply, and some ticket types can only be bought in conjunction with others.
- It is not permitted that vehicles are slept in during the event.
- All event tickets and routing passes will be sent out from the 31st July onwards.
- You must bring all tickets and routing passes with you to the event and you will be required to follow instructions contained within the ticket email with regards to presenting them in a Covid secure manner.
- Ancillary items may be purchased in advance or onsite, subject to availability.
- In order to help prevent fraudulent activity and meet Covid19 guidelines, we need to collect contact details for each attendee. Please list the name, age, mobile & email for each person in your group. If you do not have all the information at the time of booking you will need to log back into your account and update the information before e-tickets are sent out (31st of July). These details will not be shared with anyone except in the case of a formal Covid-19 request from Public Health England or relevant local authorities.

- In the case of minors, a name and date of birth should be entered, but it is acceptable for parents / guardians on site to use their email address and phone number.
- Under 18's cannot attend the event without an adult of 21 years or older as part of their group booking.
- In case of emergency we need to ensure that we are able to care for under 18's in their best interests and that may require us to take action immediately, for example medical treatment for a minor. Treatment may require permission from a legal guardian.
- The lead adult purchaser is the assumed responsible adult and guardian for any under 18's they purchase tickets for. Kambe Events Ltd will assume *loco parentis* status of the lead adult purchaser on the basis;
 - it is understood when booking that the *loco parentis* guardian for any minor at the event, and or campsite, are legally entitled to make decisions for that child in emergencies.
 - it is the responsibility of any such guardian to have requested and been given permission by the legal guardian of the child to act as *loco parentis* in emergencies.
- All under 18's must be accompanied by their associated guardian / adult upon entry to the campsite.

CAMPSITE GUIDANCE & RULES

GENERAL

Please be aware that this is a small campsite (in very large grounds), there will be little artificial night-time lighting (beyond the food traders, services and bar areas). This in part to avoid light pollution and protect the natural beauty of the experience, please bring your own lamps and torches.

Site rules must be observed at all times.

Site rules apply to all areas of the event including carpark. They also include and are supplemented by any published information and or amendments via email, Kambe websites, TTS, on site notices and by any other official agents or output of the company.

We reserve the right to eject and evict individuals or groups, for the contravention of these site rules, or for any reason whatsoever, at the discretion of Kambe Events staff.

- Amplified music is not permitted on site, other than personal speakers. These may be brought to the event and used privately but must be used considerately, with respect to other campsite guests. Patrons must follow the campsite noise policy, and all patrons must cease using any personal speakers at the request of event staff.
- Misuse may result in the confiscation of equipment and or eviction from site.
- A policy of "low noise" (considered to be normal speaking volume) will be adopted from 8pm in the campsite, at the judgement and discretion of event staff.
- A policy of "no noise" (inaudible to campsite neighbours) from 10pm is expected in the pre-pitched campsite, at the discretion of event staff.

- A site speed limit of 10 mph must be adhered to at all times.
- A valid wristband must be worn by all patrons at all times.
- Personal identification must be shown upon request.
- Anti-social, abusive, violent, threatening or predatory behaviours will not be tolerated.
- Carry on Kelmarsh and Kambe Events Ltd have a no drugs policy.
- Our eviction policy includes the use of nitrous oxide.
- No animals may be brought anywhere on site. (Registered guide dogs are an exception to this rule).
- You may bring limited amounts of alcohol to for personal consumption (but we hope as many as possible will support our bar and food traders on site).
- Smoking is not permitted in enclosed public spaces or buildings including toilets, tents and venues. This includes e-cigs & vaping.
- Fires and BBQ's are permitted in pre-pitched campsites if they are off the ground and responsibly managed.
- Disposable BBQ's are not allowed.
- Fire damage to any pitch or infrastructure will result in extra reparation charges
- Fires, BBQs and cooking stoves are not permitted in any structures, car parks or other areas.
- The use of drones or similar equipment for any reason is prohibited on or near the event without written permission from Kambe Events Ltd.

PROHIBITED ITEMS

- Flares
- Floating / sky lanterns
- Fireworks
- Generators
- Lasers
- Drones or other airborne apparatus
- Gas bottles larger than 2.7 kg
- Non-personal / excessive amounts of cigarettes or rolling tobacco
- Non-personal / excessive amounts of alcohol
- Any items with an intention to retail without prior arrangement
- Nitrous Oxide
- Sound systems
- Body piercing equipment

INCLUSIVITY

- We want Carry on Kelmarsh to be a safe space in all ways and strongly believe that everybody has the right to enjoy the campsite experience free from harassment, microaggressions, abuse or intimidation.
- We are committed to ensuring that Carry On Kelmarsh is an inclusive space for communities targeted by discrimination such as racism, sexism, transphobia, ableism and homophobia.

- We welcome feedback on how we can improve on these efforts. Every person who attends Carry on Kelmarsch has a shared responsibility to oppose discriminatory behaviours and promote inclusivity.
- This is a community, and everybody is welcome.

ACCESSIBILITY & PERSONAL ASSISTANT (PA) TICKETS

- There is no specified accessible camping area at the event, although facilities will be made available.
- Please email admin@kambe-events.co.uk to discuss any accessibility support that may be required.
- Free “BYO tent person” additions will be added to any order where a customer requires Personal Assistant.
- PA tickets are available to attendees on PIP, DLA middle or higher rate allowances, CredAbility Access Card, evidence of being registered severely sight impaired and a recognised Assistance Dog ID Card.

CANCELLATION, MISUSE AND REFUNDS

- Tickets are sold subject to all necessary license approvals.
- Tickets are not refundable under any circumstances other than;
 1. The cancellation of the event by Kambe Events Ltd
 2. The event is moved to another date which prohibits you from attending
 3. Customers are not able to attend due to current Covid-19, Government and Public Health England guidelines.

Please see the “COVID-19 – KEEPING YOU SAFE” section of these terms for more details.

- In the event of unforeseen cancellation, tickets may be transferable to a future date.
- Only tickets bought via the official TTS website and issued via our official agent are valid. Avoid disappointment and fraud – please do not buy or sell tickets from anywhere else (forums, eBay, Viagogo, Gum Tree etc).
- Tickets may not be transferred or re-sold except via official ticket agent channels (TheTicketSellers).
- If tickets are found to have been listed, re-sold or transferred for profit, or commercial gain on any unofficial platform (for example being sold on eBay for more than the original face value), by anyone other than Kambe Events Ltd and their ticket agent TTS, they will be voided, the holder refused entry and all tickets in the purchasers order will automatically become non-refundable.
- Although we will do our best to keep you informed of any cancellation, it is the ticket holders’ responsibility to establish whether Carry On Kelmarsch has been cancelled and the date and time of any rearranged event.
- Any refunds are face value (i.e. less booking and transaction fees).
- All refunds may be subject to £5 administration charge (per order), applied and retained by our ticket agent.
- All ticket and refund enquiries must be directed to our official ticket agent TheTicketSellers on 08448700000 or via www.theticketsellers.co.uk

- Kambe Events Ltd is unable to accept any liability to replace any tickets lost, stolen, damaged or unauthorised use of e-ticket codes resulting from the sharing, deliberate or accidental, of e-codes by purchasers, after they have been received. Once an e-ticket is used or 'spent', it becomes invalid and any further persons attempting to use the e-code will be refused entry.
- If an event of Force Majeure occurs which is outside the reasonable control of Kambe Events Ltd, Kambe Events Ltd shall notify the [other party / ticketholder] specifying the nature, cause and likely effect of the Force Majeure event. Kambe Events Ltd will not be deemed to be in breach of this Agreement (including cancelling the event) where such breach or failure to perform is as a result of a Force Majeure event. "Force Majeure" means: (a) any cause preventing the Kambe Events Ltd from hosting or staging the Event (in whole or part) or otherwise from entering the festival grounds due to any unavailability of the festival grounds or any actions or omissions of the festival grounds' owner; and/or (b) where the following occurs or there exists a real likelihood or material threat of the following occurring: any other event, act, statute rule regulation or act of any government or any other legally constituted authority, non-happening, omission or accident (including without limitation fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disasters, acts of God, war (whether declared or not), threat of or preparation for war, terrorist activity, failure of public utilities or civil commotion, royal demise) beyond Kambe Events Ltd's reasonable control.

OTHER

- Kambe Events Ltd, Carry on Camping and our official agents can accept no responsibility for any personal property.
- Please do not bring unnecessary valuable items or excessive amounts of cash, as card payments will be available.
- Photographers and videographers may be on site, capturing images and video recordings of the event, including all patrons. The audience has no rights to these images, and Kambe Events Ltd or any authorised third party is entitled to free use of these images and recordings in any reasonable manner without claim.
- We store your personal data when purchasing tickets. This data will be treated in accordance with our Privacy Policy and Data Protection Policy (available on request) and will not, unless we are legally compelled, be given to any third party. We may contact you with camping and other Kambe related news and information.
- Terms and conditions are subject to change at any time. We encourage you to review regularly for any changes.
- ROAR – Right of admission reserved by Kambe Events Ltd and *Carry on Kelmarsh* at all times.
- All of these terms and conditions are governed by English law. Disputes arising in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the English courts.

