

## **OUTWITH - MULTI VENUE TICKET TERMS & CONDITIONS**

### **Entry to the Festival.**

The Outwith Festival Live Music Day is a 1 day multi-venue music event.

Please present your ticket to the Outwith Festival Box Office (Lourenzos ticket booth) on the day of the event where you will receive your wristband. Wristbands can be collected from 12 noon on Saturday 7 September. The live music is on from 3pm until 12 midnight. Wristbands will allow entry into any of the ticketed venues taking part in the event. Each individual venue reserves the right to refuse entry. Wristbands that are tampered with or damaged will be void and it will be up to the discretion of the festival team to issue replacements in genuine cases only.

This event is 18 and over. Any Ticket holder unable to present valid identification indicating that they are at least 18 years of age will not be admitted to this event, and will not be eligible for a refund.

Due to the nature of the event, some venues may reach their capacity at times. If there is an act you would like to see, our best advice would be to get there early. There will be other acts performing at the same time so we recommend to 'always have a Plan B'.

### **Access Policy**

Festivals bring together fans of different backgrounds and all walks of life. At Dunfermline Delivers we are committed to doing everything we can to promote a culture of inclusion and accessibility for all of our staff, performers, visitors & participants.

We aim to provide accessible services, delivered in a way that respects the needs of each individual and does not exclude anyone.

Dunfermline Delivers has a dedicated full time Access Team who are available to liaise with all customers to ensure that their individual needs are met.

Any access requests or queries can be sent to [info@dunfermline-delivers.co.uk](mailto:info@dunfermline-delivers.co.uk)

### **Safe Spaces Policy**

Above all, we want everyone to have a great time. This means staying safe and being respectful of others.

The Outwith Festival team want you to feel safe and to be safe at our events. Outwith Festival operate the following Safe Spaces Policy. The most important thing we want you to know is that if something or someone makes you feel uncomfortable at one of our events, no matter how minor it seems, you can report it to us.

Harassment of event participants, staff or volunteers at the event will not be tolerated and anyone violating this policy at our events may be expelled without refund.

Harassment includes offensive verbal comments or attitudes related to gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, religion; deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of the event, inappropriate physical contact, and unwelcome sexual attention. Participants asked to stop any harassing behaviour are expected to comply immediately.

Please know that the team view neither ignorance or intoxication as an excuse for unacceptable behaviour.

If anyone engages in harassing behaviour towards you, the team will take any action they deem appropriate, including warning the offender or expulsion from the event (with no refund). If you feel you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of the security at the event immediately.

The team will be happy to help participants contact venue security or local law enforcement, provide escorts, or otherwise assist those experiencing harassment to feel safe for the duration of the event.

While we would like to feel that we offer an environment in which you can voice concerns about incidents as and when they happen we also welcome you to reach out to us to inform us of past harassment or incidents related to our events which made you feel uncomfortable or unsafe.

Outwith Festival organisers also accept that we are not above our own policies so please know all of the above applies to all members of the Outwith Festival team, event staff and security staff in equal measure. Furthermore if there are ever any aspects of our events including our communication, artwork, performances, event partners which you feel is offensive or makes you uncomfortable please inform us.

You can reach us at [info@outwithfestival.co.uk](mailto:info@outwithfestival.co.uk). All communication related to this policy will be dealt with in confidence.