

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 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 or our website. Cash Payments are not permitted.

CONCESSION TICKETS

Individuals 65 and over, 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. All children must be within the same immediate family to qualify for Family Ticket reductions, young people 18 or over, Children's friends, wider family or youth group members do not qualify for family tickets. Ages will be calculated as at 23rd August 2024. Please ensure you provide dates of birth upon booking.

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 may be sited in the Late Bookings area in a separate location to their Church Group.

CAMPING

No camping is included with your event ticket and this must be purchased separately. No car spaces are included with camping units, if you wish to park your car with your camping unit you should purchase a car space add-on. All other vehicles will be permitted onto their camping area to unload, after which they should move their vehicle to a designated parking area.

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 Event Camping Instructions. By

booking into the Event you agree to adhere by these instructions at all times. Breach of these instructions may result in your removal from the site.

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.

PROVISION FOR DISABILITIES & SPECIFIC REQUIREMENTS

Our events are able to provide a number of provisions for those with disabilities or specific medical requirements. 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 Provision Request Form. The 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 complete a provision request form via 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 shower facilities are available on site. The Event Info Point is able to provide cash withdrawal and phone charging facilities.

SECURITY

The 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.

The 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 Office 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 via our website, the Paypal giving fund or Stewardship.

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.