

## **Mi-Soul Radio Event Ticket Terms & Conditions**

These Terms & Conditions ("T&Cs") apply to all Mi-Soul Radio branded events, including standalone events, joint promotions with partner organisers, and Mi-Soul media-partnered events (e.g. The Grand Weekender at The Grand Hotel, Brighton). By purchasing a ticket or attending an event, you agree to abide by these T&Cs.

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### **1. GENERAL**

- a) These T&Cs incorporate the terms of any authorised ticket agent or partner promoter from whom you purchased your ticket.
  - b) Line-up, schedule, and venue details are subject to change.
  - c) Mi-Soul may offer promotional pricing (e.g., Early Bird, Flash Sales, Subscriber Offers) at its discretion.
  - d) Unauthorised use of event branding or professional recording equipment is prohibited. Items may be confiscated.
  - e) Only purchase tickets from official outlets. Tickets purchased from unauthorised sources may be void.
  - f) By attending, you consent to being filmed, photographed, or recorded for broadcast, marketing, and security purposes.
  - g) Mi-Soul does not authorise unaffiliated buses, coaches or commercial transport arrangements to the event without prior written consent.
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### **2. TICKETS AND ENTRY**

- a) Tickets are non-refundable (except in cases listed under Section 3) and non-transferable unless explicitly allowed.
  - b) Entry may require presentation of a valid ticket or e-ticket and matching ID.
  - c) Tickets remain the property of Mi-Soul Radio or the named partner promoter until the event ends.
  - d) Mi-Soul is not responsible for lost, stolen, damaged, or counterfeit tickets.
  - e) Tickets must not be used for promotions, competitions, or sweepstakes without written permission from Mi-Soul.
  - f) Ticket holders are responsible for ensuring they arrive at the venue in time. No compensation will be given for late arrivals or missed sets.
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### **3. REFUNDS AND CANCELLATIONS**

- a) Refunds will only be considered in the event of full event cancellation, material alteration, or as required by UK consumer law.
- b) Refunds will only be issued to the original purchaser, and only from the point of purchase.
- c) Booking fees and transaction charges are non-refundable unless mandated by the ticketing agent.
- d) Mi-Soul is not liable for event changes caused by force majeure (see definition below).
- e) If the event is postponed, tickets will be valid for the rescheduled date unless otherwise advised. Refund requests for postponement must be made within 14 days of notification.

**Force Majeure** includes: fire, flood, natural disaster, pandemic, strikes, lockouts, travel disruption, act of terrorism, war, venue closure, or governmental regulations beyond our reasonable control.

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#### 4. AGE RESTRICTIONS

- a) Most Mi-Soul events are strictly 18+ and valid photo ID **will be required** for entry.
  - b) Under-18s may only attend events if explicitly stated, and must be accompanied by a responsible adult.
  - c) Alcohol will not be sold to or for those under 18 in accordance with UK law.
  - d) It is illegal for someone over 18 to purchase alcohol for someone under 18.
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#### 5. EVENT CONDUCT & SECURITY

- a) Mi-Soul and its venue partners reserve the right to refuse admission or eject attendees for behaviour deemed antisocial, unsafe, or non-compliant with these T&Cs.
  - b) Bag searches and ID checks may be conducted.
  - c) Anyone found with illegal items or drugs will be reported to the police.
  - d) Any form of discrimination, harassment, or violence will result in ejection and a possible ban from future events.
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#### 6. PROHIBITED ITEMS

Items banned from venues may include but are not limited to:

- Professional cameras or recording devices
- Drugs, weapons, flares, fireworks
- Glass bottles, alcohol not purchased onsite
- Airhorns, laser pens, drones
- Offensive banners, clothing, or symbols

Venues may enforce additional entry restrictions – always check the event listing or venue website in advance.

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#### 7. LIABILITY

- a) Mi-Soul accepts no liability for personal property brought to the event.
  - b) Attendance is at your own risk. Mi-Soul is not liable for injury, illness, or losses except where caused by our negligence.
  - c) In the event of cancellation, Mi-Soul's liability is limited to the face value of the ticket only.
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#### 8. VENUES AND PARTNER EVENTS

- a) Some events take place at third-party venues such as hotels, clubs, or public spaces. Their individual rules and terms also apply.
  - b) For hotel-based events (e.g. The Grand Weekender), accommodation is handled separately and governed by the hotel's own booking and cancellation policy.
  - c) Ticket purchase does not guarantee hotel availability or vice versa.
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## **9. ACCESSIBILITY**

- a) We strive to accommodate accessibility requirements. Please contact [info@mi-soul.com](mailto:info@mi-soul.com) in advance if you require assistance or facilities such as step-free access or carer entry.
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## **10. FURTHER INFORMATION**

- a) Always check the official event listing or [www.mi-soul.com](http://www.mi-soul.com) for the most up-to-date information.
- b) For questions regarding tickets, contact the seller or email [info@mi-soul.com](mailto:info@mi-soul.com).
- c) Mi-Soul reserves the right to update these terms without notice.