



THE LENSBURY

The Lensbury,
Broom Road, Teddington,
Middlesex, TW11 9NU,
T: 020 8614 6400
E: hotel.reception@lensbury.com

Fireworks Spectacular - Conditions of Entry

- A valid Event Ticket entitles the holder to attend the Event on the date(s) and at the time(s) stated on the Event Ticket.
- The Organiser expressly reserves the right to amend these Conditions of Entry (or any part thereof) from time to time.
- There shall be no admittance to the Event without a valid Event Ticket.
- It is the Event Ticket holder's responsibility to check his or her Event Ticket(s), as mistakes cannot always be rectified and the Organiser shall not be responsible for any incorrect Event Tickets.
- Event Tickets must not be resold, exchanged, transferred, altered or defaced. Any such action shall render the Event Ticket(s) void (and any individual with such an Event Ticket may be refused entry or removed from the Event in Organiser's sole discretion).
- The Organiser shall not be responsible for any lost or stolen Event Tickets.
- Event Tickets shall remain the property of the Organiser who reserves the right to recall any Event Ticket at any time.
- Proof of age may be required from anyone attending the Event and visitors may be required to provide photographic identification ("ID") on request or upon entry to the Event. Failure to provide valid ID on request may result in visitor being refused admission or being asked to leave the Event (as applicable). If a visitor looks under 25 they may be asked for proof of age when they attempt to buy alcohol at the Event.
- Admission is at the ticket holders own risk. The Lensbury Limited will not be held liable for any loss, injuries or damages sustained at the event including damage, theft or losses to property or motor vehicles.
- The Lensbury Limited reserves the right to:
 - evict any person committing a criminal offence, behaving in a disorderly manner or in a way that has an adverse effect on public safety, or behaving in an anti-social manner or in a way that causes a public nuisance.
 - evict all members of any group of persons where that group is behaving in a persistent anti-social manner.
 - in order to facilitate the security, safety and comfort of all guests The Lensbury Limited may refuse entry to ticket holders who attempt to enter the site, with contraband goods and / or prohibited articles.
 - Refuse admission to persons who are believed to have counterfeit tickets. Tickets must be purchased direct from The Lensbury website and our authorised seller via tickettailor.com only
- Please note that the event is a cashless event and therefore credit and/or debit cards will need to be used to purchase food, drink and other items at the event.
- Please note that some areas of the site, particularly front-of-stage barriers and late-night areas may not be suitable for children. This may include adult content and crowds. Pushchairs and trolleys which may impact on crowd movement may not be permitted in these areas.
- When booking a ticket for a child (5-15) and/or under 4 year old, the responsible adult consents to their data being processed for the purposes of the event.
- Anyone attending the event on an adult ticket, who appears to be under 16 years of age, is advised to bring ID to verify their age.
- When booking tickets for children under 16, you will be required to confirm you are aged 18 or over and accept full responsibility for all under 16s in your group.
- As a condition of sale the ticket holder consents to being filmed, photographed and recorded for promotional and marketing purposes or similar or any projection or digital mapping as part of the audience, and/or by any CCTV cameras and recordings operated by or on behalf of and made by or on behalf of The Lensbury for public safety and security purposes.
- Visitors must not bring any of the following items into the Event: food, drink, chairs, glass, sharp items, drones, laser pens, and Organiser reserves the right to confiscate any such item(s) from any person entering or at the Event.



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- Smoking or vaping is not permitted in any indoor area(s) at the Venue. Smoking is permitted outside, however this is at the discretion of the Organiser. The Event is a family event so please be considerate if you do decide to smoke or vape.
- Use of illegal substances is strictly prohibited at the Event.
- Visitors must only use the toilets provided and must not pollute the land.
- No animals are allowed at the Event, other than assistance dogs (such as guide dogs). If you require to bring an assistance dog with you, please inform us at ros.garry@lensbury.com before the Event.
- Commercial, promotional and trading activities are not permitted at the Event without express prior written permission of the Organiser. Please note that the Organiser may charge a fee for any commercial activity at the Event.