

Christmas Party Event - Terms and Conditions

1. General Information

These Terms and Conditions ("Terms") apply to all attendees of the Ultimate Christmas Party events, hereafter referred to as "the Event", taking place on 12 & 13 December 2025 at The Grand Palace, Wolverhampton, WV1 4LF. By purchasing a ticket or attending the Event, you agree to abide by these Terms.

2. Event Organiser

This event is organised by Compton Care, a registered charity in England and Wales (Charity Number 512387), with its registered office at 4 Compton Road West, Compton, Wolverhampton, WV3 9DH.

3. Tickets and Admission

- Tickets must be purchased in advance via our website or authorised outlets.
- Tickets are non-refundable and non-transferable unless otherwise stated.
- Admission is only permitted with a valid QR-code ticket or registration confirmation.
- The Event organisers reserve the right to refuse entry to anyone who poses a safety or security risk or violates these Terms.
- Ticket purchases are regarded as acceptance of the terms and conditions.
- We reserve the right to change the seating plan to accommodate the requirements of the event.

4. Age Restrictions

- This is an 18+ event. Valid photo ID is required for entry.

5. Dress Code

- Party attire is encouraged but not mandatory. Management reserves the right to deny entry to individuals who are not appropriately dressed.

6. Food and Drink

- Food and beverages will be provided as per the event details. **Bringing outside food and beverages is not permitted without prior authorisation.**

- Alcohol will be served to guests aged 18 and over. Please drink responsibly.

7. Health and Safety

- Attendees must follow all venue rules and any instructions from event staff.
- We reserve the right to refuse entry or remove individuals for safety or behavioural reasons.
- All guests are expected to behave respectfully towards others. Harassment, abuse, or any form of disruptive behaviour will result in removal from the Event.
- Any damages caused to the venue or property may be charged to the responsible party.
- Please be aware that given the age of the venue there are accessibility issues for certain areas, please contact fundraising@comptoncare.org.uk or 0300 323 0250 before purchasing tickets if you have any mobility queries regarding access.

8. Fundraising and Donations

- This event is a fundraising activity in support of Compton Care.
- All proceeds will go towards supporting the charity to continue providing

9. Photography and Media

- The Event may be photographed or filmed for promotional purposes. By attending, you consent to your image being used in future marketing materials.
- If you do not wish to be photographed, please inform a member of Compton Care staff upon arrival.

10. Liability

- The Event organiser accepts no responsibility for personal injury, loss, or damage to persons or property.
- Attendees participate at their own risk and are responsible for their own belongings.

11. Cancellations and Changes

- The Event organiser reserves the right to make changes to the Event schedule, location, or lineup. Notice will be provided where possible.
- If the Event is cancelled due to unforeseen circumstances (e.g., weather, public health concerns), we will notify ticket holders about rescheduling or issue refunds within 28 days.

12. Privacy

- Your data (name, email address and any other information as reasonably required) may be shared with third party suppliers for the purpose of the event.
- Personal data collected for ticketing or registration will be handled in accordance with our Privacy Policy <https://www.comptoncare.org.uk/privacy-policy/>

13. Contact Information

For any enquiries, please contact us at fundraising@comptoncare.org.uk.