Terms & Conditions

Tickets for TROW VEGAS® in the Park (the event) are issued on behalf of Trowbridge Town Council (hereafter TTC) and are subject to the terms and conditions outlined below or displayed at the event entrance. Possessing a ticket and attending the event constitutes acceptance of these conditions and an agreement to abide by them. Any breach of these terms may result in ticket cancellation without refund. TTC reserves the right to update these terms and conditions at any time, effective immediately upon posting on the Civic website.

1. TTC reserves the right to alter or amend the programme or event arrangements without prior notice and without offering a refund or ticket exchange.

2. Entry is at the ticket holder's own risk. TTC accepts no liability for any loss, damage, claim, expense, liability, actions, demands or proceedings, including personal injury arising in relation to or in connection with your own person, behaviour or personal property during the event.

3. TTC reserves the right to search all individuals and personal belongings. Admission may be refused, or individuals may be ejected from the site if they refuse to be searched by SIA security personnel.

4. TTC operates a zero-tolerance drugs policy and reserves the right to refuse entry or remove anyone from the event without refund if found to be in possession of drugs.

5. The sale and consumption of alcohol are strictly prohibited for those under 18. If you appear under 25, you will be required to provide proof of age. Acceptable forms of ID include a government-approved ID card, a valid passport, or a driving licence. TTC operates a zero-tolerance policy for underage drinking and reserves the right to refuse entry or remove anyone from the event without refund if found to be in breach of this policy.

6. By attending, ticket holders give their express consent for their image, whether real or simulated, photographic or video, to be used in connection with the production, promotion, advertising, or distribution of film, video, images, and/or audio recording of the event in any media worldwide. This includes filming by the police or security for public safety purposes.

7. Unauthorised photography and recording are prohibited. Professional audio, video, or cinematographic equipment may not be brought inside the site Music Arena without prior written permission from TTC.

8. Children are admitted under the condition that they remain the responsibility of their accompanying ticket holding adult at all times. Children must be directly supervised. Anyone under 16 will not be permitted entry unless accompanied by a responsible adult aged 21 or over and ID may be required to confirm the age of the accompanying adult. Acceptable forms of ID include a government-approved ID card, a valid passport, or a driving licence.

9. Pushchairs, prams, buggies, strollers and all types of wheeled child carriers will be searched on entry to the Music Arena and TTC reserves the right to remove any carrier from the Music Arena if it is left unsupervised, used in a dangerous manner, or used to bring prohibited items into the Music Arena. Wheeled child carriers must not be left unattended at any time and children must never be left unattended in a wheeled child carrier.

10. This is an outdoor event. Ticket holders are advised to wear suitable clothing and footwear for all weather conditions.

11. Strobe lighting, lasers and pyrotechnics may be used during the event.

12. Only assistance dogs are permitted on site; no other animals are allowed.

13. Attendees may only bring small snacks and small sealed food items into the Music Arena. Hot food, takeaways, picnic baskets, or any food items constituting a full meal are prohibited. Baby formula, toddler food, and small snacks for young children are permitted. Only sealed, non-alcoholic beverages up to 500ml are allowed. Glass bottles and any items deemed hazardous by TTC are strictly prohibited. All bags are subject to search upon entry, and TTC reserves the right to confiscate prohibited items and deny entry or remove individuals who fail to comply with this policy.

14. Attendees who wish to smoke are required to use the designated smoking area within the Music Arena. Persistent smoking or vaping outside the designated area that causes disruption or discomfort to others may result in removal from the event. All cigarette ends must be disposed of in the bins provided; leaving cigarette ends on the grass, which may present a fire risk, is strictly prohibited, and repeated violations may also result in removal from the event.

15. TTC reserves the right to refuse admission or remove individuals from the venue where necessary, and anyone behaving in a manner deemed antisocial or potentially dangerous will be ejected from the festival site immediately without a refund.

16. Anyone found damaging the site or its infrastructure, harming others, or breaching these conditions may be removed from the event and subject to prosecution.

17. In the interest of public safety, TTC reserves the right to ask ticket holders to leave the venue at any time, including immediately after the event.

Tickets and Cancellation

18. Tickets will only be issued as e-tickets and will be sent to your given email address. No physical tickets will be provided. It is advisable to print off your own ticket if you can but showing your ticket on your phone is acceptable. Please ensure you supply a correct email address at time of booking.

19. It is a licensing requirement that every person, including babies, toddlers and children, entering the event site must hold a valid ticket. No duplicate tickets or wristbands will be issued in the event of loss or damage.

20. TTC operates a no refund policy on all purchased tickets to Trow Vegas® in the Park.

21. Tickets may only be transferred by the original purchaser to someone they personally know, provided no payment or benefit is exchanged. Any transfer is subject to these terms and conditions, which will apply to the new ticket holder as if they were the original purchaser. Except for this permitted transfer, tickets are non-transferable and must not be sold or offered for sale without TTC's prior written consent.

22. TTC reserves the right to cancel Trow Vegas® in the Park. In the unlikely event of Trow Vegas® in the Park being cancelled, a cancellation notice will be posted on the Trow Vegas® in the Park Facebook page, the Civic and Trowbridge Town Council websites and emailed to ticket purchasers. Refunds may be offered for tickets purchased and, if so, ticket holders will need to follow the specific instructions set out in the cancellation notice.

23. TTC is not liable if the event is delayed, cancelled or disrupted by a Force Majeure Event that is outside the reasonable control of TTC, including but not limited to natural events, fire, flood, storm, act of God, strikes, lock-out or other industrial disputes, pandemic, war, riot, civil commotion, compliance with any law or regulation, travel restrictions, failure of suppliers or legal prohibitions affecting the event or related activities.

TROW VEGAS® IN THE PARK - proudly brought to you by Trowbridge Town Council, working for the community. Trow Vegas® is a registered trademark.