

# BICESTER VILLAGE™ x EVENT BOOKING TERMS AND CONDITIONS

These terms and conditions ("Booking Terms and Conditions") apply to bookings made via the Bicester Village event booking website ("Booking Website") for services, events, and other experiences (each an "Event").

By making a booking request through the Booking Website, you confirm that you have read, understood, and agree to be bound by these Booking Terms and Conditions, as well as our Membership Terms and Conditions and Privacy Notices.

The promoter of the Event is Value Retail Management (Bicester Village) Limited (company number 02884096), with a registered office at Management Suite, Bicester Village, 50 Pingle Drive, Bicester, Oxfordshire, OX26 6WD ("Bicester Village", "we", "us", "our").

## 1. Booking Your Event

- 1.1. Event bookings are subject to availability, eligibility requirements, and may have age or other restrictions. Details of eligibility criteria and any applicable restrictions can be found on the relevant Event page on the Booking Website.
- 1.2. We reserve the right to request additional information to verify eligibility. Access to the Event may be withheld until eligibility has been confirmed.
- 1.3. Bookings are allocated either:
  - (a) on a first-come, first-served basis; or
  - (b) according to a priority system determined by us (e.g. early access for specific membership levels and invitation only groups).
- 1.4. If you make a booking on behalf of another person, you confirm that you have obtained their consent to do so and that they agree to these Booking Terms and Conditions and any other terms and conditions that may apply as stated on the relevant Event page. You are responsible for sharing all relevant information with them.
- 1.5. It is your responsibility to complete the booking process correctly. We are not responsible for any lost opportunities or inability to attend due to incomplete bookings.
- 1.6. Bookings are valid only for the specified date and time stated on the relevant page on the Booking Website.
- 1.7. Some Events may be subject to additional specific terms and conditions. These will be stated on the relevant Event page on the Booking Website. By booking such an Event, you agree to comply with those additional terms and conditions.

## 2. Confirmation of Your Booking

- 2.1. Once we receive your booking request, we will send a confirmation email to the address provided at the time of booking.
- 2.2. Your booking is not confirmed until you receive an official booking confirmation from us.

## 3. Event Attendance

- 3.1. You must present your booking confirmation, and if required by us, proof of ID upon attending the Event to verify your eligibility.
- 3.2. You must arrive at least 10 minutes before the scheduled start time. Late arrivals may result in you being unable to participate fully, and we cannot guarantee the availability of an alternative session.
- 3.3. Event tickets are non-exchangeable, non-refundable, non-transferable (must not be sold, auctioned, or otherwise assigned) and are only valid for the individual who made the booking, unless otherwise stated.
- 3.4. We reserve the right to deny entry or remove you or any guest from the Event at our discretion, including but not limited to instances where an individual you or the guest fail to comply with instructions (including those relating to health and safety); Event rules; behave in a disorderly, disruptive, or antisocial manner; pose a risk to the safety of others; fail to comply with these Booking Terms and Conditions or any other applicable terms or policies.
- 3.5. Some Events may be organised by third parties. These may be subject to additional terms and conditions, which will be outlined on the relevant Event page. You must liaise directly with the third party regarding any specific terms.
- 3.6. Photography and filming may take place during the Event. If you do not wish to be filmed, you must notify us in advance.
- 3.7. You are responsible for all incidental costs associated with attending an Event, including travel and accommodation expenses.
- 3.8. We are not responsible for the loss, theft, or damage of any personal belongings brought to the Event.

3.9. In some Events, we may allow all or part of the Event fee to be redeemed against products available for purchase during the Event. The specific redemption amount and applicable products will be stated on the relevant Event page on the Booking Website. The Event fee cannot be redeemed against products available for purchase outside of the Event (including without limitation any third party brand's main boutique at Bicester Village). If you choose not to redeem the Event fee against a product during the Event, no refund or alternative compensation will be provided.

#### **4. Cancellation Policy**

- 4.1. If you wish to cancel your booking, you must notify us at least 48 hours before the scheduled Event. If you cancel within this timeframe, you will receive a full refund, unless stated otherwise on the relevant Event page.
- 4.2. Cancellations made less than 48 hours before the Event, or failure to attend, will not be eligible for a refund.

#### **5. Our Right to Reschedule or Cancel an Event**

- 5.1. We reserve the right to reschedule or cancel any Event at our discretion, including but not limited to cases where circumstances beyond our control necessitate such action. In such cases, you will be offered an alternative date or a full refund.

#### **6. Allergies, Health, and Safety**

- 6.1. You must follow all instructions provided by us during the Event to ensure a safe and enjoyable experience.
- 6.2. You are responsible for informing us of any allergies, medical conditions, or other relevant health concerns before attending an Event.
- 6.3. If you or (or any guest you have booked on behalf of) fail to disclose relevant health information or follow any safety instructions or Event guidelines, we and any third-party organiser will not be liable for any injury, loss, or damage that could have reasonably been avoided had the information been disclosed.

#### **7. Children Under 18**

- 7.1. Some Events may not be suitable for children due to health and safety reasons.
- 7.2. If you wish to bring a child to an Event, you must contact us in advance to confirm whether attendance can be accommodated.
- 7.3. For Events specifically designed for children, the booking must be made by an adult, who must be the child's parent, legal guardian, or an authorised carer. The adult must accompany the child at all times during the Event and be responsible for their supervision.

#### **8. Resolving Issues**

- 8.1. If you experience any issues before or during an Event, please contact us at [Enquiry@BicesterVillage.com](mailto:Enquiry@BicesterVillage.com).

#### **9. Personal Data & Privacy**

- 9.1. By booking an Event, you consent to the processing of your personal data, as well as the personal data of any guest(s) for whom you have made a booking, for the purpose of administering the Event.
- 9.2. Your personal data will be processed by us and (where applicable) by a third-party organiser or service provider involved in the Event. If processed by us, it will be handled in accordance with our [Membership Privacy Notice](#) and [Village Privacy Policy](#). If processed by a third-party organiser, it will be subject to their privacy policy.

#### **10. Liability**

- 10.1. To the fullest extent permitted by law, we and any third-party organisers shall not be liable for any loss, damage, injury, or death resulting from your or any guest's attendance at an Event, except where caused by negligence.
- 10.2. Your statutory rights remain unaffected.
- 10.3. Some Events may involve services provided by third parties. We are not responsible for the acts or omissions of these third parties. Additional terms and conditions may apply.

#### **11. General**

- 11.1. Events are not sponsored, endorsed, administered by, or associated with any social media platform.
- 11.2. These Booking Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.
- 11.3. Any disputes arising in connection with these Booking Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.
- 11.4. We may amend these Booking Terms and Conditions from time to time. The most recent version will be available on the Booking Website.

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