

# ONE Event Ticketing

## Terms & Conditions



### GENERAL

Ground Level reserve the rights to cancel or amend bookings, all tickets are subject to availability.

### PAYMENT

All bookings, not part of the Ground Level 6 month part-payment scheme, must supply full payment with their booking. Payment can be made by cheque, made payable to "GROUND LEVEL", or via Credit/Debit Card using the payment details page of the booking form. Cash Payments are only permitted in person direct to Ground Level.

### CONCESSION TICKETS

Individuals 65 and over, 18-25s, students in full time education, and unemployed all qualify for the *concession rate*. They should provide suitable confirmation of status or a letter from their church leader/group organiser to qualify for reductions.

### CHILDREN

All Children must be booked in with a Parent/Guardian over 18 years of age. It is the responsibility of this parent/guardian to supervise their child at all times outside of Children's meetings.

Children under 5 attend free of charge. Families with children aged 5-17 only pay for the eldest child, all other children within the party must be part of the immediate family to qualify for the younger Child concession. Young people 18 or over, Children's friends, wider family or youth group members do not qualify for or count towards the Younger Child concession. Ages will be calculated as at 24th August 2018. Please ensure you provide dates of birth on the booking form.

### PITCH ALLOCATION

Church groups will be sited together provided your booking is received before 31st July. You should ensure the same church/group name clearly appears on each form. Additional units must be booked before 31st July. Any bookings received after this point will be sited in the Late Bookings area in a separate location to their Church Group.

### CAMPING

Purchased tickets will allocate you up to one pitch per ticket, There is space for one car per pitch and a charge will be made for any additional camping/car pitches.

Please ensure you have accurately told us what accommodation you intend to bring, as this is the space you will be allocated.

Your booking confirmation will include a link to The ONE Event Camping Instructions. By booking into the ONE Event you agree to adhere to these instructions at all times. Breach of these instructions may result in your removal from the site.

ONE Event is unable to provide Tent/Caravan Hire, this is available through authorised contractors. For more details please visit our website.

## **EVENT PASS/DAY TICKET**

Admission for non-campers is by Event Pass allowing access between 8.00am (2.00pm Friday) - 12.00am throughout the event for those coming for three or more days. This must be purchased before 23rd August 2019. Individual day passes are available online from 1st August 2019 and on the day at the event.

## **RESIDENTIAL**

Residential accommodation is provided by Bishop Grosseteste University, about ten minutes drive from the showground. Tickets include 5 nights accommodation, breakfast and event pass. Single bedded and double bedded rooms are available, please note we do not have twin bedded rooms. These tickets must be purchased by 31st July 2019. Full details of arrival and departure times will be sent in August.

## **TICKETS**

Tickets are usually sent immediately after we receive your booking but may sometimes be delayed; please contact us if you have not received your tickets 1 month before the event.

## **SPECIAL NEEDS PROVISION**

The ONE Event is able to provide a number of provisions for those with Special Needs or Disabilities. For more information on what we are able to provide please visit our website. Please note provision will only be allocated based on a completed Special Needs Form. The ONE Event is based on an agricultural showground and is unable to provide commercial camp site facilities. Electric hook-up provision can only be provided for those with a genuine medical requirement. Please download a special needs/disability request form from our website.

## **SITE FACILITIES**

A range of catering venues/outlets will be trading onsite throughout the event. Camping gas and other items are available to purchase on site. Toilets and showers facilities are available on site. ONE Event Information is able to provide cash withdrawal and phone charging facilities.

## **SECURITY**

The one event site is surrounded by perimeter/safety fencing to maintain site safety. Please respect these fences and boundaries and ensure they are not climbed on or tampered with.

Bag checks are carried out on the day gate and spot bag checks may take place elsewhere around the site including within venues. Failure to comply with a bag check will result in you being denied entry or removed from the site.

One event uses a contracted security company for such checks and all officers have a current SIA license. 24hr Security Patrols and CCTV is also used on the site for everyone's safety.

If you spot anything that concerns you while on site please report it immediately to the Site Cabin or a member of the Event Staff.

## **OFFERINGS**

Freewill offerings will be taken. These will be used to bless those ministering throughout the event and targeted to further the vision of Ground Level. Please pray about your contribution and come prepared and ready to give. Giving can also be made online, using this booking form, via Paypal, BtMydonate or JustGiving.

## **PETS**

No dogs (except guide dogs) or other animals will be allowed on site or in car parks. This applies to all Tickets.

## **BIKES, SCOOTERS & ROLLER BLADES**

No Bikes, Scooters, Roller blades/Skates or skate boards are allowed on site.

## **PHOTOGRAPHY & VIDEO**

There will be official photographers and videographers on site, delegates may feature in these images, which will be used for our promotional material, printed and electronic, including the website, video online and social media.