

Terms and Conditions

About us

Muddy Ticket Purchases are in every way set to provide you, the consumer, complete satisfaction with your purchase.

Our Contact details:

Muddy Promotions Grassroots Office
The Glass Onion
2 Burghley Road
Peterborough
United Kingdom
PE1 2QB

Phone: 07515 864315

Email: info@thegrassrootsfestival.co.uk

General Conditions

IMPORTANT INFORMATION:

Tickets are non transferable. Ticket touting is not allowed and selling on ebay or other 'auctions' is prohibited.

AGE RESTRICTIONS: Please check with the event as to age restrictions. If you purchase/order tickets for those under 16 you will be required to provide acceptable proof of age to security. Please ensure you carry acceptable proof of age for Grassroots security. No refunds will be given to persons who are unable to provide acceptable proof of age upon request.

Please read carefully when purchasing tickets. The name and address of each ticket holder will be printed on the ticket/ticket reference and on arrival you will be asked to prove that you are the holder of the ticket through your ID, such as passport, photo driving license or an original utility bill showing your name and address. If you do not have a proof of name and address we will not be able to let you in.

We accept credit and debit card payment. If you are shopping from outside the UK, place your order and your card company will convert the transaction to your own currency. For some countries this may not work, if you find there's a problem then please email us at info@thegrassrootsfestival.co.uk or call us on +44 7515 864315.

We accept **Visa, Mastercard, Switch/Maestro, Solo and Visa Electron.**

When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send your Tickets/Ticket reference numbers.

Refunds will only be given in the unlikely circumstances that the event is cancelled. However, refunds will not be given if events are cancelled due to reasons including the following: Terrorism / Biological action, Foot and Mouth, Data Problems, Breach of License, SARS, National Mourning for anyone over 65 years old, Avian Flu and European / Scandinavian Pension Reform Labour disputes, gout, or wrotting trollope syndrome.

Any refunds given by Muddy will be for the face value of tickets sold and does not include any Booking or Postage Fees. Any applicable Postage and Packing charges will only be refunded if a tickets has not yet been posted to the delivery address on the original order. All booking fees and delivery charges are non-refundable .

Admission to Grassroots Festival is at the discretion of either the event organisers. No refunds will be given to any persons who are refused entry from events if they have been ejected for behaving in such ways, carrying such items or substances as deemed prohibited either by law or by the event organisers.

Shipping And Handling

Tickets will not always be sent out straight away. Tickets/Ticket reference numbers could be sent out a few weeks before Grassroots Festival 2008.

Loss or Damage to Tickets

Duplicate tickets will not be re-issued, in the event of loss, theft or damage you will need to re-purchase tickets at the full face value at time of re-purchase.

Tax Charges

For all orders, 17.5% VAT is included.

Credit Card Security

All our credit card transactions are processed by Lloyds payments and are 100% secure.

Contacting Muddy.

Muddy Promotions preferred method of communication is via telephone. It is the customers responsibility to ensure that Muddy Promotions is kept up to date of any changes of contact details both before and after receipt of tickets or goods including email, contact telephone numbers and address.

If you need to reach us, please email us at info@thegrassrootsfestival.co.uk or via post or presence to The Glass Onion, 2 Burghley Road, Peterborough, PE1 2QB or by telephoning 07515 864315

Privacy Policy

Muddy Promotions does not disclose buyers' information to third parties other than when order details are processed though Muddy Promotions may send you events updates via email.