Tour de France - Grand Départ Opening Ceremony: Tickets Terms and Conditions

We're doing all we can to make sure your time at our Event will be enjoyable and safe. Tickets and packages are therefore subject to a range of scalable measures at the time of your visit.

Introduction

The Royal Edinburgh Military Tattoo Limited ("we", "us", "our", the "Organiser") is a company registered in Scotland under the company number SC128255, with registered offices at 1-3 Cockburn Street, Edinburgh, EH1 1QB, United Kingdom, and subsidiary of The Royal Edinburgh Military Tattoo (Charities) Limited a charity in Scotland under registered charity number SC018377.

The Organiser is the appointed organiser of the Event on behalf of Grand Depart GB 2027 Ltd a company registered in England and Wales under the company number 16517074 with its registered office at British Cycling Federation, Stuart Street, Manchester, Lancashire, United Kingdom, M11 4DQ ("Grand Depart"). Grand Depart has appointed the Organiser, to administer and manage all ticketing arrangements relating to the Event. The Organiser shall be solely responsible for the sale, administration and fulfilment of tickets, and for dealing with all ticketing enquiries, complaints, claims and refund requests. Any enquiries, complaints or claims in respect of tickets should be directed to the Organiser and not to Grand Depart.

Definitions and Interpretation

"Event" means an event forming part of the Opening Ceremony of the Grand Départ of the Tour de France 2027 to be held at a Venue in respect of which we have the right to sell you Tickets.

"Event Price" means the price set by the Organiser in conjunction with Grand Depart (including any flexible price which is set by the Organiser depending, for example, on market demand, but not including any price set by a reseller) for the sale of a Ticket at the time it is first sold to a customer.

Including VAT and any unavoidable charges set by the Organiser (e.g. a restoration levy, charity contribution, facility fee or refurbishment fee), with details of which to be communicated to you at the point of purchase; but

Not including any fees charged by us (such as booking fees or delivery charges).

"Ticket" means tickets or other types of evidence (including electronic tickets) for an Event sold by us to you on behalf of the organisation responsible for the Event for the right to occupy space at or to attend an Event. For the avoidance of doubt, this includes seat only and packages that are offered for sale at an inclusive price, which include a Ticket and one or more additional products or services, such as exclusive seating arrangements, accommodation, transport, dining or merchandise.

"Ticket Price" means:

The total amount of the Event Price and any booking fees which apply per Ticket, but not including any delivery charge which applies per booking; or

Where the Ticket is sold at a discount, the total amount of the discounted Event Price and any booking fees which apply per Ticket, but not including any delivery charge which applies per booking (the discounted Ticket Price).

"Venue" means any facilities or locations of any nature where the Event is being held.

“You” means you or anybody who in our reasonable opinion is acting with your authority or permission (“you”, “your” shall be read accordingly).

“Party” means people attending the show with You or whom You have booked on behalf of.

“Refundable Amount” means the amount of the Ticket Price that is refundable in accordance with these Terms and Conditions which shall not be less than the Event Price.

Tickets

All Tickets are sold subject to availability and to these Terms and Conditions. These Terms and Conditions should be read carefully prior to purchase and any queries relating to them should be raised with us prior to purchase, as purchase (or transfer from a previously cancelled Event) of Tickets constitutes acceptance of these Terms and Conditions.

A valid Ticket must be presented to gain entry to an Event. Removing any part of, altering or defacing the Ticket may invalidate your Ticket.

It is your responsibility to check your Ticket(s) as if you have made a mistake, it cannot always be rectified after purchase. Please check your Ticket(s) carefully on receipt and contact us immediately if there is a mistake.

We will not be responsible for any Ticket that is lost, stolen or destroyed. It is not always possible to issue duplicate tickets. For example, for an Event where there is a possibility of both the original and duplicate tickets being used, compromising the licensed capacity of the Venue.

Duplicates may therefore be issued at our discretion or the discretion of the Venue acting reasonably. If duplicates are being issued, a reasonable administration charge may be levied.

We, and Grand Depart reserve the right to provide alternative seats at an Event to those specified on the Ticket if the staging of the Event reasonably requires, provided they are of no less value to that stated on the Ticket. If the only available alternative seats are lower in value, you will have the option to cancel or receive a partial refund.

Ownership or possession of a Ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket. Use of images of Tickets (or attempting to replicate Tickets) is prohibited and may be viewed as attempted unauthorised resale unless use is expressly authorised by us.

Price and Payment

The price of the Ticket shall be the price set at the time we accept your order. All prices set are inclusive of any applicable taxes but exclusive of any booking fee and collection or delivery fee.

No order will be accepted until we have received full payment unless explicitly agreed otherwise.

Delivery

Ticket despatch will commence closer to the Event.

Arrangements for issuing of tickets, based on your selected despatch method, will be detailed in due course.

Changes To Event

Please note that advertised start times of Events are subject to change.

Tickets are sold subject to the Organiser's right to alter or vary the programme of an Event without being obliged to refund monies or exchange tickets, unless such change is material as described in clause **Refunds**, in which case the provisions of that clause shall apply.

Refunds

Tickets cannot be exchanged or refunded after purchase unless an Event is cancelled or rescheduled (subject to below) or where there is a material change to the programme of an Event. Where an Event is cancelled or rescheduled (subject to below) by us or by the Venue or Grand Depart, where an Event is cancelled or rescheduled due to circumstances beyond our control (except in the extraordinary circumstances of cancellation due to court mourning), or where there is a material change to the programme of the Event, you will be entitled to claim a refund from us in accordance with this clause.

A "material change" is a change which, in our opinion, makes the Event materially different to the Event that purchasers of the Ticket, taken generally, could reasonably expect. In particular, please note that the following (non-exhaustive) examples are not deemed to be "a material change": adverse weather conditions; changes to individual members of an act; changes to the line-up of any multi-performer Event; alternative formations, choreography or track list of any act; curtailment of the Event where the majority of an Event is performed in full; change to or cancellation of fireworks or other displays; emergency relocation of the Event to an alternative Venue nearby for the purposes of complying with Government or public health guidance; and delays or reasonable changes to start and/or end times of the performance of an Event.

Where such a refund is sought you must bring this to our attention as soon as possible upon becoming aware of such change, cancellation or, where the Event has been rescheduled, prior to the rescheduled Event.

The refund for Ticket Price equals at least the face value price paid or, if the face value has been reduced by the Organiser, the discounted face value price paid. In order to claim your refund, please apply promptly in writing to your point of purchase (within 28 days from the date of the Event). Refunds shall only be made to the person who purchased the Tickets and, when possible, be made using the same method as was used to purchase the Tickets. For the avoidance of doubt, we are not responsible for any third party costs which includes but not limited to travel and accommodation in order to attend the Event.

The Event will be filmed for live international broadcast and for distribution on digital and social channels for promotional purposes. By purchasing your ticket you are accepting that your view of the Event may be obstructed by photographers and/or media that may be present at the Venue and/or in front of seats and that you may be filmed indirectly as part of the performance filming. We do not offer refunds on Tickets sold as a consequence of photography or filming at the Event. If seats are deemed to offer a restricted view the level of restriction is indicated to you on purchase of the Ticket. Refunds and compensation will not be offered if your view is restricted or disturbed in a way that has been indicated to you on purchase of the Ticket.

These Terms and Conditions do not and shall not affect your statutory rights as a consumer.

Liability

Personal arrangements including travel, accommodation or hospitality relating to the Event which have been arranged by you are at your own risk. Liability for the cancellation or rescheduling of an Event, or for material changes to an Event, will be limited to the refund as set forth in clause - **Refunds**

Neither we nor the Venue nor Grand Depart will be responsible for any loss, theft or damage of your personal belongings, other than caused as a result of our negligence or other breach of statutory duty.

Cancelled/Rescheduled Events

It is your responsibility to ascertain whether an Event has been cancelled or re-scheduled and the date and time of any re-scheduled Event. Where an Event is cancelled or re-scheduled, we will use our reasonable endeavours to notify you using the details you provided us with at the time of ordering. We do not guarantee that you will be informed of such cancellation before the date of the Event.

It is your responsibility to inform us of any change to the contact address, telephone number or email address you provide us with at the time of ordering.

Use of Details and Data Protection

As the Organiser, The Royal Edinburgh Military Tattoo Limited, 1-3 Cockburn Street, Edinburgh EH1 1QB will act as the data processor acting on behalf of Grand Depart for personal data collected as part of the ticketing and delivery of the Event. For more information please visit https://www.edintattoo.co.uk/privacy-policy

In order to provide you with the best service we can, we collect certain personal information about you. When you book Tickets, we may need to collect information about you to process the transaction and fulfil your order. This information may include, but is not limited to, details such as your name, your address and your credit/debit card details. Please note that all data thus captured will be used and held in accordance with the requirements of data protection legislation.

If you have explicitly consented to receive marketing and/or promotional communications, we will also use your personal information for the purposes described in the associated privacy policy. If you have consented to receive them, we will contact you only via your preferred method(s) of e-mail, SMS, post and/or phone. We may also use the information to process any transactions you undertake with us in the future and for statistical and analysis purposes as well as ensuring that our communications with you remain relevant and timely. We do not sell, rent or trade your personal information to third parties for marketing purposes.

Where you have provided your consent, we will share your personal information with Grand Depart GB 2027 Ltd, who will act as an independent data controller providing you with marketing and/or promotional communications as the organisation appointing the Organiser for the Event. Where you have provided your consent to receive marketing and/or promotional communications from the Event Organiser, The Royal Edinburgh Military Tattoo will act as the data controller. Information about how we hold and process your data can be found in our privacy policy. Controllers of Personal Information: Any personal information provided to or gathered by The Royal Edinburgh Military Tattoo is controlled and processed by The Royal Edinburgh Military Tattoo Limited, 1-3 Cockburn Street, Edinburgh EH1 1QB in accordance with current data protection legislation. Our data protection registration number is Z4681827.

Grand Depart GB 2027 Ltd registered office at British Cycling Federation, Stuart Street, Manchester, Lancashire, United Kingdom, M11 4DQ, is registered with the ICO under reference ZB995986.

Information about how Grand Depart GB 2027 Ltd will process your data can be found via Privacy Notice | Grand Départ GB 2027

Use of Tickets and Property

Any unauthorised resale or transfer (or attempted unauthorised resale or transfer) of a Ticket in breach of the applicable law or these Terms and Conditions will be grounds for seizure or cancellation of that Ticket (in which case we shall refund the Refundable Amount using the same method as was used to purchase the Ticket) and/or blacklisting of you from making future purchases. If we cancel any Ticket or blacklist you, we shall notify you.

You will be blacklisted from purchasing Tickets for the Event if we have evidence that you are reselling Tickets either: outside the Event or on 'third party' websites; or replicating or altering Tickets to resell.

Void Tickets

Any Ticket obtained in breach of these Terms and Conditions shall be void and all rights conferred or evidenced by such Ticket shall be void. Any person seeking to use such a void Ticket in order to gain or provide entry to an Event may be considered to be a trespasser and may be liable to be ejected and liable to legal action. Void Tickets are non-refundable.

If your Ticket is voided for entry because it has been resold contrary to the law or our Terms and Conditions, we will make every effort to sell you a new Ticket if any is available, or to provide assistance to help you obtain a refund from your point of purchase, for example by providing you with written confirmation that we voided your Ticket.

Restrictions on the Purchase of Tickets

Tickets may be restricted to a maximum number. We reserve the right to cancel Tickets purchased in excess of this number and without our agreement, without prior notice unless the purchase of an excess was due to our error.

Conditions of Admission

The management of the Venue reserves the right to refuse Ticket holders admission to the Venue in reasonable circumstances which may be detrimental to the performance or the Event including but not restricted to for health and safety reasons, licensing reasons or where a Ticket is void.

The management of the Venue may request that Ticket holders leave the Venue at any point on reasonable grounds and may take any appropriate action to enforce this right.

You must comply with instructions and directions given by Venue staff and stewards.

No refunds will be given to Ticket holders who are refused entry or ejected due to their own behaviour.

Restrictions and Prohibitions

Photography and recording of any part of the Event and its arena, should be used for non-commercial, personal purposes only. Photographs, film or other audio-visual material recorded may not be sold, used or published commercially in any way whatsoever unless authorised by us or Grand Depart and may be confiscated by us or by Venue staff if such usage is suspected. For the avoidance of doubt,

material over two minutes in length must not be published on video distribution or other social media platforms. Any recording made of an Event in breach of these conditions shall belong to us.

The use of photographic equipment, mobile telephones, tablets or other electronic devices, must not inconvenience any other person in the Venue. The use of tripods and monopods, and flash photography are forbidden. Drone capture of photography and/or film is strictly prohibited.

Television, streaming, CCTV and other film cameras are in operation at the Event including filming by the police or security staff carried out for the security of customers and filming for, but not limited to, live international broadcast, promotional and marketing purposes, social media/digital channels and to produce souvenir photographs, videos and DVDs. By attending an Event, Ticket holders consent to filming (including CCTV), photography and sound recording of themselves as members of the audience. We and Grand Depart may use such films, photographs and/or recordings (including any copies) of your actual or simulated likeness without payment in perpetuity.

Ticket holders shall not bring into the Venue or display or distribute (whether for free or not) at the Event any sponsorship, promotional or marketing materials, political banners, protest materials or commercial advertising.

Smoking, or vaping, is not permitted within the Venue.

The following are not permitted to be brought into any Venue:

animals (with the exception of assistance dogs);
laser pens;
alcohol purchased outside the Venue;
bottles (more than 750ml), cans or glass containers;
backpacks and bags over A3 size
any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives); and
illegal substances.

We do not permit the opening of umbrellas within the venue area. The management of the Venue reserves the right to conduct security searches and confiscate any item which, in the reasonable opinion of the management of the Venue, may cause danger or disruption to other members of the audience or the Event or is one of the items not permitted in the Venue as listed above.

We, Grand Depart and the Venue will not be liable for any loss, theft or damage to confiscated items.

The Ticket holder and Party are requested to be seated 15 minutes before the start of the performance. Every effort shall be made to admit latecomers to Events at a suitable break in the Event, but late admission cannot be guaranteed.

Ticket holders may only leave and re-enter the Venue during an Event at the discretion of the management of the Venue. Otherwise, there will be no re-admission or pass-outs of any kind. Be aware that, at designated times during the Event, Ticket holders may be prevented from exiting the Venue due to risk of injury.

The obstruction of gangways, access-ways, exits, entrances or staircases, congregating in non-designated areas or seeking entry to stands or seats for which you do not hold a Ticket is strictly forbidden.

Health and Safety

Ticket holders must comply with all relevant statutes, safety announcements and Venue regulations whilst attending the Event. You are responsible for ensuring that yourself and all members of your Party comply with UK and Scottish Government public health guidance in place at that time.

If Ticket holders have any special requirements or concerns about any special effects which may be featured at the Event, prior notice should be provided when ordering Tickets. Please contact our Box Office team on +44 (0) 131 225 1188 or tickets edintattoo.co.uk. Special effects may include, without limitation, sound, audio visual, pyrotechnic effects or lighting effects.

Dispute Resolution

If any dispute arises out of these Terms and Conditions, we will attempt to settle it. To this end we shall use our reasonable endeavours to consult or negotiate in good faith and attempt to reach a just and equitable settlement satisfactory to both parties.

Waiver

If we delay or fail to enforce any of these Terms and Conditions, it shall not mean that we have waived our right to do so.

Assignment

We shall be entitled to assign any of our rights and obligations under these Terms and Conditions provided that your rights are not adversely affected.

Severability

If it is found by a Court that any of these Terms and Conditions for any reason cannot be enforced, this shall not prevent the other provisions from continuing to apply.

Force Majeure

For the purposes of these Terms and Conditions, "Force majeure" means any circumstance not in our reasonable control including: fire, flooding, epidemic, pandemic, attack, hurricane, tornado, storm, frost, earthquake, war, civil war, requisition, work stoppage, lock-out or strike of personnel necessary for the holding of Events or the routing of competitors or spectators, revolution, riots, motion of crowds, legal moratorium, withdrawal or suspension of occupation authorisations for the sites where Events are taking place, theft of all or part of the equipment necessary to hold Events, lack of electrical power, interruption or delay in transport or telecommunications stations, impossibility of retransmitting Events by terrestrial radio waves, by cable or satellite, climatic or political conditions making it impossible or very difficult to hold Events, a period of mourning as a result of the death of the reigning British monarch/a member of the British royal family, conditions making it impossible or very difficult to maintain the safety of participants in Events or spectators, act of God, war, insurrection,civil disturbances, acts of terrorism, explosion, theft of essential equipment, malicious damage, third party injunction, national defence requirements, acts or regulations of national or local governments. Any act, event, omission, happening or non-happening will only be considered Force majeure if it is not attributable to the wilful act, neglect or failure to take reasonable precautions by the affected party, its agents or staff.This Clause does not affect the terms of Clause - **Refunds**.

Amendments and Variations

We intend to rely on the written terms set out here in this document as well as any written terms and conditions of the Venue. You should read the terms and conditions carefully before entering into the contract to ensure that they contain everything that you consider has been agreed.

Entire Agreement

These Terms and Conditions, and the terms and conditions of the Venue and any specially agreed terms constitute the entire agreement between the parties in connection to, its subject matter and supersede any previous terms and conditions, agreement or arrangement between the parties.

Each of the parties agrees that it has not entered into these Terms and Conditions in reliance on, and shall have no remedy in respect of, any statement, representation, covenant, warranty, undertaking or indemnity (whether negligently or innocently made) by any person (whether party to these Terms of Conditions or not) other than as expressly set out in these Terms and Conditions.

Nothing in this clause shall operate to limit or exclude any liability for fraud.

Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in all respects in accordance with Scottish law and the parties agree to submit to the exclusive jurisdiction of the Scottish courts.

Questions relating to our Terms and Conditions should be emailed to tickets@edintattoo.co.uk.