

Hidden Wonderland Festival Terms of Business

These terms (these "Terms") tell you information about Us and set out the legal terms and conditions on which We contract with You for the purchase by You of any of our services or products.

These Terms should be read in conjunction with, and incorporate:

- Our privacy policy which sets out how We may use Your data;
- Our terms of use are included in our privacy policy and available on our websites. If You use Our website; and
- Any Confirmation Document or conditions of carriage set out in Your electronic ticket. Please read these Terms carefully and make sure that you understand them before ordering any products from Us.

In addition, you will be bound by the following terms, as are applicable at the time you make your purchase, if you acquire the following additional services (each, an "Additional Service"):

- where you have purchased a package abroad, the terms and conditions set out for UK residents and for non-UK residents applicable at the point you make that purchase. In the event of any conflict between these Terms and the special terms and conditions for Additional Services specified above and/or any mandatory local laws that are applicable to your Booking, the special terms and conditions and/or local mandatory laws (as applicable) shall apply. Please note that when you make a Booking with Us we give you the option to create an account for You, We may also do so when you make a Booking through another party or by using another website. Please see our Privacy Policy for further information.

1 Definitions

1.1 As You read these Terms, please note that the following phrases shall have the following meanings:

"Applicable Law" means all laws, statutes, regulations, edicts, bye-laws, mandatory codes of conduct and mandatory guidelines, including the Convention, applicable to the Booking, the carriage and any other services We provide to You pursuant to these Terms;

"Booking" means a booking made by You or on Your behalf for the purchase of a product, and/or the purchase of Additional Services, and which is accepted by Us in accordance with these Terms;

"Booker" means the adult of at least 18 years of age who acts as agent for all parties in the Booking and makes the Booking in their own name or in their name and other's names, including a large number of customers.

"Confirmation Document" means the confirmation page, email and/or letter setting out the details of Your Booking and any special terms and conditions applicable to Your Booking

2. Applicability

2.1 General

2.1.1 These Terms govern any Booking You make with Us and govern any liability We may have in relation to that Booking.

2.1.2 We strongly advise that You read these Terms and the terms that apply to any Additional Services you wish to purchase.

2.1.3 Any order you place with Us for a Booking will constitute an offer to us on these Terms. If We accept Your offer Our internal reservations system will create a booking, which is then sent to You as a Confirmation Document via an email or via post for Your records. Once the Booking has been made in Our reservations systems, there is a binding contract in place between You and Us where We are acting as principal or between You and the Supplier of the service or product You have purchased through Us where We are acting as Disclosed Agent. Please check the Confirmation Document very carefully. If the Confirmation Document indicates any discrepancies or it is not what You think You ordered or if You do not receive a Confirmation Document after You believe You have completed Your Booking, please contact Us immediately.

2.1.4 When You make a Booking, We will ask You for a booking name to be known as the Booker. You have to be at least 18 years old to be the Booker and:

(a) accept these Terms on behalf of the named person/s in the Booking;

(b) be responsible for receiving and relaying any and all communications/correspondence (including changes, amendments and cancellations) from Us or Our Suppliers concerning the Booking to all customers named in the Booking;

2.1.5 You recognise that Your personal data has been given to Us for the purposes expressed in Our Privacy Policy and, in providing Us with Your contact details as the Booker and/or in providing the Booker with the authority to act on Your behalf, You consent to our use of these contact details in all later correspondence, between the Booker and Us or Our Suppliers. Please ensure that the contact details of the Booker provided to Us are correct, and advise Us immediately if those details change.

2.3 Overriding Laws If these Terms are inconsistent with any Applicable Law that apply to Your contract of carriage with Us (such as the Convention), that Applicable Law will apply.

3. Bookings

3.1 Changes to Your Booking

3.1.1 I can't go anymore; can I get a refund?

Unfortunately not, however you can pass your ticket or package on to a friend at the end companies discretion.

3.2 Cancellations within 24 hours of making the Booking

3.2.1 You may cancel Your Booking within 24 hours of making the original Booking and receive the applicable refund of 50%.

3.2.2 If You cancel Your Booking within 24 hours after making Your Booking, the refund will be made via a credit to Your bank account. Refunds will not be made in cash.

3.3 Cancellations not made within 24 hours of Booking

If You cancel Your Booking 24 hours after You have made the Booking, the right to a refund shall be extinguished and no refund will be paid. We reserve the right to make the booking previously secured under Your Booking available to other customers upon cancellation.

3.4 We are a third party agent and on particular items sold via our website there may be further terms and conditions with the third party. We will endeavour to act in good faith on your behalf, however the final decision will always lie with the third party. Please check their specific website for third party terms.

4. Name Changes

4.1 Names of customers (apart from the Booker) may be changed on payment of a "Name Change" Fee per customer, per booking.

4.2 Particular individual events may have specific terms around name changes, for example festivals or packages abroad. Specific event terms are available on request

5. Liability

5.1 These Terms govern Our liability to You. The liability of any other carrier on whose ticket or Booking You are travelling will be determined by its own conditions of carriage.