

2022 Fort William UCI World Cup ticket sales – terms and conditions

Core conditions

1. Advance online ticket sales will be available
 1. Early Bird Tickets available from 09:00 30 Nov to 17:00 31 Dec.
 2. Advance Tickets available from 17:01 on 31 Dec to 17:00 on 18 May.
 3. Full price Tickets available from 17:01 18 May and at the gate.
 4. All times are UK local time
2. All Tickets will be in the form of a QR Code or e ticket will be sent to the email address provided by the purchaser.
3. For the purpose of these Terms and Conditions both are also known as Tickets.
4. These Tickets are strictly personal, are not transferable and must be available for inspection at all times.
5. Single access to the World Cup Village and the competition courses on the dates indicated is only possible with a valid ticket, which will allow passage through a turnstile or ticket reader control.
6. Uplift on the gondola is only possible with a valid ticket, which will allow passage through the turnstile.
7. Use of the gondola is subject to the direction of Nevis Range staff. Multi-trips are possible, except on Sunday.
8. Be aware that there may be exceptional demand for gondola access at certain times, when queuing will be necessary. Judge the timing of your gondola trip accordingly.
9. On the courses please obey all signs, taped areas, barriers and the directions of officials. This is important for your own safety and that of the competitors.
10. You are entering a high mountain area – please be prepared for changeable weather conditions and uneven terrain. It is vitally important for the profile of the sport and future events that you take all litter away with you.
11. Organisers reserve the right to refuse admission, or ask to leave, anyone under the influence of alcohol or indulging in abusive or anti-social behaviour.
12. No alcohol or glass bottles to be brought onto the site. Any glass bottles and alcohol will be confiscated
13. Bags may be searched on entry for security reasons.
14. All ticket holders consent to filming, photography and sound recordings as members of the public, which may be used in the promotion of the event.
15. Event organisers reserve the right to make alterations to the event or advertised programme made necessary by unavoidable cause.
16. The use of unauthorised drones is forbidden.
17. Ticket holders are advised to check their tickets upon receipt.
18. Tickets cannot be returned or refunded unless the event is cancelled.
19. Lost or damaged tickets will not be replaced. Keep your ticket safe and in good condition.
20. All dates relating to ticket sales, are subject to change without prior notice.

Full terms and Conditions

Terms

1. In these terms
 - a. "we", "us", "our" and "Fort William 2022" means Rare Management Limited a company established under the Companies Acts (No. SC266684) as the organisers responsible for the planning and delivery of the 2022 Mercedes Benz UCI Mountain Bike World Cup and 4X Pro Tour events (the event) in Fort William, Scotland and having its registered office at 3 Coalhill, The Shore, Edinburgh EH6 6RH, and "you" and "your" refers to the person applying for, receiving and/or holding tickets for admittance as a spectator to the event, to be held at Nevis Range Ski Area, Fort William.
 - b. These terms set out your rights and obligations in relation to the purchase and use of tickets for the event. By your application to purchase tickets you undertake to abide by these terms. By agreeing to receive tickets, and continuing to hold tickets, you agree to abide by these terms. These terms create legally binding obligations on you. Please read and understand them. If you do not understand any part of these terms please let us know prior to applying for or seeking to obtain tickets.

Age

2. Adult refers to anyone aged 18 or over on the date of the event.
3. Child refers to anyone 6 to 17 on the date of the event.
4. If you are under 16 years of age, a parent or guardian must purchase tickets on your behalf.
5. If you are purchasing tickets on behalf of someone under 16 years of age, you are responsible for ensuring that they comply with these terms.
6. Your information will be held and used by us, for the purpose of taking payment, communication with you regarding your purchase, information regarding attending the event and distribution of purchased tickets.

Communicating with ticket applicants and purchasers

7. We will normally communicate with ticket applicants and ticket purchasers using the email address given on your ticket application. If you have given us another means of contact we may use this.
8. If you wish to communicate with us, or request copies of information or policies available to you under, or referred to in these terms, then you must do so by email at worldcup@nevisrange.co.uk or by telephone at 01397 705825.

Tickets

9. Tickets will be in the form of a QR Code or e Ticket
 - a. We may accept or refuse ticket applications entirely at our discretion.
 - b. Ticket prices shall be set out at fortwilliamworldcup.co.uk. The ticket price that shall be charged by us will be that which is current at the date your ticket application is submitted to us. Ticket prices are inclusive of all applicable taxes and the delivery of tickets to you.
 - c. The ticket price is specified and payable in pounds sterling.
 - d. Any and all charges arising as a result of payment or attempted payment in another currency, for example credit card fees or currency exchange charges are your responsibility.
 - e. We will deliver tickets, which have been paid for by you, to the email address set out in your ticket application.
 - f. Tickets will be delivered to the email address supplied within 2-5 working days.
10. The accuracy of contact details is entirely your responsibility.
11. We are not liable for delivery to the wrong email address or non-delivery if the email address has been inaccurately supplied.
12. If this email address changes after your ticket application has been submitted and tickets not yet dispatched please contact us using the details set out in clause 8.
13. In the event that you seek to change your details after the tickets have been despatched to you we will cancel the original and allocate a new QR Code or e Ticket.

Refunds and exchanges

14. No refunds or exchanges (in whole or in part) other than as set out in these terms shall be offered or given. This does not affect your rights under law.
15. You must remember to bring your digital tickets to the event or a print-out including the QR code. If you lose or forget your tickets or the device they are stored on, they cannot be replaced. At our discretion we may cancel the original and allocate a replacement ticket if you are able to prove to our satisfaction that you are the original purchaser and the ticket has not been used. There will be an admin fee of £5 payable per ticket.
16. Refunds shall be made to the payment card used to purchase the ticket. In the event that other means of payment were used, refunds shall be made by such means as we deem appropriate, which may include payment by cheque, or direct bank transfer (where we have account details for the ticket purchaser), and/or we may contact you to discuss the appropriate means of making the refund (however we do not guarantee that we will do this).
17. No refunds shall be given at the venue ticket offices.
18. If the purchaser wishes to exercise a right to refund, you must provide to Fort William 2022 the related ticket and sales invoice where applicable, prior to receiving the refund or exchange and before the start date of the event.
19. We may require you to complete a refund application form to enable a refund to be made.
20. For the avoidance of doubt, if you choose not to use a ticket which you are entitled to use, no refund or exchange (in whole or in part) for that ticket will be given.

Attending the Event

21. We and the venue owners and operators reserve the right to refuse entry to any person to the venue and remove any person from the venue, where in our reasonable opinion we believe that person may cause a risk to the safety or security of the venue or the enjoyment of the event by others.
22. You must comply with all directions given by officials and stewards when at the event.

Prohibited activities

23. The organiser reserves the right to prohibit these activities
 - a. No commercial, promotional, advertising or marketing (including charitable) activity may be undertaken at the event. If you conduct any such activities, we may prevent you from entering the venue, require you to obscure any article used in connection with such activities or require you to leave the venue. In such an event you will not receive a refund of the sum paid for your ticket.
 - b. Removal of, causing damage to, defacing, interfering or tampering with the venue or any item found there is prohibited. If you cause any damage to, deface, interfere or tamper with any item from the venue, you shall be liable to us and to the venue owner and operator and/or the item owner.
 - c. Entry onto the courses or into any restricted area, causing an obstruction, littering, acting in a way intended or likely to cause injury, annoyance, offence, distress or anxiety to others, and/or acting in a way intended or likely to interfere with the proper operation of the event is also strictly prohibited.

Recording and photography

24. By attending the event you agree to the following;
 - a. Images, videos and audio recordings taken or made by you in the venue with a camera, phone camera, video camera or audio equipment (or any other kind of equipment) may not be used for any purpose other than for personal and non-commercial purposes. You may not sell, license, broadcast, publish, or commercially exploit in any manner such images, videos or audio recordings, unless expressly authorised by the UCI (International Cycle Union) and Red Bull Media House, who are the rights holder to the event.
 - b. By attending the event you consent to the broadcast, photographing and recording of you, your image, likeness and voice, by us and persons authorised by us (and all subsequent broadcast and other transmission or distribution of such recording) by whatever means either currently known or subsequently developed. You acknowledge that you shall have no right in or to such broadcast, photograph or recording, or any right to be remunerated for such broadcast, photograph or recording (or use of such broadcast, photograph or recording), nor any right to object to, or to be identified in relation to, such broadcast, photograph or recording or use of such broadcast, photograph or recording, howsoever made.

Delay, interruption, rescheduling, postponement and cancellation

25. The event may be subject to the following changes and you acknowledge your agreement
 - a. Tickets allow entry to the event. You acknowledge that the published programme may be delayed, interrupted, rescheduled, postponed or cancelled both for reasons beyond our control, or to allow for the proper management of the event. We do not guarantee that any scheduled session will commence at its stated time, however we will endeavour to ensure that this is the case. If a session is delayed, interrupted, rescheduled, postponed or cancelled we will not be liable to you for any changes you may have to make to any travel, accommodation or other arrangements.
 - b. If the competitions commence on the date set out in the ticket and is thereafter interrupted, and it is determined by Fort William 2022 and the UCI that it was substantially completed, you will not be eligible for a refund.
 - c. If there is a significant cancellation within a daily programme, a refund may be available to ticket holders. Any refund will depend on the nature of the cancellation and how much of the scheduled programme had been completed. Written applications for a refund will be required and must be accompanied by the relevant QR code details or receipt where applicable.

Breach of these terms and liability

26. If you breach these terms then we shall have the following rights:
 - a. To invalidate your ticket.
 - b. To remove you from the session which you are attending.

- c. To invalidate any other tickets you have purchased or hold.
 - d. To refuse your entry to any session forming part of the event.
- and/or
- e. To claim damages from you in respect of your breach of these terms.
 - f. If you breach these terms we may also pass information concerning you to persons responsible for the enforcement of the law, and/or who have an interest in the proper management of the event. They may use this information to take action against you in relation to your breach.
 - g. If you cause us to incur loss, damage, costs or expense due to your breach of these terms or otherwise (for example due to a failure to exercise proper care), then you shall be liable to us for this.
 - h. If you cause any other person to incur loss, damage, costs or expense due to your breach of these terms or otherwise (for example due to a failure to exercise proper care), then you shall be liable to that other person for this.
27. We shall not be liable for any loss, damage, costs or expense which is not caused by us. This includes any injury arising from any incident that takes place on the course, involving competitors.
 28. Our service providers (for example the operators of the venue) shall not be liable for any loss, damage, costs or expense which is not caused by them.
 29. You shall be solely responsible for ensuring the safety and security of any items you bring to the venue. We shall not be liable to you if any such item is lost or stolen.
 30. If we breach these terms and as a result you cannot attend the event for which you are a ticket holder, our liability to you is limited to refunding the face value of the ticket purchased for that event.

General terms

31. If we delay or fail to enforce any rights it shall not mean that we have waived our right to do so at any subsequent time.
32. If any part of these terms is deemed by a court to be unenforceable, the remainder of the terms shall not be affected.
33. These terms shall be construed in accordance with Scottish law and the courts of Scotland shall have exclusive jurisdiction in relation to any matter concerning these terms.
34. Nothing in these terms affects your rights under law.
35. The Mercedes Benz UCI Mountain Bike World Cup and 4X Pro Tour are produced by Rare Management Ltd.

COVID 19

1. Covid-19, often referred to as coronavirus, is an infectious disease that can result in serious and potentially fatal illness. There is a risk of the transmission of Covid-19 and other infectious diseases in any environment where people come together. This risk increases in enclosed spaces and with increased numbers of people. The World Health Organisation (WHO) has advised for Covid-19, that the elderly and those with underlying medical conditions are more vulnerable. Further information can be found on the WHO's website: https://www.who.int/health-topics/coronavirus#tab=tab_1.
2. Upon attending an Event, you assume all risk associated with Covid-19 and other infectious diseases (unless in any way caused by the negligence of Fort William 2022). You will also be expected to:
 - a. abide by all government guidance aimed at preventing the transmission of the virus (details of which can be accessed via the following link <https://www.gov.uk/coronavirus>
 - b. and <https://www.gov.scot/coronavirus-covid-19/>
 - c. follow all directions provided by Fort William 2022 and its Event staff and security stewards members.
3. You must not attend an Event if you believe that you may have been infected by Covid-19.
4. Failure to comply with these measures shall entitle Fort William 2022 to eject you from the Event.
5. All Events are subject to the latest Government guidance rules to manage the transmission of Covid-19 and other infectious diseases.
6. Fort William 2022 shall be entitled to cancel the Event at any time if required due to any government guidance/restrictions and the refund policy set out in the Event Terms and Conditions shall apply.