**T&Cs**

By purchasing a ticket, you are entering into an agreement with Lets Rock / Party at The Palace and must agree to the following terms and conditions:

1. Entry to Lets Rock / Party at The Palace will only be permitted on production of a valid ticket or e-ticket.
2. Proof of age may be requested for free under-5s and children’s tickets.
3. Children must be accompanied by an adult who is over 18. No under 18s will be admitted if unaccompanied by a responsible adult and no more than 4 under 18s for every one adult over 25.
4. LR / PATP reserves the right to refuse admission to ticket holders who arrive at the event drunk or who are behaving in an antisocial manner.
5. Ticket holders behaving in an anti-social manner will be asked to leave the site.
6. We operate a strict Challenge 25 policy at the bar areas. The details of the only acceptable forms of identification are available [here](https://www.gov.scot/publications/age-verification-guidance/).
7. LR / PATP operates a zero tolerance drugs policy. Illegal drugs and herbal/legal highs are not permitted. Anyone found with illegal drugs will be refused entry to the festival and will handed over to Police Scotland.
8. Please don’t bring a bag unless it is absolutely essential. Those who need to bring bags will be separated into bag search lanes and may be delayed entry as a result of these. Please note that there are no storage lockers available at the event.
9. Anyone found with flares, smoke devices, fireworks or pyrotechnics will be handed over to Police Scotland.
10. No tents, pop-up tents or gazebos of any kind
11. Strictly no glass anywhere on site.
12. Strictly no pets anywhere on site.
13. Strictly no BBQs anywhere on site.
14. Artists billed may be subject to change. No refunds or exchanges will be given if the line up changes for reasons out with our control.
15. No refunds except in the event of a cancellation. The booking fee is non-refundable.
16. If the event is rescheduled, your tickets will be valid for the new date(s). If you are unable to attend the rescheduled date you must notify us by email [info@partyatthepalace.co.uk](mailto:info@partyatthepalace.co.uk) . We aim to process your refund within 28 days.
17. Tickets can be resold but not for more than the face value. Tickets purchased from an agent not recommended at this website may not be valid unless the agent has confirmed the valid transfer of tickets to a new owner.
18. Tickets that have been discounted are non-transferable or refundable.
19. Let’s Rock / Party at The Palace Ltd are unable to accept liability for personal damage, losses or injuries sustained at this event including damage and losses to property and motor vehicles if the cause is due to negligence of the ticket holder or unforeseeable actions of other patrons.
20. Tickets cannot be used as any part of any marketing, media or sales promotion, whether commercial or non-commercial without the prior written consent of Let’s Rock / Party at The Palace Ltd.
21. As a condition of sale, ticket holders consent to being filmed and / or photographed at the event.
22. The promoter will not issue duplicate tickets for lost or stolen tickets.
23. Please use the litter bins and help keep the site, surrounding areas and car parks tidy.
24. Please respect the local residents when arriving and departing the event site and keep noise to a minimum.
25. Please be aware of all exit points and follow directions given by stewards and event staff.
26. No pass outs or re-admissions. Some exceptions may be allowed – email [info@partyatthepalace.co.uk](mailto:info@partyatthepalace.co.uk) for details.
27. The promoter reserves the right to change the price of tickets or sell tickets at different prices at any given time.