

# BROADWICK LIVE LIMITED (PROMOTER) TERMS AND CONDITIONS

These terms and conditions apply to event(s) (**Event(s)**) promoted or co-promoted by Broadwick Live Limited (**Promoter, we, us**). By purchasing ticket(s) (**Ticket(s)**) to a Promoter Event you will be deemed to have accepted these terms and conditions (**Promoter Terms**) and where applicable the terms and conditions of the venue (**Venue Terms**) and ticket agent (**Ticket Agent**) found on the relevant Venue and Ticket Agent's websites as applicable.

- 1 You must produce a valid Ticket to gain entry to the Event.
- 2 It is your responsibility to check your Tickets and inform your Ticket Agent immediately of any inaccuracies.
- 3 You are responsible for ensuring that you purchase your Ticket(s) from an authorised Ticket Agent. Authorised Ticket Agents may vary for each Event, please check with the Promoter or Venue if you are unsure.
- 4 Some Events may have a last entry time and we reserve the right to refuse entry to any person seeking to enter the Event after last entry time. You are responsible for checking the last entry time for the Event and ensuring that you arrive in good time (you should arrive early to avoid queues). Refunds will not be given for ticket holders who miss the last entry time.
- 5 It is your responsibility to check the Promoter's website and social media channels for news of any alterations to the Event.
- 6 In the case of multi-artist events including festivals, the artist and performer line-up (including timings) and all billed attractions at the Event may be subject to change at any time without notice. Your purchase of Tickets is subject to our right to alter or vary the programme due to events or circumstances beyond our reasonable control. Once purchased, Tickets cannot be exchanged, refunded or returned unless the Event is cancelled and not rescheduled (see details below) or, in the case of specific headline driven Events (but not festivals or multi-artist billed Events) subject to a material change (a "material change" shall mean a change of headline act).
- 7 If an Event is cancelled, we will use our reasonable endeavours to notify you as soon as reasonably possible (including notifying you of the details of any re-scheduled Event). If the Event is to be re-scheduled, you will be offered a Ticket for the rescheduled performance of the Event (subject to availability). If the relevant Event is only partially cancelled (e.g. if it is a multi-day Event and only one day is cancelled), we shall give you a partial refund corresponding to the proportion of the Event cancelled. If you wish to claim such a refund, please contact your point of purchase. Tickets cannot be exchanged or refunded after purchase other than in accordance with this clause.
- 8 We have the right to revise and amend these Promoter Terms from time to time and post the new version of such Promoter Terms on the Promoter website. By attending the Event, you signify your agreement to be bound by the amended Promoter Terms.
- 9 These Terms shall be governed by English Law and we both agree to subject to the exclusive jurisdiction of the English courts.

These Promoter Terms and Conditions were last updated on 19<sup>th</sup> March 2025.