

Terms & Conditions for Wandsworth Arts Fringe

Participant (the event organiser) & Registration Terms and Conditions

Registration Payment

Wandsworth Arts Fringe is a two week festival, brought to you by Wandsworth Council, and is the pinnacle of the brighter borough's cultural calendar. Registration forms must be completed and payments made in full by the deadline date of 30 January 2017.

Registration Refunds

We will only offer a full refund if your event is cancelled before 13 February 2017. In a rare case that a paid brochure listing doesn't feature in print, we will give a full refund of the registration fee. No compensation will be given for listings with incorrect information.

Proofing

Use the proofing opportunity during registration to ensure there are no mistakes in the information you are providing us. Not all mistakes can be rectified once the registration has been submitted. After the registration deadline Wandsworth Arts Fringe will have all registrations professionally proofed for spelling and grammar. However it is still the responsibility of the participant to ensure this is correct at the point of registration.

Content Control

We reserve the right to edit any material supplied that may be considered offensive and risk legal action being brought against Wandsworth Arts Fringe. Wandsworth Arts Fringe has not had to do this yet, however we do reserve the right to correct the spelling and grammar of all information publicised.

Taste and Decency: Language on Publicity Marketing Material

When putting together your marketing material, Wandsworth Arts Fringe ask that you consider the guidelines and advice of The Committees of Advertising Practice (CAP).

Contacting Wandsworth Arts Fringe

You will be provided with a direct email address and contact number for Wandsworth Arts Fringe. Someone will be available to answer your questions every day of the festival and Monday – Friday outside of the festival. It is the responsibility of the participant to ensure Wandsworth Arts Fringe is informed of any changes to your event details immediately. If you do not get a response to an email please call us.

Changes to Event Details

You must inform Wandsworth Arts Fringe immediately of any necessary updates or changes to your event details. Wandsworth Arts Fringe is not responsible for changes it has not been informed about or any changes that have not been confirmed as correctly updated. Wandsworth Arts Fringe will endeavour to update any necessary changes correctly but cannot be held responsible for any

mistakes for those changes made after a registration has been completed. No refunds will be made as a result of a change.

Cancellation of Registration

If you have to cancel your event before the deadline date of 13 February 2017, we will refund your registration fee. After this date no refunds will be made. Wandsworth Arts Fringe will ensure that the website and Box Office are updated with any cancellation details.

Advertising Changes

While the Wandsworth Arts Fringe office will endeavour to publicise any changes or cancellations to an event on the website, it is the responsibility of the participant to publicise the facts as effectively as possible at the venue and anywhere else the event may have been publicised.

Press and Publicity

Distribution - Participants are responsible for their own additional publicity, including the distribution and displaying of flyers and posters. Make sure you include the Wandsworth Arts Fringe logo on additional print (available to download from the website). Wandsworth Arts Fringe does not guarantee an audience.

WARNING - Please note that fly-posting is illegal and any costs incurred by Wandsworth Arts Fringe due to fly posting will be charged to the participant.

Images

One event image to be used for both your web and brochure listing should be submitted to Wandsworth Arts Fringe by 13 February 2017, this can be uploaded through the registration area at the time of registering. A guide to correct imaging is provided on the Wandsworth Arts Fringe website. Wandsworth Arts Fringe is not responsible for the quality of images submitted by participants. Wandsworth Arts Fringe has the right to refuse an image that is of poor quality, not to the required specifications, incorrectly labelled or deemed to be offensive. There is no compensation for failing to get images to us by the deadline. Failure to submit a quality image before the deadline will result a default image for listings.

Where participants have failed to submit an image for the brochure or website a default image will appear. Participants must ensure they have read the terms and conditions for submitting images and advert artwork.

Press and Promotional Tickets

Wandsworth Arts Fringe will allocate up to 2 complimentary tickets per event to the press on your behalf unless otherwise requested on the registration form. Workshops are exempt, and participants will be contacted and informed directly of any press interest. Multiple requests for tickets will be at the discretion of the participant. If we require tickets for other promotional offers we will contact you directly before doing so unless you have requested otherwise on the registration form.

Box Office via Wandsworth Arts Fringe

It is the responsibility of the participant to provide Wandsworth Arts Fringe with the contact details for the person managing the sale of tickets for that event.

Through using the Wandsworth Arts Fringe Box Office:

- You will be provided with a login to allow you access to your ticket sales details 24 hours a day. These sales reports are limited to tickets sold through the Wandsworth Arts Fringe Ticketscript ticketing system and will not necessarily include those sold directly through the venue. It is the responsibility of the registrant to ensure that customer reports are generated before the event in order to verify customer details on the door.
- You agree to give Ticketscript the authority to link your tickets sales through to the Wandsworth Arts Fringe overview page and to google analytics, in order to support ticket sales through additional targeted marketing.
- You agree to give the Wandsworth Arts Fringe team the right to view, edit and cancel your Ticketscript account, if so required, with your prior knowledge. In the unlikely occurrence an event needs to be cancelled by Wandsworth Arts Fringe, the Wandsworth Arts Fringe team reserve the right to override the participant's ticket shop and cancel the event according to the Ticketscript refund Terms and Conditions.
- If an event is cancelled, Ticketscript will ensure that anyone who has purchased a ticket through the Wandsworth Arts Fringe Box Office receives a full refund (ticket + booking fee); the cost of the booking fee refund will be passed on to the participant.
- Ticketscript reserves the right to impose a small administrative charge for any events cancelled after the online launch of 1 March 2017.

Wandsworth Arts Fringe reserves the right to retain any money made through ticket sales that is outstanding to Wandsworth Arts Fringe.

CUSTOMER POINT OF CONTACT: Need to add the support@ticketscript.co.uk email address is for customers to contact ticketscript directly about ticket enquiries, questions or issues NOT Wandsworth Arts Fringe.

Settlement

Through using the Wandsworth Arts Fringe Box Office, participants are entering an agreement directly with Ticketscript and should refer to their Terms and Conditions. For any issues related to audience ticket purchasing and settlement contact Ticketscript directly at support@ticketscript.co.uk.

Wandsworth Arts Fringe is not responsible for any payments due to contributors, audiences, third parties e.g. artists, performers, venues, external promoters or box offices.

Cancellations

Cancellations of performances will incur a charge per performance cancelled. Ticketscript will refund the refund the full amount paid by the purchaser (the ticket face value and the booking fee).

Selling tickets via your own Box Office

Please note that Wandsworth Arts Fringe is not responsible for the running of your event or sale of tickets through your own or the venue's Box Office.

Event Timings

Wandsworth Arts Fringe strongly advise that all performing companies communicate the correct duration, start and end time for all events.

Additional Advertising

Wandsworth Arts Fringe reserves the right to reject supplied advertising copy; this shall not be deemed in breach of contract but will require the advertiser or its agents to supply new copy. Once a booking has been made, it is the advertiser's responsibility to supply copy before the deadline of 13 February 2017. An advertisement that cannot run because of late supply will be charged at the full rate. Wandsworth Arts Fringe can accept no liability for any loss or damage caused by error or inaccuracy in the printing of omissions of any advertisement. Wandsworth Arts Fringe owns the copyright on all advertisements written or designed by them or their agents.

Venues

It is the responsibility of the contributor to communicate effectively on all levels with the venue and ensure that all the required information and requirements are shared and agreed with the venue management prior to the event.

Disputes

Disputes between parties outside of Wandsworth Arts Fringe are not to be arbitrated by Wandsworth Arts Fringe and its relevant services. Any disputes relative to Wandsworth Arts Fringe will be dealt with in-house quickly and efficiently for all persons involved.

Wandsworth Arts Fringe have done our best to ensure the information in our brochure and website is accurate but we are not responsible for ensuring the accuracy of the information you have given us in the registration of your event.

Completion of payment for registration indicates your acceptance of the Terms and Conditions above.