

## VENUE TERMS

Silverworks Island Limited (**we, us**) manages and operates Silverworks Island (**Venue**). Your admission to and conduct at the Venue is governed by these terms and conditions (**Venue Terms**). By purchasing tickets (**Ticket(s)**) to an event (the **Event**) and/ or enter the Venue, you will be deemed to have accepted these Venue Terms and, where applicable the terms and conditions of the ticket agent (**Ticket Agent**) and event organiser (**Event Organiser**) (together the **Additional Terms**).

1. You must produce a valid Ticket to gain entry to any Event at the Venue.
2. Right of admission is reserved. There are no re-admissions once you have left the Venue.
3. In addition to these Venue Terms, you should refer to the Additional Terms of the Ticket Agent and/ or Event Organiser (as applicable).
4. It is your responsibility to check your Tickets and inform your Ticket Agent immediately of any inaccuracies as mistakes cannot be rectified by the Venue.
5. Tickets can either be printed or, in the case of e-tickets, displayed on your mobile.
6. We reserve the right to exchange your Ticket for a wristband.
7. We are not liable for lost or stolen Tickets or wristbands. You must retain your Ticket (or wristband) at all times during the Event, damaged Tickets (or wristbands) may be treated invalid.
8. All Tickets for each Event will be checked and/or scanned on entry. It is your responsibility to check your Ticket(s) to ascertain the date and times of the Event.
9. You must bring a valid form of photographic ID to the Event (we only accept valid passports, foreign national ID cards, driving licences or Home Office approved PASS cards as identification and/or proof of age) (**Photo ID**). We cannot accept expired forms of Photo ID. If you are not able to provide valid Photo ID you will be refused entry without refund. You must provide a valid Photo ID for named tickets which matches the name printed on the Ticket. Fake, invalid or duplicate Tickets will be rejected.
10. You are responsible for ensuring that you purchase your Ticket(s) from an authorised Ticket Agent, please check the Event website or with the Event Organiser if you are unsure.
11. The Venue operates a Challenge 25 policy, when purchasing alcohol at the Event, you may be asked for proof of age, please bring a valid Photo ID.
12. Age restrictions vary from Event to Event. It is your responsibility to check before purchasing the Tickets that you can comply with such age restrictions. You must be able to provide Photo ID of identity and age. We reserve the right to refuse entry, without refund, to any person who is unable to provide Photo ID.
13. Subject to any Event specific age restrictions, children under the age of 16 must be accompanied by an adult aged 18 or over (subject to a maximum number of 4 children per adult unless otherwise specified).
14. If you are purchasing Tickets for (or accompanying) anyone under the age of 16, you acknowledge and agree that you are responsible for that individual at all times at the Event. This includes checking the suitability of an Event for any children in your party regardless of age restrictions.
15. The following restrictions will apply to your attendance at the Event (not exhaustive):
  - crowd surfing and moshing are prohibited;
  - illegal substances including new psychoactive substances (commonly known as 'legal highs') and/ or other drugs considered to be unsafe are strictly prohibited and will not be permitted to be brought into the Event;
  - animals are not permitted (with the exception of registered assistance dogs);
  - no food or any form of liquid (including drinks and perfume);
  - no chewing gum; bottles (except for clear empty plastic bottles up to 500ml); weapons; ammunition;
  - no horns; whistles; drums, megaphones, amplification equipment, klaxons, air horns;
  - no fireworks, flares, smoke canisters, explosives, firearms, knives, blades; or any other article which may be used as a weapon or missile, or which may, in our reasonable opinion, cause danger or disruption to visitors at the venue (regardless of whether or not such item is illegal or is carried for specific purposes);

- no large bags (refer to bag policy below);
  - no throwing items;
  - no climbing or standing upon fences, barriers, walls, safety fences, arrangements, structures, exhibits or buildings or similar;
  - no hi-visibility tabards or similar;
  - no sponsorship, promotional or marketing material;
  - no marker pens, spray paint or any other similar items that may be used to mark infrastructure;
  - flags, banners, signs, inappropriate branded items and any other items which we consider to be unsafe or pose a risk to public safety and/or security; and
  - no unauthorised professional photography or filming equipment (including go-pros and drones) and we reserve the right to destroy any such unauthorized photographs or recordings).
16. We reserve the right to confiscate any prohibited items. Anyone found in possession of a prohibited item will be refused admission and/or ejected from the Venue without a refund and may also be liable for prosecution. We are not responsible for any confiscated items.
  17. We reserve the right to pass your details to the relevant authorities should we consider an offence or criminal act has taken place.
  18. We operate a strict zero tolerance drugs policy. Anyone found in possession of illegal substances will be refused admission, ejected from the Venue without a refund and may also be liable for prosecution. If you are suspected of using and/or supplying illegal substances, you may be selected for an enhanced search in a private area. Failure to comply or cooperate will result in you being ejected from the Venue without a refund.
  19. If you have any specific reasons for bringing a prohibited item into the Venue (for example, because you have a medical condition) this is subject to an approved request and issue of an exemption letter by the us (to avoid confiscation), please contact us 14 days prior to the Event on [info@silverworksland.com](mailto:info@silverworksland.com).
  20. In order to facilitate the security, safety and comfort of all patrons, we reserve the right to conduct security searches of persons, clothing, bags and all other items on entry and exit which may include detection dogs, to confiscate items (including those set out in condition 15 above) which may cause danger or disruption to the Event with no refund. Any refusal by a Ticket holder to comply with such searches, including enhanced searches where deemed appropriate, may result in refusal of admission or eviction from the Venue without refund.
  21. Strictly no trading or other commercial activity including marketing, advertising or flyposting will be allowed at the Venue or within the immediate vicinity.
  22. Please ensure you are prepared for weather conditions with suitable clothing and footwear. No refunds will be given due to inclement weather.
  23. Some Events may have a last entry time and we reserve the right to refuse entry after the last entry time. You are responsible for checking the Event website for last entry times and ensuring that you arrive in good time. Refunds will not be given for ticket holders who miss the last entry time.
  24. Artist, performer line up, all billed attractions, including event times and last entry times are subject to change without notice or refund.
  25. We do not allow bags or rucksacks on site that are bigger than an A4 piece of paper (21cm x 30cm), unless otherwise specified as per the Event.
  26. Use of lockers, where available at the Venue is at your own risk. We and our affiliates will not be held liable under any circumstances for loss, damage or theft of your property. Please only bring essential items to the Venue.
  27. CCTV and film cameras may be present at the Venue for health and safety, prevention and detection of crime and/or as part of a recording that may be distributed (commercial or otherwise) without payment and by entering the Venue you consent to the foregoing.
  28. Some Events may have further specific restrictions on recording images and videos for personal or private use, including a complete ban on mobile phones/digital cameras in some or all areas of

the Venue. Any such requirements will be communicated in advance e.g. on the Event and/ or Venue's website.

29. If for any reason you or someone else feels unwell, immediately notify a steward or other official.
30. In the case of emergency please follow instructions, directions from stewards, staff and/ or other officials.
31. All attendees must comply with all announcements, rules and regulations (including these Venue Terms) while at the Venue.
32. Ticket holders attending the event are required to travel to and from the Venue in a responsible and respectful manner, refraining from engaging in any antisocial behaviour or illegal activity.
33. Ticket holders may be ejected from the Event without refund and reported to the Police if in our reasonable opinion, the Ticket holder is a risk to the safety of any patron and/or may affect the enjoyment of other patrons and/or the running of the Event or may cause damage, nuisance or injury. Examples include being (or appearing to be) intoxicated or under the influence of illegal drugs, under-age (where relevant), abusive, threatening behaviour, unwanted harassment behaving anti-socially, declining to be searched, failure to comply with the reasonable instructions of Event officials or in breach of any of these Terms.
34. You may be exposed to loud music, smoke and/or strobe lighting. Please note that prolonged exposure to loud music can cause damage to your hearing. We strongly recommend that all attendees take any precautions they deem necessary.
35. If you have accessibility requirements, please contact the Venue 14 days prior to the Event on [access@silverworksisland.com](mailto:access@silverworksisland.com).
36. If you have any issues during the Event please inform a member of staff at the time of the Event.
37. Any personal information collected by us (including during any search process) shall be collected and held in accordance with all applicable data protection laws and our Privacy Policy and Cookies Statement at [www.silverworksisland.com](http://www.silverworksisland.com).
38. Smoking (including the use of e-cigarettes) are not permitted in enclosed spaces at the Venue including in any tents and/or other covered spaces. Please observe signage around the Venue. Any person in breach of this term may be ejected from the Venue without a refund.
39. Certain areas of the Venue may have specific capacity requirements. Where an area is at capacity, we reserve the right to enforce a one-in one out policy.
40. If an Event is cancelled, refunds will be in accordance with the Event Organiser's and/or the Ticket Agent's terms and conditions. Please contact your point of purchase.
41. Neither we or any other party shall be liable to you, beyond the face value of the Ticket.
42. Admission is at your own risk. We and our affiliates will not be held liable for any loss, injuries or damages sustained at the Event including damage, theft or loss to property.
43. We have the right to revise and amend these Venue Terms from time to time and post the new version of on the Venue website. By continuing to use the website/ attending the Event, you signify your agreement to be bound by the amended Venue Terms.
44. These Terms shall be governed by English Law and we both agree to be subject to the exclusive jurisdiction of the English courts.

These Venue Terms and Conditions were last updated on 3<sup>rd</sup> June 2025.