



Terms & Conditions

Ticket Refunds

By purchasing a BAR-HP Festival ticket(s) and or camping pass(es) you agree to the following and understand that:

1. BAR-HP Festival festival tickets and camping passes are non-refundable. Should you no longer be able / willing to attend the festival for any reason whatsoever you (hereafter referred to as the 'Ticket Holder') will not be eligible for a refund on your festival ticket(s) and or camping pass(es).
2. If the Ticket Holder decides to gift their ticket(s) to someone that they know they need to ensure that the ticket(s) and camping pass(es) are transferred to the new Ticket Holder's name and ID number, which can be done by sending a request to tickets@barhpnam.com. BAR-HP Festival accepts no responsibility for loss / fraudulent transactions between third parties.
3. BAR-HP Festival and partners are under no obligation to promote any festival ticket(s) and camping pass(es) that have been put up for sale by Ticket Holders no longer able to attend the event.
4. Ticket Holders agree that by buying a ticket to BAR-HP Festival, the only way to sell said ticket to a new Ticket Holder will be through a private sale.
5. In the event that an artist on the line-up is unable to perform at the festival or their performance is cancelled, there will be no refunds offered. BAR-HP Festival will endeavour to find a suitable replacement for the artist who will no longer be performing.
6. By purchasing a BAR-HP Festival ticket Ticket Holders agree to follow the below mentioned festival rules and agree that the event organiser may change the rules at their own discretion.



Festival Rules

- No Under 18s
- Right of admission reserved
- No ID/passport = no entry *(if you lose your ID / passport document then you need to bring an affidavit from the Namibian Police confirming the whereabouts of your ID – affidavit to include your ID number and full name and surname)*
- Alcoholic beverages or liquids of any kind can be brought into the festival
- No glass
- No animals
- No illegal substances
- No swimming after 7pm
- No climbing up the hills surrounding the stage area
- No plastic straws
- No attitude, be lekker. Strictly no acts of discrimination, violence or hate speech against any groups, staff/crew members, service providers or fellow festival goers will be tolerated, the security team will sort you out accordingly.
- Please remember to respect the environment and leave no trace. No litter bugs.
- If your wristband gets damaged over the weekend it will only be replaced when you bring the damaged band, your ticket and your ID to the main festival gates. If you fail to bring the damaged wristband you will not be issued a new one. No wristband will result in your removal from the festival
- If you exit the festival for whatever reason, you will be subject to a full security check on re-entry
- No entry will be permitted after gate closing times. Closing: 09:00PM
Opening: 07:00AM



Booking Process for Ticket Holders

1. You need to be 18 years old or older in order to gain access into BAR-HP Festival. If you are turning 18 during the weekend of the festival you may only enter the festival grounds once you are officially of age.
2. You need to have your ID/passport number ready for the ticket booking process, read the terms and conditions of purchase, as well as have a full understanding of the festival's Refunds Policy (please see Refunds Policy).
3. To book event tickets through www.barhpnam.com, the automated booking process must be completed and payment information submitted in the prescribed manner. The BAR-HP Festival booking process will provide Ticket Holders with an opportunity to review the entire transaction, to correct any mistakes and to withdraw from the transaction before finally submitting a booking request.
4. The supply of tickets offered depends upon the availability of tickets for the event. Tickets will be sold in 3 phases, each phase will have a limited amount of tickets. Each phase will have a unique ticket cost with Phase 1 being the cheapest.
5. The information submitted with the ticket purchasing request will be processed "as is". Ticket Holders must contact BAR-HP Festival immediately if the information provided in the booking request is incorrect.

Payments

The Ticket Holder will be required to provide payment details (i.e. credit/debit card details) when submitting a ticket purchasing request. Payment may be made via Visa or PAYTODAY.

By submitting a ticket purchasing request, permission is granted to debit the designated account with the relevant ticket purchase price. Please note that BAR-HP Festival will not be obliged to issue any tickets to the Ticket Holder prior to receiving full payment of the full ticket purchase price. Should BAR-HP Festival not receive payment, for any reason whatsoever, the Ticket Holder's booking may be cancelled and the ticket(s) may be resold without further notice. The Ticket Holder hereby warrants that it is duly authorised to make payments from the account as provided to BAR-HP Festival, and accordingly authorises BAR-HP Festival to pay all amounts to be refunded into the same account.



Credit/Debit card security

Credit/Debit card transactions for events in Namibia will be processed for BAR-HP Festival via PAYTODAY, an approved payment gateway for Nedbank South Africa. PAYTODAY uses Card Transactions are authenticated using 3D Secure. 3D Secure (3-domain structure) is a

security protocol that helps to prevent fraud in online credit and debit card transactions. This additional security was initiated and created by Visa and MasterCard. It eliminates the opportunity for fraud on illicitly-acquired credit/debit card numbers as an Authentication OTP is sent via sms to the transacting user by his/her bank (to his/her verified cellphone number

on record – known only to the user and the user's bank).. Users may go to <https://site.paytoday.com.na/wp-content/uploads/2021/04/PwPT-Introduction.pdf> to view PAYTODAY's security policy.

BAR-HP Festival does not store any credit/debit card details on its servers and all personal details are stored separately from card details. All card details which are provided by users are stored on. BAR-HP Festival, its partners or organizers cannot be held liable in the unlikely event that there is a breach in security of the PAYTODAY's servers or systems, although we will take whatever action we deem necessary to ensure that such breach is rectified, to the extent possible, by PAYTODAY.

Country and transaction currency

BAR-HP Festival transacts in a number of currencies depending on the location of the event, and other factors. All ticket prices on the BAR-HP Festival's website are quoted in Namibian Dollars (N\$).

Ticket Delivery

BAR-HP Festival will deliver ticket's QR-Code via email only once payment has been received by us in full, thereafter an official BAR-HP Festival ticket.



Lost, Stolen and Destroyed Tickets

Only a person with an electronic ticket containing the relevant person's name, unique reference number, barcodes and/or access codes will be permitted access to an event. When attending the event the Ticket Holder needs to ensure that their ID / passport number reflects on their ticket and the Ticket Holder is required to bring the matching ID / passport document to the festival in order to gain access.

In the event that the Ticket Holder has lost their ID or passport document, the Ticket Holder is required to bring an official affidavit from the Namibian Police Service, which states the whereabouts of their ID / passport document (lost/stolen/in the process of being replaced). Ticket Holders need to be 18 years old or older to attend the festival. If you are turning 18 during the weekend of the festival, you may only enter the festival grounds once you are officially of age.

The risk for loss and damage to tickets shall pass to the Ticket Holder upon delivery of the ticket via e-mail. Tickets that have been lost, stolen or destroyed, for any reason whatsoever, will not be replaced. BAR-HP Festival cannot be held liable where a Ticket Holder accidentally sends a ticket to a third party who uses it to gain access to an event.

Event Cancellation

BAR-HP Festival, as Organisers of the event, may postpone or cancel, or curtail, or otherwise restrict events ("Curtail"). Where an Organiser Curtails an event such Organiser will offer the Ticket Holder a ticket rollover, which will be communicated timeously by the Organiser to all Ticket Holders.

Competitions

BAR-HP Festival festival tickets and camping passes may ONLY be given away in competitions by official event partners and sponsors. We do not allow for any tickets purchased to be given away by third parties for personal or event promotion.

If you are the winner of a BAR-HP Festival ticket or camping pass through an official festival brand partner/sponsor or through our social media channels, it's important to note that the ticket is non-transferrable and not redeemable for cash. If you can no longer attend the event you will need to contact the brand via the platform that the ticket(s) were awarded to you, and they will cancel the ticket(s).



Disclaimer

BAR-HP Festival Services are provided subject to applicable law and consumer protection legislation, but are otherwise provided without any warranty, and not subject to any condition (express or implied), except as specifically stated in the Site.

We cannot guarantee continuous, uninterrupted or secure access to the service and operation of the BAR-HP Festival Sites and mobile systems. PAYTODAY and BAR-HP Festival shall not be liable for any delay or failure in the running of the PAYTODAY services or the working of the Site, where such failure is due to factors beyond PAYTODAY or BAR-HP Festival's control.

PAYTODAY and BAR-HP Festival will not be held liable for any indirect, special or consequential losses of any kind whatsoever arising from, or in connection with any booking (whether in contract, statute or delict).

Users acknowledge that access to the ticket booking Site may occasionally be restricted to allow for repairs, maintenance or the introduction of new facilities or services. BAR-HP Festival will attempt to restore the Site as soon as reasonably possible.

Users acknowledge that by purchasing a BAR-HP Festival ticket, BAR-HP Festival, Horizon and its affiliates may use the photographs and video footage containing yourself or likeness for marketing and promotional purposes, and other business.

Users acknowledge that tickets purchased for BAR-HP Festival may not be used for personal promotions or to run campaigns/competitions on personal or business platforms, both print and social media, and that in order to run a giveaway of any BAR-HP Festival festival ticket or camping pass, the user needs to be granted written, signed permission from BAR-HP Festival or Steyn Entertainment.