



VIP Marquee - Terms and Conditions

- The hospitality marquee runs throughout the day regardless of any changes or cancellation of the flying schedules. In the event of changes or cancellation, no refunds will be given.
- If the Air Festival is rescheduled, you will be able to retain your tickets for the new date/location. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue. We cannot guarantee that we will be able to inform the customer of any changes to the event date, time or venue.
- In the unlikely event that the Air Festival is cancelled in its entirety and not rescheduled, you will be entitled to a face value refund, as the booking and transaction fees are non-refundable. BCP Council will refund the customer the face value of the tickets using the same method as was used to purchase them.
- Once purchased, tickets cannot be transferred, exchanged or refunded.
- All lanyard/wristbands must be presented at the marquee in order to gain entry. You will need to ensure they are worn by yourself and your guests whilst attending the event
- No duplicate lanyards/tickets will be issued to replace ones lost or stolen.
- Customers are advised to check their purchase upon receipt of the automated e- ticket.
- Tickets will be posted out to the address entered when you purchased your ticket approximately 2 weeks before the event. It is the responsibility of the customer to inform us of any change of email address, contact phone number or address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.
- Please note, in the event of an event being cancelled or postponed, BCP Council cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service.
- BCP Council reserves the right to refuse admission to the event.
- BCP Council would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being (or appearing to be) under age*, abusive, threatening, drunken or other antisocial behavior (including smoking in no smoking areas), carrying offensive weapons or illegal substances.
- By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.
- By ordering the tickets, you are agreeing to our terms and conditions as stated above.

*Proof of ID and age may be required.