



## WildPhotos Terms and Conditions – issued 30/04/24

### Tickets

A full priced ticket gives you access to the event on Sunday 13<sup>th</sup> October 2024 at Bristol Aquarium.

Concession rates offer a 50% discount from the full pass price, to welcome an even wider audience. 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.uk](mailto:bookings@wildscreen.org.uk).

### Event Access

Seating is limited and on a first-come-first-served basis. WildPhotos 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. Attendees with Concession tickets may be asked for proof of eligibility.

The right to admission to an event is reserved by Wildscreen and the venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion. Everyone is welcome at Wild Photos. 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 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.uk](mailto:bookings@wildscreen.org.uk).

Please note that recording of our sessions and/or speakers at the event is strictly prohibited unless advance permission is given by Wildscreen. Failure to comply with this may result in the delegate being ejected from the event and they will not be eligible for a refund.

### 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.uk](mailto:bookings@wildscreen.org.uk). Such requests shall be approved or denied by Wildscreen in its sole discretion and 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, ticket holders will be contacted. If you are in possession of a ticket and unable to attend the live event in Bristol due to testing positive for COVID-19, you

can request a refund. 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. Attendees 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 ticket 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 attendees and staff, and communicating any safety precautions in the weeks ahead of the event. Hand sanitizer stations will be available throughout the venues and attendees 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 attendees 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 WildPhotos and the recordings may be distributed.

Registration includes important attendee updates which we will send you via email and subscription to our year-round e-news. 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.

We will always respect your privacy and any personal communication between you and ourselves.

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