Terms and Conditions

All bookings for the Great British Food Festival (GBFF) are made pursuant to the following terms and conditions.

1) Bookings are strictly non-transferable and non-refundable under any circumstances.

The only exception to the above is, in the unlikely event that the Organiser had to cancel an Event/day of an Event. In those circumstances, customers are referred to our full Cancellation and Refund Policy and will be offered:

      a) a transfer of their booking to an alternative day of the booked Event or any other GBFF Event taking place in the year of their booking (at the equivalent financial value of their original booking, subject to availability),

      b) a transfer to the same Event taking place in the subsequent year, or

      c) a refund, in the event that a) and b) are not suitable.

Any such transfer/refund must be requested within 28 days of the date of the Event that the customer was booked to attend.

GBFF /the Organiser will not be liable for any other costs incurred by customers.

The booking/transaction fee is non-refundable under any circumstances.

2) GBFF is a private event and permission for entry is given only on the basis of compliance with all H&S rules and regulations and site rules. Any person who fails to adhere to any such rules in operation (which include, but are not limited to those listed below), will be deemed to be trespassing and will be removed from site or denied access to enter.

      a) All visitors must remain within the areas of the site designated for general public access and must refrain from entering any cordoned-off sections/areas and/or any areas marked "Keep out/No Public Access" or similar. It is the responsibility of parents/guardians to ensure that all children and vulnerable adults are closely supervised at all times and kept out of all unauthorized access areas.

      b) All children and vulnerable adults must be closely supervised at all times by their parents/guardians/carers.

      c) All visitors must adhere to the instructions and advice given by our onsite stewarding staff and on-site signage.

      d) Only alcohol purchased from the bars/drinks outlets designated for onsite consumption at GBFF may be consumed on-site. No alcohol must be brought to GBFF.

      e) Any visitors acting in breach of any of the above and/or in any way posing a nuisance/disturbance to our other visitors/staff and/or behaving inappropriately or presenting a risk to the health and safety of themselves/other visitors/staff, will be refused entry or removed from the site. No refund of any monies paid will be offered in those circumstances. The Organiser's decision as to what constitutes a breach/inappropriate behavior will be final.

3)   a) We remind all visitors that all GBFF Events take place predominantly outside, in a country park/estate setting as such there are uneven surfaces, undulating landscapes, and natural hazards. Whilst all reasonable care is taken to ensure that hazards are removed/covered/signed where possible, visitors must exercise caution throughout their visit.

      b) GBFF takes place outside in a country estate/parkland setting and proceeds in all weathers, as such all visitors must exercise caution during their visit.

4) All visitors must provide a valid email address at the time of booking (and preferably a mobile contact number too), in order that GBFF can contact you with any information regarding your booking/Event. Be aware that our communications may be treated as spam and sent direct to your junk/spam folder, so please check these for communications from us.

5) An order for tickets is not complete until accepted by us. We try to ensure all prices are accurate but errors may occur. If we discover an error in the price of the tickets you have ordered we will inform you as soon as possible and we may either cancel the order (in which case you will be refunded the ticket price and any booking, transaction, or supplementary fees you have paid) or give you the option of confirming your order at the correct price.

6) On occasions filming and photography may take place at GBFF, including capturing the visitor experience with us. Buying a ticket affirms your consent to the filming and sound recording of yourself as one of our visitors. If you have any objection, should this happen when you attend GBFF, please speak to a member of our onsite team.

7) In rare circumstances, it may be necessary to cancel, change or postpone a GBFF Event/day of an Event. In such circumstances, you will be contacted via the email address provided on booking (and via SMS message, if a valid mobile number was provided on booking). Please ensure that you check your email (including your Spam/Junk folder) for all such communications. We also advise that you check our website and social media platforms prior to travelling to GBFF as any changes/notifications will also be posted here.

8) GBFF accepts no responsibility for loss or damage of any kind suffered at or in connection with GBFF to any property, including loss, damage, or theft of any personal property.

9) Admission to GBFF is at all times subject to any terms, conditions, or rules of GBFF and our venue partners. If you breach those terms, conditions, or rules GBFF may refuse admission or require you and/or other ticket holders to leave the venue.

10) Before you finalise your booking, please read all the information that applies to GBFF. If you or any member of your party has particular requirements please raise these prior to booking and we will endeavour to address your query. There can be no guarantee that requirements can be met if notified after booking and/or on arrival at the Event.

Privacy Policy

This privacy notice discloses the privacy practices of GBFF. This privacy notice applies solely to information collected by this website. It will notify you of the following:

What personally identifiable information is collected from you through the website, how it is used, and with whom it may be shared.
What choices are available to you regarding the use of your data.
The security procedures are in place to protect the misuse of your information.
How you can correct any inaccuracies in the information.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via newsletter signups, email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you regarding why you contacted us. We will not share your information with any third party outside our organization, other than as necessary to fulfill your request, e.g. to send tickets.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services from us and/or our sister companies, or changes to this privacy policy. If you don't want us to you can email us to tell us and we will take you off the mailing list or you can simply unsubscribe by clicking the link on any emails you receive.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. We only want to send you information if you want it. You can do the following at any time by contacting us via the email address or phone number given on our website:

See what data we have about you if any (It is likely all we will have is your email address)
Change/correct any data we have about you.
Have us delete any data we have about you.
Express any concern you have about our use of your data.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the Web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, resending lost tickets) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately at info@greatbritishfoodfestival.com

E-Newsletters

In order to receive our e-newsletter you must sign up at a venue and also click to agree to join the mailing list or join up online via our website. During registration, a user is required to give certain information (such as name and email address). This information is used to contact you about the products/services on our site where you have expressed interest. At your option, you may also provide demographic information (such as gender or age) about yourself, but it is not required.

Orders/Tickets

We request information from you on our order form. To buy tickets from us, you must provide contact information (like name and address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order we may use this information to contact you.

Links

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Cookie Notice

Introduction

This cookie notice is for visitors to our websites, apps, and other digital platforms. It sets out how we use cookies. In this notice 'we' and 'our' means Luminate which operates this platform.

What are cookies?

For almost any modern website to work properly, it needs to collect certain basic information on its users. To do this, a site will create files known as cookies – which are small text files – on its users' computers. These cookies are designed to allow the website to recognise its users on subsequent visits, or to authorise other designated websites to recognise these users for a particular purpose.

Cookies do a lot of different jobs which make your experience of the Internet much smoother and more interactive. For instance, they are used to remember your preferences on sites you visit often, to remember your user ID and the contents of your shopping baskets, and to help you navigate between pages more efficiently. They also help ensure that the advertisements that you see online are more relevant to you and your interests. Some data collected is designed to detect browsing patterns and approximate geographical locations to improve user experience.

Some websites may also contain images called 'web beacons' (also known as 'clear gifs'). Web beacons only collect limited information, including a cookie number, a timestamp, and a record of the page on which they are placed. Websites may also carry web beacons placed by third-party advertisers. These beacons do not carry any personally identifiable information and are only used to track the effectiveness of a particular campaign (for example by counting the number of visitors).

Information collected by cookies is now classed as personal data.

How do we use cookies?

We collect a number of cookies from our users for various reasons, not least to track our own performance – but also to let us serve you content tailored to your own specifications, hopefully improving your overall experience of the website. Amongst other things, the cookies we use allow users to register to make comments and allow us to calculate how many visitors we have and how long they stay on our site.

We do our utmost to respect users' privacy. We use cookies to monitor and improve our services, but they do also allow us to sell advertising campaigns that are tailored to your interests and reading behaviour on our website, which helps keeps our content free to our readers. We sometimes include links on our site to goods and services offered by third parties and we may be paid some commission if you subsequently decide to make a purchase. Cookies may be used to track your visits to third-party sites to help ensure that we are paid the correct amounts. Please note that these commercial arrangements do not influence our editorial content in any way.

We believe that your experience of the site would be adversely affected if you opted out of the cookies we use.

What types of cookies are there and which ones do we use?

There are two types of cookies:

Persistent cookies remain on a user's device for a set period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.
Session cookies are temporary. They allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Once you close the browser, all session cookies are deleted.

Cookies also have, broadly speaking, four different functions and can be categorised as follow: 'strictly necessary' cookies, 'performance' cookies, 'functionality' cookies, and 'targeting' or 'advertising' cookies.

Strictly necessary cookies are essential to navigate around a website and use its features. Without them, you wouldn't be able to use basic services like registration or shopping baskets. These cookies do not gather information about you that could be used for marketing or remembering where you've been on the internet.

Examples of how we use 'strictly necessary' cookies include:

Setting unique identifiers for each unique visitor, so site numbers can be analysed.
Allowing you to sign in to The Independent website as a registered user.

Performance cookies collect data for statistical purposes on how visitors use a website, they don't contain personal information such as names and email addresses and are used to improve your user experience of a website.

Here are some examples of how we use performance cookies:

Gathering data about visits to the website, including numbers of visitors and visits, length of time spent on the site, pages clicked on or where visitors have come from.
For comparison with other websites using data collected by industry-accepted measurement and research companies.

Information supplied by performance cookies helps us to understand how you use the website; for example, whether or not you have visited before, what you looked at or clicked on and how you found us. We can then use this data to help improve our services. We generally use independent analytics companies to perform these services for us and when this is the case, these cookies may be set by a third party company (third party cookies).

If you have registered with the website we can combine the data from the web analytics services and their cookies with the information you have supplied to us, so that we can make your experience more personal by recommending certain articles to you based on your reading behaviour or tailoring your emails with content you might find more interesting. We would only do this if you have given us permission to communicate with you. Sometimes the data used from the web analytics companies has been collected before you registered or signed in. In these cases, if we use this data to identify you, we use it only in accordance with our privacy notice.

Functionality cookies allow users to customise how a website looks for them: they can remember usernames, language preferences and regions, and can be used to provide more personal services like local weather reports and traffic news.

Here are some examples of how we use functionality cookies:

Storing your user preferences on Your Account page
Remembering if you've been to the site before so that messages intended for first-time users are not displayed to you.

Advertising and targeting cookies are used to deliver advertisements more relevant to you, but can also limit the number of times you see an advertisement, and be used to chart the effectiveness of an ad campaign by tracking users' clicks. They can also provide security in transactions. They are usually placed by third-party advertising networks with a website operator's permission, but can be placed by the operator themselves. They can remember that you have visited a website, and this information can be shared with other organisations, including other advertisers. They cannot determine who you are though, as the data collected is never linked to your profile.

The two main ways we use advertising and targeting cookies are set out below:

Interest-based advertising (or online behavioural advertising) is where cookies are placed on your device by our third party service providers which remember your web browsing activity and group together your interests in order to provide you with targeted advertisements which are more relevant to you when you visit independent.co.uk. Your previous web browsing activity can also be used to infer things about you, such as your demographics (age, gender etc.). This information may also be used to make the advertising on independent.co.uk more relevant to you. 'Retargeting' is a form of interest-based advertising that enables our advertising partners to show you advertisements selected based on your online browsing activity away from the website. This allows companies to advertise to people who previously visited their website. These cookies will usually be placed on your device by third-party advertising networks and we have listed the main third party networks we work with below.

Without these cookies, online advertisements you encounter will be less relevant to you and your interests.

How do I control my cookies?

You should be aware that any preferences will be lost if you delete all cookies and many websites will not work properly or you will lose some functionality. We do not recommend turning cookies off when using our website for these reasons.

Most browsers accept cookies automatically, but you can alter the settings of your browser to erase cookies or prevent automatic acceptance if you prefer. Generally you have the option to see what cookies you've got and delete them individually, block third party cookies or cookies from particular sites, accept all cookies, to be notified when a cookie is issued or reject all cookies. Visit the 'options' or 'preferences' menu on your browser to change settings, and check the following links for more browser-specific information.

Cookie settings in Internet Explorer
Cookie settings in Firefox
Cookie settings in Chrome
Cookie settings in Safari

Managing performance cookies

It is possible to opt out of having your anonymised browsing activity within websites recorded by performance cookies.

Independent.co.uk uses the following companies and you can opt out of their cookies by clicking on the relevant links. Please note that this will take you to the relevant third party's website and generate a 'no thanks' cookie, which will stop any further cookies being set by those third parties.

Don't forget that by not allowing performance cookies, this stops us from being able to learn what people like or don't like about our website so that we can make it better.

Managing advertising cookies

Please note that if you want to opt out from receiving targeted advertising, this does not mean that you will receive less advertising when you use our website. This just means that the advertising you see will not be as customised to you.

You can visit the Internet Advertising Bureau's consumer advice site, http://www.youronlinechoices.com/uk/your-ad-choices. This will give you a list of all cookies that are currently set on your device and how to opt out of each of them.