

Latitude Loyalty Scheme Terms and Conditions

Registration for the Latitude Loyalty Scheme is now open! Registration for the 'Loyal Ones' Loyalty Scheme (the "Scheme") will close on 11:59pm on Tuesday 1st October.

By entering into the scheme, you agree to be bound by these Terms and Conditions.

TICKETING TERMS AND CONDITIONS

Tickets for this offer are available to adult ticket holders (18 and over), teen ticket holders and child ticket holders and are based on your previous purchases. There are different levels of loyalty reward depending on whether you have previously attended 1, 2, or 3+ Latitude Festivals. If you have purchased:

- If you have been to Latitude **once** before, you will receive
 - A £20 loyalty reward off your adult ticket
 - A £12 loyalty reward off your teen ticket
 - A £2.50 loyalty reward off your child ticket
- If you have been to Latitude **twice** before, you will receive
 - A £35 loyalty reward off your adult ticket
 - A £20 loyalty reward off your teen ticket
 - A £3.50 loyalty reward off your child ticket
- If you have been to Latitude **three times** before, you will receive
 - A £50 loyalty reward off your adult ticket
 - A £30 loyalty reward off your teen ticket
 - A £4.50 loyalty reward off your child ticket

Bookings over the limit – up to max 2 x adult, 4 x children per transaction/per customer - will be cancelled. Please note that tickets are subject to availability. The Scheme (and use of loyalty reward codes) will end at 11.59pm Tuesday 1st October or in the event of a sell-out of the allocation, whichever comes first. The Scheme is exclusive to weekend ticket holders ONLY.

A loyalty reward code or request for a loyalty reward code does not guarantee a ticket purchase and tickets are sold on a first come first serve basis. The number of available loyalty rewarded tickets are limited, and receipt of a loyalty reward code does not guarantee a purchase of a ticket(s). Tickets may sell out before the stated deadlines. The use of loyalty reward codes will end once the loyalty tickets have sold out.

Except for liability which cannot be excluded or limited by applicable law, we will not be liable to you for:

- Any costs incurred by you in entering the Scheme or in relation to you obtaining or using a loyalty reward code;
- Any losses you suffer as a result of our breach of these Terms and Conditions unless those losses were reasonably foreseeable to both you and us at the date you enter the Scheme;
- Any loss of revenues, profits, contracts, business or anticipated savings or loss of data; loss of goodwill or reputation; or any special or indirect or consequential losses, however caused, in relation to the scheme;
- Any losses for failure to provide the loyalty reward codes as a result of any circumstances outside our direct and reasonable control.

Any ticket you obtain by way of this loyalty scheme remains subject to the terms and conditions normally applicable to any such tickets and including any terms and conditions of Latitude entry.

AGE POLICY

We welcome all ages to the festival. Anyone 17 and under must arrive with a ticket holder over 18 years old, and anyone 15 and under must be accompanied by a ticket holder over 18 years old at all times. Anyone under the age of 18 must have the correct full price ticket for their age range (teen tickets for those aged 13-17 years, junior tickets aged 6-12 years, and child tickets aged 0-5 years). ID may be required upon entry to the event.

For information purposes only, age checks will also be carried out on the entrance gate. Please note our policy has changed from

Challenge 21 > Challenge 25.

Please bring ID if you look under 25 years old and remember that legally there is no automatic right to be served alcohol. Service is always at the discretion of the licensee for whatever reason they decide, and the licensee is under no obligation to explain the reason.

The following forms of identification are accepted:

- A Passport (Not a photocopy)
- Full Driving License or Provisional License
- A Proof of Age Card bearing a PASS hologram
- A Ministry of Defence identity card
- A National identity card issued by an EU member state

Please bring the original document as you won't be able to use a photocopied version. If you don't have any of these, or don't want to lose valuable documents on site, we suggest that you apply for a PASS approved ID, some of which are free to obtain.

We do not accept any parental or supervisory duty of care or liability for any under 18s on site.

On entering the event, children will be given Tyvek wristbands which have space for you to write your telephone number (as a parent or guardian). We can use this as a primary contact to reunite you. Replacements can be picked up at the Welfare Tent.

