

Live Nation (Music) UK Limited – 2026 Ticket Terms and Conditions – Palace Bowl Presents (“Event”)

GENERAL

1. This Event is subject to the granting and/or maintenance of all necessary licences, consents and permissions by the relevant authorities.
2. If the required licence(s) are not granted, are revoked, or are subject to conditions that, in Our reasonable opinion, make the Event unviable, We reserve the right to cancel, postpone or amend the Event. In such cases, ticket holders will be entitled to a refund in accordance with clauses 12 to 15 below.
3. These terms and conditions (“T&Cs”) incorporate, any should be read together with, any official ticket agents’ terms or rules, which you can get from an official ticket agent. Your possession of a ticket constitutes your acceptance of these T&Cs.
4. “Us”, “We”, “Our” means Live Nation (Music) UK Limited and/or its respective representatives, employees and sub-contractors.
5. We reserve the right to implement restrictions/conditions before and during the Event to ensure it is safe. This includes closing certain entrance or exit gates or changing published Event opening times. You must comply with any and all instructions given to you by Event staff and stewards and you may be evicted without a refund if you fail to comply.
6. We reserve the right to refuse admission or to remove any person from the site, without refund, for reasons of public safety (including for crowd surfing or moshing), for any unacceptable behaviour likely to cause damage, nuisance or injury or distress, for harassment (including sexual harassment) or for any breach of these T&Cs.
7. Published performance times should be treated as a guide only. We and the artist reserve the right to vary the time or duration of any individual set, performance, or activity at any time without notice. This could be for any reason, including (but not limited to) the following:
 - a. logistical constraints: technical issues, delays, or equipment changes may require a performance to be shortened to maintain the overall Event schedule.
 - b. performer discretion: an artist may, at their own discretion, alter the length of their set.
 - c. regulatory or safety reasons: local curfews, licensing restrictions, or safety concerns may require the Event to adhere to a strict finish time, impacting later performances.
 - d. events beyond Our reasonable control, such as severe weather or other emergencies, may affect performance lengths.
8. No trading or promotional activity is allowed within the site without Our prior written consent. Goods using unauthorised logos must be surrendered to Event staff.
9. By attending this Event, you and other patrons understand and agree to being photographed, filmed and/or recorded in relation to the Event and/or for safety and security, including filming by the police. You and other patrons understand and agree that resulting photographs, videos, audio recordings and/or audiovisual recordings may be used in any and all media for any purpose at any time throughout the world (however, you may object to such use by specific request to privacy@livenation.co.uk).
10. These T&Cs are subject to change from time to time in our sole discretion and We will notify you by posting the amended T&Cs to the Event website.
11. These T&Cs are governed by English Law and any dispute arising out of or in connection with these T&Cs shall be subject to the exclusive jurisdiction of the English courts.

REFUNDS

12. Refunds are only considered if the Event is (i) cancelled in full and not rescheduled (if the Event is partially cancelled your refund will be a proportionate partial refund) or (ii) materially altered which is a change (other than a rescheduling) which, in Our opinion, makes the Event materially different to the Event that ticket purchasers, taken generally, could reasonably expect. The following are not deemed to be ‘material alterations’: adverse weather conditions; changes to support acts; changes to individual band members; curtailment of the Event where the majority of the Event is performed; changes to the length or the time of a performance; and delays to starting a performance or the Event.
13. Refunds must be requested from the point of purchase, no later than three months after the Event.
14. Refunds of any booking fees per ticket or per order fees are subject to the terms and conditions of the point of sale.
15. Personal arrangements relating to the Event including, but not limited to, travel, subsistence and accommodation are at your own risk and We shall not be liable for any losses incurred from personal arrangements or wasted expenditure beyond the ticket refund.

AGE POLICY

16. Children 12 and under are free with an adult ticket holder aged 18 or over. If you are bringing a child aged 12 and under to the event, please bring proof of age as you may be asked for this by our entrance staff.
17. All under 16s must be accompanied by an adult ticket holder aged 18 or over who must remain on site throughout the Event as the under 16-year-old’s guardian. No unaccompanied under 16s are allowed on site.
18. It is the responsibility of the adult(s) to determine the correct ratio of supervising adults to under 18s, taking into account the age, needs and abilities of the children, the nature of the Event and any applicable guidelines (for example, the NSPCC’s guidance on supervision levels for safeguarding children and young people and relevant health and safety guidelines for educational visits). We will require supervisors to remove children if, in Our sole opinion, the children are causing a disturbance or creating unacceptable health and safety risk to other people present at the Event. We do not act in any parental or supervisory capacity for under 18s on site. This does not affect Our legal duties in respect of, or obligation to comply with, any applicable laws including health and safety or licensing laws.
19. Under 18s are not permitted to purchase alcohol on site. A Challenge 25 policy will be in place for all alcohol sales on site. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.

TICKETS

20. It is prohibited to resell tickets for the Event except where resold using Ticketmaster’s Fan to Fan Ticket Exchange (the official resale platform for the event), in accordance with the resale terms and conditions.
21. Tickets purchased from unauthorised sources may be rendered invalid and admission refused. Where applicable, only wristbands issued by the Event in exchange for a valid ticket are valid for entry. The ticket holder is responsible for their ticket until it is scanned on entry. If exchanged for a wristband the ticket holder is then responsible for their wristband for the duration of the Event.
22. Tickets must be valid, presented in full according to the authorised agent’s delivery methods and not altered or tampered with.
23. Tickets for this Event have a unique barcode which will be scanned on entry and if found to be duplicated, either in error or for fraudulent gain, only the first instance of the ticket scanned will be admitted regardless of original ownership. Customers may be prosecuted if found to have deliberately duplicated and resold tickets for fraudulent gain.
24. If you have obtained this ticket in breach of these T&Cs and/or if you breach any of these T&Cs then your ticket/wristband shall be void, and all rights conferred on you or evidenced by such ticket/wristband, shall be void. If you seek to gain entry to the Event using a void ticket or wristband then we reserve the right to refuse you entry or evict you from the Event and you may be liable to legal action for trespass. Void tickets/wristbands are non-refundable.
25. Tickets and wristbands cannot be used as part of any marketing, media or promotion, or combined with any hospitality, travel or accommodation service and/or any other merchandise, product or service to create a package for sale or other distribution, without Our prior written consent.
26. We will not issue duplicates for lost or stolen tickets or wristbands. Tickets and wristbands remain Our property until the Event closes.
27. There is a strict no re-entry policy at this event. This means ticket holders cannot leave the site and re-enter after their ticket has been scanned for entry. Exceptions will be considered where required by applicable law.

28. Ticket holders should expect queues at the entry gate and arrive with plenty of time before the first act that they wish to see – no refunds will be given for missed performances.
29. Early Entry tickets permit entry to the Event site prior to general admission. Early Entry tickets do not include VIP benefits and may not be used in conjunction with any VIP ticket, package, or upgrade. If you arrive after the advertised Early Entry admission window, you will be required to pay the difference between the Early Entry ticket price and the full-priced general admission ticket applicable at the time of entry. Admission is conditional upon payment of any such difference.
30. For information on payment plans please visit [Ticketmaster Instalment: Everything You Need to Know – Ticketmaster Help](#)

SECURITY

31. We reserve the right to evict customers without refund, and/or refuse admission where the Eviction Policy is breached. See [Eviction Policy](#) on website.
32. Searching is a condition of entry and you may be searched anywhere on site at any time by security and detection dogs.
33. Without liability to you, We shall be entitled to confiscate any item(s) which may reasonably be considered to be a weapon (or used as a weapon) or which may cause danger, offence or disruption to any other person.
34. Any person suspected of carrying illegal items or carrying out illegal activity may be handed over to the police, refused entry or evicted from the site without a refund.
35. We have a zero-tolerance policy to drugs. Anyone found in possession of illegal drugs or substances may be refused entry or evicted from site and may be handed over to the police.

DAMAGE/LOSSES

36. Under no circumstances shall we be liable for death or personal injury suffered by you or your guests arising out of attendance at the Event, unless caused by our negligence. Neither shall we be liable for any loss or damage sustained to your property or belongings, or those of any guests under your booking, attending the Event. We may prosecute you if you cause damage to the site, the site infrastructure, or cause harm to any other person at the Event and/or site.

BANNED ITEMS

37. Refillable empty bottles of any size may be brought into the site. These must be clear plastic bottles. There will be water points available on site for free water refill.
38. The Event is big bag free. Only bags smaller than a piece of A4 paper will be permitted. People without bags will get into the Event quicker.
39. No liquids, gels or lotions above 100ml are permitted into the Event. Sun cream over 100ml will not be permitted. Perfume and make up will be permitted in plastic or paper containers sized 100ml or less. Glass containers of any size will not be permitted. Any gels or liquids that do not comply will be disposed of by security staff.
40. **Banned from Event:** Aerosols over 250ml, airhorns, alcohol, animals (unless assistance dogs), bags larger than A4, balloons, barbeques, any kind of cooking apparatus and cutlery, bicycles, blowtorches, cameras, film or video equipment (lenses must be less than 6 inches), catapults, chairs (including stools, floor seating, picnic blankets and shooting sticks), drinks, drones and other flying devices, drugs, gas canisters, gazebos/parasols/large (golf) umbrellas, glass (including glass makeup, jars or perfume bottles), face coverings or balaclavas, food hampers/cool bags/boxes, food, excessive amounts of cigarettes, fires, firewood, fireworks, flags (signs and banners), flares/distress flares, generators of any kind, illegal substances, inflatable furniture, items which may be regarded as weapons, legal highs (this includes Nitrous Oxide and associated equipment including balloons), laser equipment/pens, liquids/gels/lotion over 100ml, megaphones, new psychoactive substances (NPS), penknives, petrol burners, pyrotechnics, unauthorised professional recording or transmitting equipment, radios/ walkie talkie, roller skates, skateboards, hover-boards, bicycles and other personal motorised and non-motorised vehicles, selfie sticks, scooters, sky or 'Chinese' lanterns, single use disposable vapes, smoke bombs / canisters, sound systems (including personal speakers), spray cans, tabards/high viz jackets (unofficial), unauthorised vehicles including buses, coaches or trucks, unauthorised solicitation or marketing materials e.g. handbills, flyers or stickers, unidentified substances, goods with unauthorised Event or artist logos, motorcycle helmets, personal drones.
41. Photographic and other recording equipment is permitted if it is for personal non-commercial use only (Lenses must be less than 6 inches in length). Unauthorised professional recording equipment is not permitted. In the event of any subsequent commercial use, the bearer agrees to pay Us for the cost of a licence for permission to take photographs / visual / audio recordings for commercial use.
42. Anyone resisting the surrender of banned items or disregarding these conditions will face eviction. Items that are surrendered or confiscated will not be returned.
43. If you need to bring specific food or drink or medication due to a pre-existing medical condition, please bring supporting medical evidence. Medication must be in the original box or container must and clearly show the prescription label. Please bring identification matching the name on the prescription.
44. The use of drones (including toy drones) or similar is prohibited on or near the Event without Our written permission.

HEALTH AND SAFETY

45. All those attending the Event do so at their own risk.
46. Fires and the burning of any materials is not permitted anywhere on the Event site.
47. Smoking (including e-cigarettes and/or vaping) is not permitted in enclosed public spaces or buildings including arena big tops.
48. Excessive exposure to loud music may cause damage to your hearing.
49. Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.

INFORMATION, ACCESSIBILITY AND PRIVACY

50. Facilities for customers with accessibility requirements are available – please visit www.festivalrepublic.com/accessibility for further information.
51. Crystal Palace Park is a public park in a residential area. You must show Our neighbours respect by keeping noise to a minimum on entry and exit and by putting all litter in the waste bins provided.
52. Visit the Event website for the eviction policy, confiscation/surrender policy, safety and travel info as well as information for local residents and information on public conveniences.
53. You can find more information on how we process your data in our Privacy Policy which can be found at www.festivalrepublic.com/privacy-policy