

CUSTOMER TERMS & CONDITIONS

THESE TERMS APPLY WHEN YOU PURCHASE TICKETS FOR OUR SHOW, AND FOR EXPERIENCES AT OUR SHOW. YOU MUST BE AT LEAST 18 YEARS OLD TO PLACE AN ORDER.

1 DEFINITIONS

- 1.1 “**Show**” means Whisky Live & Fine Spirits
- 1.2 “**Experience/s**” means any experience hosted at the Show.
- 1.3 “**Event/s**” is a collective term for Shows and Experiences.

2 ABOUT US

We are **Paragraph Publishing** (trading as “**Whisky Live**”), a company registered in England and Wales under company number: 5292845. Our registered office is at: 6 Woolgate Court, Norwich, Norfolk, NR2 4AP. Our VAT number is: 706 7778 02.

3 HOW TO CONTACT US

You can contact us by sending an email to events@paragraph.co.uk or calling us on +44 (0) 1603 633 808.

4 THESE TERMS

- 4.1 Any reference to ‘we’, ‘us’ or ‘our’ in these terms is to **Paragraph Publishing** and any reference to ‘you’ or ‘your’ is to the person placing an order.
- 4.2 We may make changes to these terms at any time. However, the terms which apply to your order will be those in force at the time you submitted your order.
- 4.3 Please print out or save a copy of these terms and any emails from us for your records. These terms are only available in English.
- 4.4 Your use of our website is governed by our **Website Terms of Use** which are also available on this website.

5 ORDERS

- 5.1 All orders must be placed through the official Eventbrite link.
- 5.2 Please check your order carefully and correct any errors before you submit it.
- 5.2 Acceptance of your order takes place when you are issued your Eventbrite e-tickets, to the email address which you provided when you placed your order, at which point a legally binding contract is formed between you and us on these terms.
- 5.3 If we do not accept your order, for example because we are unable to take payment, tickets to the Event/s are no longer available, you are under 18 years old, or there has been a mistake regarding the pricing or description of the Event/s, we will email you using the details you provided when you placed your order, explaining why we haven’t accepted the order and how to correct the order if it is possible. We have the right to reject any order, for any reason.

6 TICKETS

- 6.1 You will be emailed an e-ticket/s, no physical ticket will be sent to you. You will be asked show your ticket on the day of the Event. If you are purchasing multiple tickets, or making a group booking, please be aware that only one e-ticket will be issued for the whole transaction and you will be asked to provide the personal details of the other attendees (by doing so, you are confirming that you have their permission to share their personal data with us). If, for any reason, individual tickets are required, then we strongly recommend that separate transactions are made.
- 6.2 Tickets are only for your personal use, or that of your party. We reserve the right to cancel any tickets if you resell or attempt to resell such tickets in breach of this section. Any ticket holder who has purchased a ticket via prohibited resale will be refused entry to the Event, such tickets will not be refunded.
- 6.3 You may not, without our prior consent, use any ticket in advertising, promotions, competitions, free draws or similar activities.

7 AVAILABILITY

- 7.1 All Events are subject to availability.
- 7.2 In certain circumstances beyond our reasonable control, for example where there has been a change in law, we may need to stop providing our Event/s. If this happens and it affects the Event you are planning to attend, we will notify you by email, cancel your order and provide you with a refund of any payments made by you for the Event.

8 MAKING CHANGES TO YOUR ORDER

If you would like to make any changes to your order after you have submitted it, please contact us using the details provided at clause 3 above as soon as possible and we will let you know if it is possible to make a change to your order.

9 THE EVENT

9.1 We will provide the Event at the time(s) and on the date(s) and at the venue advertised on the Event website, www.whiskylive.com

9.2 You must not use or attend the Event for commercial or business purposes, unless you have purchased an exhibitor's ticket.

10 RESPONSIBLE DRINKING

10.1 Attendees must be at least 18 years old on the date of the Event. Please bring ID and be prepared to provide this if asked.

10.2 We promote and encourage responsible drinking by all attendees. Attendees are encouraged to eat before the Event and to drink plenty of water whilst at the Event. We will not allow participation in the Event and/or serve alcohol to anyone who has been excessively drinking.

10.3 There will be spittoons, free drinking water, and oatcakes available in easily visible locations throughout the venue. There will also be food available to purchase throughout the Event.

10.4 Anyone who does not drink responsibly may be asked to leave and will not be entitled to a refund or to attend a rescheduled Event.

11 SAMPLING POLICY

11.1 There is a strict Sampling Policy in place at the Event, this is set out below:

11.1.1 all samples will be poured by exhibitors into the sample glasses provided;

11.1.2 all samples must be consumed at the Event;

11.1.3 samples must not be poured, or transferred, into sample bottles, or any other vessel and taken away from the Event; and

11.1.4 please do not bring empty sample bottles into the venue, these will be confiscated (whether they contain alcohol or not).

11.2 Anyone who does not comply with our Sampling Policy may be asked to leave and will not be entitled to a refund or a rescheduled Event.

11.3 Premium Tickets include two World Whiskies Awards drinks tokens, to be redeemed at the World Whiskies Awards stand located within the Premium Lounge. These have no monetary value, are not refundable, and cannot be exchanged.

12 HEALTH AND SAFETY

12.1 Safety stewards will be on duty at the Event for the help and protection of all attendees and exhibitors.

12.2 The venue, Woolwich Works, is very accessible. If you have any specific access requirements, please refer to their website www.woolwich.works/your-visit/accessibility or email us or call us (using the details provided at clause 3 so that we can try to accommodate your requirements.

12.3 Please be aware that you may have the option to consume food and drinks (soft and alcoholic) at the Event. Full allergen information is available on request.

13 SECURITY AND PROHIBITED ITEMS

13.1 You will have your bags checked by security staff at the Event. We have the right to refuse entry if your bags contain any of the prohibited items listed at clause 13.3 below and you refuse to dispose of the items prior to entry (or any other item we deem inappropriate).

13.2 You must comply with instructions given by staff at the Event.

13.3 The following are not permitted at the Event (unless expressly permitted):

- a) empty sample bottles;
- b) your own food and drink;
- c) laser pens;
- d) animals, with the exception of guide dogs;
- e) vapes and e-cigarettes; and
- f) illegal substances.

13.4 You are responsible for any personal property you bring to the venue.

14 PHOTOGRAPHY AND FILMING

14.1 Please be aware the photography and filming will take place at the Event and you may be recorded at any point during the Event. Please make photographers aware if you do not wish for your photograph to be taken. All photographs will be uploaded to an Event gallery, we encourage you to check the gallery after the Event and contact us if you would like us to remove any photograph or film of you.

14.2 You are prohibited from filming or taking photos for commercial purposes at the Event, unless we explicitly consent to you doing so, in advance of the Event and in writing. If you wish to enquire about commercial photography or filming at our Events, please contact us using the contact details at clause 3 above and ask us for permission to do so.

15 PRICES

15.1 Prices for our Events are set out on the website for the Event. All prices are in pounds sterling (£)(GBP) and include VAT at the applicable rate.

15.2 A booking fee will be charged by Eventbrite in addition to the price listed on our websites when you book tickets

15.3 Prices for our Events may change at any time. Except as set out in clause 15.4 below, such changes will not affect existing orders.

15.4 If there has been an error on the website regarding the pricing of any of our Events and this affects your order, we will try to contact you using the contact details you provided when you placed your order. We will give you the option to re-confirm your order at the correct price or to cancel your order. If we are unable to contact you, we will treat the order as cancelled, provide you with a refund of any payments made by you for the Event and notify you by email.

16 PAYMENT

16.1 All Experiences which take place at our Show are processed on our booking platform, Eventbrite.

16.1.1 We accept the following credit cards and debit cards on our booking platform: VISA, VISA Delta, MasterCard and Maestro. All credit card and debit card payments need to be authorised by the relevant card issuer.

16.1.2 Where Eventbrite processes a booking, please see their terms and conditions in respect of accepted payment methods.

16.2 E-gift cards are not accepted.

16.3 Full payment for the Event is required when you place your order. Payment will be taken from your card when you place your order.

17.1 PROGRAMME

We reserve the right to make alterations to the published Event programme on the Event website at any point, including during the Event, provided that the Event does not become materially different to when you made your order.

17.2 FORCE MAJEURE

We will do all that we reasonably can to host the Event at the time(s) and on the date(s) and at the venue advertised on our website. If we cannot do this, we will email you to let you know as soon as reasonably possible. However, we are not liable to you for any losses you incur as a result of any delay caused by circumstances beyond our reasonable control (for example, severe weather, accidents, pandemic or unpredictable traffic delays).

17.3 OUR RIGHT TO RESCHEDULE OR CANCEL

We will do our very best to ensure that the Event goes ahead as planned, however, there may be circumstances in which we have reason to reschedule or cancel an Event, other than by reason of Force Majeure and therefore, we need to retain a right to cancel the Event at any time (see below).

17.4 YOUR REMEDIES WHERE WE MAKE CHANGES

17.4.1 Where: i) a delay is caused by circumstances beyond our reasonable control; or ii) where we have chosen to reschedule an Event; or iii) where we have cancelled an Event, we will work to reschedule your attendance.

17.4.2 If we are unable to offer attendance at a suitable Event, we will cancel your order and you will receive a full refund.

17.4.3 Where an Event is cancelled or rescheduled, we will notify you using the details you provided us with at the time of ordering.

18 YOUR RIGHT TO CANCEL AND TO RECEIVING A REFUND

18.1 You may cancel your order and receive a full refund until 30 days prior to the Show, hereby referred to as the “**Cancellation Date**”.

18.2 To cancel your order, please follow the cancellation procedure through Eventbrite.

18.3 If you cancel your order after the Cancellation Date, you will not be eligible for a refund.

19 OUR RESPONSIBILITY TO YOU

19.1 We are not liable to you if we fail to comply with these terms because of circumstances beyond our reasonable control.

19.2 We are not liable for any loss or damage to any personal property you bring to the venue.

19.3 If we breach these terms, or are negligent, we are liable to you for foreseeable loss or damage that you suffer as a result. By 'foreseeable' we mean that, at the time the contract was made, it was either clear that such loss or damage would occur or you and we both knew that it might reasonably occur, as a result of something we did (or failed to do).

19.4 We are not liable to you for any loss or damage that was not foreseeable, any loss or damage not caused by our breach or negligence, or any business loss or damage.

19.5 Nothing in these terms excludes or limits our liability for any death or personal injury caused by our negligence, liability for fraud or fraudulent misrepresentation, or any other liability that the law does not allow us to exclude or limit.

20 YOUR INFORMATION

Any personal information that you provide to us will be dealt with in line with our Privacy Notice which is also available on this website and which explains what information we collect and hold about you, and how we collect, store, use and share such information.

21 NO THIRD PARTY RIGHTS

No one other than us, or you, has any right to enforce any of these terms.

22 TRANSFER OF RIGHTS

We may transfer our rights under these terms to another business without your consent, but we will notify you of the transfer and make sure that your rights are not adversely affected as a result.

22.1 You are not allowed to transfer your rights under these terms to anyone without our prior written consent.

23 COMPLAINTS

If you are unhappy with us or the services we have provided to you, please contact us using the contact details set out at the outset.

24 GOVERNING LAW AND JURISDICTION

The laws of England apply to these terms and any disputes will be subject to the jurisdiction of the courts of England.