

The Big Tent Festival Terms and Conditions

Please note that purchase of a ticket signifies your agreement with the following:

Tickets - All tickets are non-transferable and cannot be re-sold. Keep your ticket/stub or other confirmation of purchase in good condition. Treat it as if it was cash. If you have a ticket please keep the main ticket and stub joined. Your ticket stub or other confirmation of purchase will be exchanged for a wristband which will be fastened around your wrist by a member of staff at the event. Wristbands removed from the wrist, tampered with or lost will be invalid and will not be replaced.

Lost tickets will be charged at £1 per person. Information will need to be validated to prove you were in possession of a ticket.

The Big Tent Staff reserve the right to ask for appropriate identification and to refuse admission to the event. Bags may be searched. If you are in possession of illegal substances you may be arrested.

Ticket holders give their express consent to the use their likeness in any film, video and/or audio recording of The Big Tent event and/or any element thereof in any/all media throughout the world.

The Line Up - Although festival organisers will use their best endeavours to present the line-up as advertised, the line-up of artists cannot be guaranteed. The promoter reserves the right to change the line up without notification. Should one or more artists cancel, the festival will go ahead as normal. Refunds will not be given in these circumstances.

All persons under the age of 18 must be accompanied by a parent or guardian over the age of 21.

Alcohol - Alcohol cannot be brought into the main site. There are fully licensed bars available for you . If look under 25 you might be asked for ID at the bars as part of the Challenge 25 initiative please bring photo ID with you.

Respect the historical importance of our site and respect our neighbours -We aim to leave it in the same condition that we found it in and you can help us do that. Please use the toilets provided. Do not climb the trees. Use eco-friendly products when washing. Respect any wildlife - don't scare them. Do not start fires. Please respect our neighbours and keep noise to a minimum and keep to the festival areas.

Camping – please respect your neighbours and limit noise at night. This is especially true of the family camping areas.

Anti social behaviour will not be tolerated and you will be ejected without refund .

Litter & Recycling - Please help us to keep the site clean and tidy and recycle. There are plenty of recycling points around the site - please use them and dispose of your litter in the correct bin. You will not be allowed to bring in glass of any kind. Leave all glass at home.

Toilets - There are plenty of toilets on site, all emptied and cleaned regularly over the weekend by a dedicated hygiene team.

Found/Lost Children - There is a space provided on children's wristbands to write your mobile number or vehicle registration, we recommend that you do this. If you have lost your child please report this immediately to a Steward. All found children will be looked after in the Information Kiosk, which can be located on the festival map in the programme.

Crèche Facilities – The festival does not have a crèche facility.

Lost/Found Property – Lost and Found items should be reported/handed in to the Information Tent. The Big Tent organisers accept no responsibility for lost or stolen property

Animals - Guide dogs are the only animals permitted on site. We do not recommend arriving with animals in your vehicles and these will be turned away on arrival.

Smoking at the Festival -Smoking is illegal in enclosed public spaces. The Big Tent will enforce a No Smoking ban in ALL enclosed structures. Please dispose of your cigarette ends responsibly.

Weather - This is a tented outdoor festival. You can never be sure what the Scottish weather will be like, it is your responsibility to be prepared for all weather conditions and bring appropriate clothing and footwear.

Disclaimer – The Big Tent Festival organisers take no responsibility for loss or damage to vehicles or private property during the festival. This includes instances where vehicles are stuck or broken down and are towed with your consent. Please keep your property safe at all times. In the event of extreme weather, the organisers reserve the right to cancel the event. In the event of the festival being cancelled for any reason including extreme weather, we regret that no refunds will be given. The organisers reserve the right to refuse entry to any person. The running of this festival is governed by strict guidelines laid down by the Health & Safety Executive and enacted by Fife Council, the Police and Emergency Services.