**Standard Terms of Business**

**Services:**

All services are provided by Shodan Events Ltd, a company registered in England & Wales under company registration number 14243250. Shodan Events Ltd provides events management services. The services provided under these terms of business relate to Rockin’ the Country Festival where you will get access to the event based upon the ticket type you purchase. Tickets must be purchased in advance of the day and are not available to purchase on the day.

**Fees and Payment Terms:**

The fees for all tickets are charged at the time of purchase. VAT is included in the price of the ticket.

**Cancellation and Postponement:**

Should we need to cancel the event for any reason, you will be notified via the email address you used to purchase your tickets as soon as is reasonably practicable and any monies that have been paid to date will be returned to you via BACS transfer within 14 days of the confirmed cancellation. Should we need to postpone the event for any reason, you will be given the option to accept a refund or move your tickets to the new event date.

**Refunds:**

We are committed to providing you with a high-quality service that is both efficient and effective. However, should there be any cause for complaint in relation to any aspect of our service, please contact info@shodanevents.com. We agree to investigate your complaint carefully and promptly and take reasonable steps to resolve it. Refunds will be provided in accordance with your statutory rights.

**Disclaimers and Limitations:**

It is important that you are aware that exhibitors and performances may change on the day depending on individual circumstances. Shodan Events Ltd does not accept liability for any dissatisfaction with any items purchased from exhibitors or services rendered by vendors on the day. Shodan Events Ltd does not accept liability for complaints you may have with any of our performing artists on the day.

Intellectual Property Rights

We retain all copyright in any document prepared in the course of carrying out our services.

**Communication:**

Communication with customers will be via email unless otherwise agreed in advance. Electronic communications are not totally secure, and we cannot be held responsible for damage or loss caused by viruses. Business hours may vary so responses to any communications may be limited. We aim to respond within 10 working days. Please be aware that as part of the content strategy for our business, social media posts may be uploaded to social channels outside of these hours.

**Data Protection:**

Your privacy and the protection of your personal data is important to me/us and it will be handled in the following way:

Apart from as outlined below, your data will only be used and processed in connection with the performance of the services listed above;

Your personal data will be kept confidential and will never be shared with unconnected third parties. It will be shared with third parties such as an accountant to allow them to perform accountancy functions;

Your data will be kept secure at all times and only stored electronically on devices which are password protected;

In order to ensure that the data held is accurate, all data will be obtained from you directly;

Your data will be stored for the minimum number of years following completion of the services to allow compliance with insurance obligations; and

All data collected will be limited to that which is necessary to allow the services to be performed.

**Confidentiality and Retention of Information:**

Communications between us are confidential. We will take all reasonable steps not to disclose personal information about you and your business unless in circumstances required by law or by me to perform the internal operations of my business, such as disclosure to an accountant. Documents and information in relation to your matters will not be held longer than required by insurance provider obligations.

**Limitation of Liability:**

Services are provided to you with reasonable care and skill. Foreseeable risks which could arise include cancellation of the event for any reason. We will take all steps to avoid such an occurrence and any liability to you is limited to the amount of any fees paid.

We do not and cannot guarantee any specific results in respect of your enjoyment of the event.

There will be no liability to you for any delay or failure to perform our obligations if the delay or failure is caused by circumstances outside our reasonable control.

**Third Party Rights:**

No person other than the person provided with a copy of these Terms of Business shall be deemed to have the benefit of the services or have any rights to enforce or rely on any of the terms.

**Applicable Law:**

These Terms of Business are our standard terms and conditions of business and should at all times be construed in accordance with the laws of England & Wales.

The courts of England & Wales will have exclusive jurisdiction in relation to any claim, or dispute arising out of this engagement or any matter arising from it.