

MTV Ticket Terms and Conditions – Updated 27 November 2019 - REALITY CON

1. Event Organiser

The following Terms and Conditions apply to ticket sales for 'Reality Con' to be held on the dates of Friday 8th May – Sunday 10th May 2020 (inclusive) (the "Event") at Exhibition London, Exhibition Building, Ariel Way, London, W12 7SL (the "Venue").

Ticket sales to the Event are managed by The Way Ahead Group Ltd t/a SEE TICKETS, a company with a registered number of 03554468 and with its registered address at Norfolk House, 47 Upper Parliament Street, Nottingham, NG1 2AB ("SEE Tickets") on behalf of Viacom International Media Networks UK Limited, a company registered in England and Wales with company number 10344647 and its office located at 17-29 Hawley Crescent, London, United Kingdom, NW1 8TT ("MTV"). Once you access the SEE Tickets platform to purchase the tickets, they will be issued to you (the ticketholder) on behalf of MTV.

All ticket purchases are subject to the standard terms and conditions of SEE Tickets (found here: [SEE Ticket T&C](#)), any terms and conditions that the Venue may have (at their website, found here: [Exhibition Venue Website](#)), as well as MTV's own terms and conditions of entry to the Event set out below. In the event of any inconsistency, these terms and conditions will prevail. These terms and information about the Event can be found at the website: [Reality Con Website](#) (Website url: <https://realitycon.co.uk/>).

2. Eligibility and scope

- a. You can only buy tickets to the Event and attend the Event if you are 16 years of age or over.
- b. Tickets can only be purchased through MTV's official ticketing partner, SEE Tickets, at SEE Tickets platform by general open sale from **17:00 (5PM) (GMT) on Wednesday 27 November 2019** until all tickets sell out on the SEE Tickets platform. There shall be a first tier of tickets which shall be priced at an "early bird" price of £25 per ticket; these shall be sold on a first come, first serve basis and are subject to availability. Following the sale of these early bird price tickets, tickets shall be available priced at the tier 2 price of £35 per ticket. These prices exclude any booking, delivery and/or transaction fees which are additional to the ticket price, and shall be charged by SEE Tickets in addition to the ticket price, and shall be notified to you on SEE Tickets platform prior to you making any booking.
- c. To obtain any tickets through the SEE Tickets platform, you will need to accept these Terms and Conditions and MTV's Privacy Policy, which can be found here: [Privacy Policy](#).
- d. Tickets will be in the form of e-tickets for you to select the option to print at home. The ticketholder's name may be integrated into the ticket and the ticketholder's ID may be checked on entry (the ticketholder's valid passport, driving licence or national ID card will be acceptable for these purposes). One of the persons within each ticketholder group trying to enter the venue must be the cardholder or carrying the card used to purchase the tickets with them or have matching ticketholder ID to the ticketholder's name. If the cardholder is not one of the persons, and another member of the group does not hold the card used to purchase tickets, or one of the names (if applicable) on the tickets does not match the ticketholder's ID, neither the ticketholder nor the guests will be allowed entry. **Only tickets issued by MTV's official ticketing partner SEE Tickets are valid. Tickets obtained in any other way are invalid. Tickets are strictly non-transferable and must not be exchanged or given or sold to a third party.**

3. Entry to the Event

- a. If you require accessible seating requirements due to disability, please note that such arrangements are subject to (i) the venue's limitations and/or restrictions and (ii) the guest providing evidence of their disabled ID Card or an analogous official document, if required. For any queries relating to disabled access please contact MTV at mtvevents@vimn.com.

- b. The doors will be open during the following times for the respective session for all valid ticketholders:

Session 1: 11am- 2pm
Session 2: 3pm – 6pm
Session 3: 7pm – 10pm

All attendees should arrive at the Venue promptly but will be admitted during their allocated session time only. Guests arriving after their allocated session time will not be admitted.

- c. The following items are **strictly prohibited** in the Venue: professional audio/video recording equipment; iPads (or similar electronic devices of a similar size and nature); rucksacks or bags bigger than A4/magazine size; flags on poles; glass of any kind (including perfume bottles); alcoholic drinks (other than those bought at the venue by anyone aged 18 or over); drugs or illegal substances of any kind; any form of weaponry (including pointed instruments, screw drivers, syringes, scissors, guns, etc.); fireworks; laser pens; selfie sticks; drones; aerosols; klaxons / air horns; unlicensed, counterfeit or illegal merchandise; or anything else that MTV deem to be dangerous, unsafe or could restrict the view or ruin the enjoyment of other ticket holders. Any ticket holder found in possession of any of the foregoing items will have the item confiscated, without liability, and may be refused admission and/or ejected from the Event at MTV's discretion. Anyone found with a dangerous or illegal item (including but not limited to illegal drugs or weapons) will be reported to the police. You must not bring food into the venue unless authorised by MTV's security for personal or medical reasons only.
- d. Ticket holders must be age 16 years or over. Proof of age may be required: if proof of age ID is requested by MTV or Venue management, only currently valid photo ID in the form of a passport, driving licence or national ID card will be accepted.
- e. MTV and venue management can refuse entry to, or remove any person from, the Venue who is behaving in an inappropriate manner or appears to be intoxicated or under the influence of drugs. The right of admission is reserved.
- f. If you cannot display a valid ticket, or valid ID if requested, you will not be admitted and you will not have your ticket refunded. **There will be no re-admittance if you choose to exit the venue.**
- g. **The Event may be filmed, photographed or sound-recorded by or on behalf of MTV. You consent to the filming, sound-recording and/or photography of yourself as a member of the audience and the subsequent commercial broadcast, publication or other distribution in all media worldwide forever without payment to you.**
- h. You agree to cooperate fully with MTV's representatives and follow all instructions and rules relating to the Event (including, if MTV deems it necessary, to move you to a different part of the Venue's audience).
- i. To ensure our audience's safety, MTV and/or the Venue management may conduct security searches both before you enter the Venue and at any time during the Event, which may include screening through metal detector arches and/or searching in your bag and/or outer garments and/or anything else you may be carrying with you.
- j. Event activities may not be confined to a main stage area (if any) and may occur anywhere within the Venue.
- k. The use of cameras, videos or any other sort of audio, visual or audio-visual recording equipment (including the use of smartphones for audio or visual recording) is strictly forbidden during the Event.

Personal cameras and smartphones for audio or visual photographs may be permitted for strictly personal use *provided that no* commercial filming may take place and MTV may remove such persons contravening this policy from the Event, as it may determine in its sole discretion.

- l. Neither MTV nor its sponsors or the Venue shall be liable for any property lost, stolen or damaged in or around the venue.
- m. Flags, emblems, clothing or other paraphernalia of a political or racist nature, or anything promoting hate speech of any kind, will not be permitted on site.
- n. No sports jerseys, for example rugby or football shirts.
- o. Smoking in the Venue is not permitted.
- p. To the extent permitted by applicable law, neither MTV nor the venue accepts any liability for any other loss (whether direct or indirect) incurred by the ticketholder or their guest in connection with the Event.
- q. Strobe lighting, pyrotechnics, lasers and smoke effects may be used as part of the Event.
- r. The law prohibits and punishes the production, distribution and sale of forged tickets and unofficial merchandise.
- s. Any change in relation to the Event will be communicated through SEE Tickets platform and/or to ticketholders' email addresses as stored by SEE Tickets for the purposes of this Event when purchasing or signing up for tickets.
- t. If the Event is postponed or cancelled, we may offer to exchange your ticket or refund the purchase price paid (less any facility fees, service charges, booking fees, transaction costs and/or delivery costs). To the extent permitted by applicable law, neither MTV nor the Venue accepts any liability for any other loss (whether direct or indirect) incurred by the ticket holder or purchaser in connection with the Event.

4. Personal Data

When you obtain your tickets via SEE Tickets, you will be offered various options when submitting your data (which may include your first name, last name, email address, telephone number and physical address):

If you are aged **16 years or over**, you will be offered the following options:

- a. By checking the first opt-in box, you consent to MTV using your information for the purposes of marketing, market research, analysis and related purposes (including for updates on Reality Con and for the purposes of contacting you with information on any Reality Con 'Meet and Greets') and in accordance with MTV's [Privacy Policy](#).
- b. By checking the second opt-in box, you consent to See Tickets using your information for the purposes of See Tickets' marketing, market research, analysis and related purposes and in accordance with its privacy policy, (found here: [SEE Ticket T&C](#) and [Privacy Policy](#)).
- c. By checking the third opt-in box, you confirm that you are at least 16 years old, you have read and accept these (MTV) Terms and Conditions and MTV's [Privacy Policy](#) and you acknowledge that your details will be used for the purposes of issuing e-tickets to you.

If you are **under 16 years of age**, you will not be able to complete the ticketing process or provide consent to the use of your data. Persons below the age of 16 are not permitted at the Event.

Unless you additionally select the opt-in boxes for marketing purposes, MTV and SEE Tickets will process your personal data for the sole purpose of managing the tickets sales to the Event. The legal basis of the data processing is the performance of these terms and conditions. Your personal data will be retained by MTV and SEE Tickets for a reasonable period to fulfil the purpose for which such personal information was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements, and such personal information may be stored in countries outside of the EU (including, without limitation, the USA).

You have the right to access the personal information SEE Tickets and MTV holds about you and ask SEE Tickets and/or MTV to correct, erase, object to, or request that we limit or restrict certain processing of your personal information by sending a letter to the relevant address of either SEE Tickets and/or MTV included in term 1 above. If we are not able to address the concerns entrants have the right to lodge a complaint with the Data Protection Authority where you live, work, or where the issue took place.

5. Customer Assistance

Any queries regarding the purchase of tickets for the Event can be addressed to SEE Tickets customer service team at:

Website: <https://www.seetickets.com/customerservice>
FAQ and Live chat: <https://support.seetickets.com/>

Any queries about the Event, which are not covered by SEE Tickets customer service or in the website FAQs at: [Reality Con Website](https://realitycon.co.uk/) (Website url: <https://realitycon.co.uk/>), may be directed to MTV's email address for queries on the Event: mtvevents@vimn.com.

Any queries regarding these Terms and Conditions can be addressed to Viacom International Media Networks UK Limited, 17-29 Hawley Crescent, London, NW1 8TT, at the email address VIMN.UK.legalnotices@vimn.com.

Updated: 27 November 2019