

Wrexham and District National Eisteddfod of Wales 2011

Terms and Condition of Eisteddfod tickets

1. Artists and billed attractions may be subject to change.
2. No refunds except cancelled events.
3. Tickets are non-transferrable. Void if sold
4. Entry to the Eisteddfod site will only be permitted on production of a valid ticket. In order to facilitate the security, safety and comfort of all guests the promoter reserves the right to refuse admission and refund the ticket value
5. The National Eisteddfod of Wales are unable to accept liability for personal damage, losses or injuries sustained at this event including damage and losses to property and motor vehicles, if the cause is due to the negligence of the ticket holder or the unforeseeable actions of other patrons.
6. The promoter will not issue duplicate tickets for lost or stolen tickets.
7. Strictly no trading allowed within the Eisteddfod site without the consent of the National Eisteddfod of Wales.
8. Tickets cannot be used as any part of any marketing, media o'r sales promotion, whether commercial o'r non commercial, without the prior written consent of the National Eisteddfod of Wales.
9. As a condition of sale ticket holders consent to being filmed o'r sound recorded (through the medium of radio, television, internet or by some of known form) either as a contributor to any the eventsheld or as part of an audience.

- Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled, moved to another date, or if details of the event are significantly changed after an order is placed (significant changes being a change of headline act (concerts only), venue or show time).
- In the event of the cancellation of an event by the organiser/promoter (ie a cancellation due to circumstances beyond the control of Eisteddfod Genedlaethol Cymru), Eisteddfod Genedlaethol Cymru will only refund the face value of the ticket. Eisteddfod Genedlaethol Cymru will use best endeavours to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Eisteddfod Genedlaethol Cymru cannot guarantee that they will inform the customer of any changes to the event date, time or venue. We advise the use of secure mail when returning tickets. On receipt, Eisteddfod Genedlaethol Cymru will refund the customer the face value of the tickets using the same method as used to purchase them.
- If an event is moved from its advertised venue and/or the date is changed, tickets already purchased may remain valid should the customer wish to attend the revised event. If not, Eisteddfod Genedlaethol Cymru will refund the face value of the tickets. Eisteddfod Genedlaethol Cymru will notify all purchasers by phone, email or in writing (using the details provided at the time of ordering) to advise on the validity of the tickets and the procedure for obtaining a refund. Refund requests will usually be accepted up until 1 week prior to the revised event, or 3 days after notification of the change (whichever is the later) unless otherwise notified. In the event of a change at short notice (within 1 week of the event) Eisteddfod Genedlaethol Cymru will notify purchasers of the conditions that apply, and offer a refund if these are not agreeable. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Eisteddfod Genedlaethol Cymru cannot guarantee that they will inform the customer of any changes to the event date, time or venue.
- Should the headline artist not appear or if the line up or content is substantially changed from the advertised line up or content (concerts only), then Eisteddfod Genedlaethol Cymru will refund the face value of the tickets.
- If Eisteddfod Genedlaethol Cymru is unable to fulfil an order for any of the reasons below the customer will be entitled to a full refund, including any booking fee charged:
 - Eisteddfod Genedlaethol Cymru despatch your order to the wrong address and cannot provide replacement tickets.
 - Eisteddfod Genedlaethol Cymru do not despatch your order and do not arrange for the tickets to be available for collection.
 - Eisteddfod Genedlaethol Cymru despatch the wrong order, ie wrong event/ wrong type of tickets.

- Any other similar circumstances where Eisteddfod Genedlaethol Cymru has acted with negligence or where we may have acted in breach of contract
- Customers are advised to check their purchase upon receipt.
- It is the responsibility of the customer to inform Eisteddfod Genedlaethol Cymru of any change of address, contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.
- The right to admission to an event is reserved by the National Eisteddfod of Wales, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. The National Eisteddfod of Wales would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.
- If it becomes impractical to post tickets out, due to the proximity of an event or circumstances beyond our control, we reserve the right to make tickets available for collection at the venue immediately prior to the event. Customers will be notified by phone, email or in writing (using the details provided at the time of ordering) if this becomes necessary.
- By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.
- If a customer orders more tickets than the maximum allowed, as indicated during the booking process, we reserve the right to cancel the order. The maximum applies per person/card/household.
- If tickets that are despatched by Special Delivery are returned to Eisteddfod Genedlaethol Cymru as "addressee unknown", we reserve the right to cancel the order.
- We will not share your personal information for marketing or any other purposes without your consent unless where required by law. If you have registered your interest with the National Eisteddfod of Wales and thereby given your consent, you may be contacted with relevant promotions, offers or information that you have expressed an interest in or that might be of interest to you. We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.