Animeleague Events – Terms & Conditions

These Terms & Conditions apply to all Animeleague events under the Anime & Gaming Con brand. By clicking submit when buying your ticket, you agree to abide by these terms.

These Terms & Conditions apply to all attendees at our events. Guests, performers, traders and crew members are also subject to these Terms & Conditions where relevant, but may have additional written agreements with Animeleague. If there is any conflict between these Terms & Conditions and a signed written agreement, the signed written agreement will take priority for the matters it covers.

1. Event organiser

The event is run by Animeleague LTD registered at 609 Fishponds Road, Bristol, BS16 3AA. Animeleague LTD henceforth shall be referred to as Animeleague in this document.

2. Agreement to Terms & changes to these Terms

By purchasing a ticket for the event, you agree to abide by these Terms & Conditions.

Animeleague may update these Terms & Conditions from time to time. Any changes will apply to tickets purchased after the date the updated terms are published on our website.

For tickets you have already purchased, the version of the Terms & Conditions in force at the time of your purchase will continue to apply, except where:

- we are required to make a change by law, regulation or a competent authority; or
- the change is clearly beneficial to you and does not reduce your rights.

If we need to make a significant change that materially disadvantages you for an event you have already booked, we will notify you using the contact details you provided and you may contact us if you do not accept the change so that we can discuss your options.

3. Tickets, wristbands and entry

Your ticket and any wristband or badge we issue to you are personal to you and remain the property of Animeleague. They allow you entry to the event for your chosen days, subject to these Terms & Conditions.

You must not share, sell, duplicate or tamper with your ticket or wristband. If we reasonably believe that a ticket or wristband has been copied, altered, purchased fraudulently or used by someone other than the original ticketholder, we may refuse entry or require the person using it to leave the event without refund.

It is your responsibility to keep your ticket and wristband safe. If you lose or damage your wristband, we will normally replace it on the day provided you bring us the original wristband. We may cancel the original and issue a replacement, and we reserve the right to charge a reasonable administration fee. We are not obliged to replace a ticket or wristband if you cannot provide the original or if we reasonably believe it has been misused.

4. Refunds

Refunds are provided at the discretion of Animeleague up to 1 month prior to the event and are subject to a £10 administration fee.

5. Postponement and cancellation

Animeleague reserves the right to postpone or cancel an event at any time. In the event of a postponed or cancelled event, Animeleague is not liable for any personal losses such as hotel or travel expenses.

If an event is postponed, all ticket holders will be notified of the date change by email as soon as the information is available. All tickets will automatically be transferred to the new dates. Postponed tickets can be refunded in full (without an admin fee) if a refund is requested within 28 calendar days of the postponement.

If an event is cancelled without a new date (i.e. not a postponement), then all ticket holders will be notified and full refunds will be provided automatically within 14 calendar days.

Programmes, guests and activities are subject to change and we do not guarantee that any particular guest, activity or scheduled event will take place. Changes to individual elements of the programme will not normally entitle you to a refund, provided that the event as a whole takes place.

6. Events outside our control

We will not be liable for any delay or failure to perform our obligations under these Terms & Conditions to the extent that such delay or failure is caused by an event or circumstance beyond our reasonable control. This may include, for example, extreme weather, power failure, industrial action, national mourning, public health emergencies, terrorism or serious safety or security incidents affecting the venue or surrounding area.

Where such an event affects the running of the event, we will take reasonable steps to minimise the impact and will keep you informed where it is practical for us to do so.

7. Age requirements and ID

7.1 Under-16s

Individuals aged under 16 must always be accompanied by a responsible adult aged 18 or over. This requires a minimum of one adult per ten underage individuals.

If we reasonably believe that you are under 16 and you are not accompanied by a responsible adult, we may ask you to show acceptable proof of age. If you cannot provide proof that you are 16 or over, we may refuse you entry to the event or require you to be accompanied by a responsible adult before allowing you to enter or remain at the event.

7.2 Proof of age and 18+ wristbands

You must provide an acceptable form of ID to receive an 18+ wristband or to access 18+ areas or activities. Acceptable ID currently comprises of:
a. any Photo ID with the PASS hologram;
b. a driving licence; or
c. a passport.

If you are unable or unwilling to provide acceptable ID when asked, you may be treated as under 18 for the purposes of the event. This may mean that you are issued an under-18 wristband and are not permitted to access 18+ areas or activities.

8. Behaviour and conduct

To help keep the event safe and enjoyable for everyone, you must follow the behaviour and safety rules below. These rules apply both in person at the event venue and, where relevant, in event-related online spaces such as official event chats, forums or social media groups where the behaviour has a real impact on the safety or enjoyment of attendees.

8.1 Alcohol, substances and responsible drinking

You must be 18 or over to consume alcohol at our events. Any underage drinking will not be tolerated.

You must follow any venue rules about bringing your own alcohol into the premises. In most licensed premises you will not be allowed to bring in outside alcohol.

You must not drink alcohol in areas where it is not allowed, such as public streets, parks or other restricted areas of the venue.

The possession, use or supply of illegal drugs, the misuse of prescription medication, or the possession or use of controlled substances (including cannabis where it is not lawfully permitted) is strictly prohibited. Any such behaviour may result in immediate removal from the event and a ban from future events, and we may report the matter to the police where appropriate.

8.2 Anti-social behaviour and disruption

Anti-social or disruptive behaviour is not permitted. This includes, for example:

- deliberately antagonising or intimidating others;
- creating excessive noise or disruption;

- persistently ignoring reasonable instructions from event staff;
- inappropriate public sexual behaviour;
- behaviour which creates or escalates unnecessary conflict.

We will normally seek to resolve issues by speaking to you and issuing a warning where appropriate, but serious or persistent behaviour of this kind may result in you being required to leave the event and may lead to a ban from future events.

8.3 Threats, bullying and violence

Threats, bullying and violence will not be tolerated. You must not threaten, intimidate or bully another person, whether through physical or non-physical means. This applies both in person at the event and in event-related online spaces where the behaviour materially affects the safety or enjoyment of attendees.

Any actual violence or credible threat of violence may result in immediate removal from the event and a ban from future events, and we may report the matter to the police.

8.4 Harassment and sexual harassment

If someone asks you to leave them alone, you must respect this and not continue to approach or contact them.

Harassment, including sexual harassment, is not allowed. Sexual harassment includes, for example, unwanted sexual comments, advances or touching, and any contact with another person in intimate or sensitive areas without their clear and express consent. If you are told that your contact is unwelcome, you must stop immediately.

Harassment connected to the event that takes place online (for example, in event-related chats or social media groups) may also be treated as a breach of these Terms & Conditions where it materially affects the safety or enjoyment of attendees.

Any report of harassment or sexual harassment will be taken seriously. Depending on the circumstances, this may result in a warning, removal from the event, a ban from future events and, in serious cases, a report to the police.

8.5 Compliance with the law

You must comply with the law at all times while attending the event. Theft, assault and other criminal behaviour will result in removal from the event and a ban from future events, and we may provide information to law enforcement where required.

For cosplayers, please be aware that the law includes restrictions on real weapons and imitation firearms that look realistic in public. You are responsible for ensuring that any props you bring comply with the law as well as these Terms & Conditions.

8.6 Discrimination and hate speech

Animeleague aims to provide an inclusive environment. You must not engage in discrimination, hate speech or harassment based on protected or personal characteristics, including (for example) race, colour, nationality, ethnic or national origin, religion or belief, sex, gender identity or expression, sexual orientation, disability or age. This applies both at the event and in event-related online spaces where the behaviour materially affects the safety or enjoyment of attendees.

This includes the use of slurs, symbols, gestures, signs, or other behaviour intended to demean, threaten or exclude others. Depending on the circumstances, this may result in a warning, removal from the event, a ban from future events and, in serious cases, a report to the police.

8.7 Privacy and private spaces

You must respect the privacy of others. Recording, photographing or streaming in toilets, bathrooms, changing areas, bedrooms or other private spaces is not permitted.

Hidden recording or recording someone in a state of undress without their clear consent is strictly prohibited and may result in immediate removal from the event and a ban from future events, and in serious cases may be reported to the police.

8.8 Commercial activity and promotions

You must not sell goods or services, run structured paid activities or distribute promotional materials (such as flyers or posters) at the event without Animeleague's prior permission. Unauthorised traders or promoters may be asked to cease their activity and may be required to leave the event without refund.

9. Right to refuse entry or remove individuals

Animeleague reserves the right to refuse admission or require you to leave the event if we reasonably believe that your behaviour breaches, or is likely to breach, the Behaviour and Conduct rules in section 9 or otherwise:

a. is unsafe or may put yourself, other attendees, staff or the venue at risk;
b. is causing or is likely to cause damage, nuisance or annoyance;
c. involves harassment, discrimination, abuse or other inappropriate conduct;
d. constitutes a serious or repeated breach of these Terms & Conditions; or
e. is otherwise illegal or presents a risk to the running of the event.

For less serious issues, we will normally seek to resolve matters by speaking with you and, where appropriate, issuing a warning before taking further action. For serious breaches (for example, violence, serious harassment, illegal drug use or other criminal behaviour), we may require you to leave the event immediately and ban you from future events. In serious cases, and where we believe there is a genuine risk to safety or where required by law, we may share relevant information with law enforcement and, on a case-by-case basis, with other event organisers, in line with our Privacy Statement.

If you are refused entry or required to leave the event in circumstances where you have not breached these Terms & Conditions and there is no fault on your part, we will normally offer a refund of your ticket price for that event.

If you are refused entry or required to leave the event because of your breach of these Terms & Conditions or because of unsafe, antisocial or inappropriate conduct, no refund will be due.

10. Cosplay weapons and props

You recognise that, with regards to cosplay weapons or props, the event organisers have the final say and are allowed to remove them from you to be placed into secure storage until you leave the event.

This includes but is not limited to –
a) Any item that is a replica of a real-world firearm or clearly intended to resemble a real-world firearm, including any item that would require blaze taping on its barrel.
b) Any replica weapons (such as swords or knives) made of metal, even if dulled and/or blunted.
c) Any spear or sharp-tipped weapon, regardless of material.
d) Any prop deemed too large, heavy or unwieldy that may block corridors or be likely to hit or inconvenience others. This includes but is not limited to any prop more than 1.6m in length.
e) Any weapon that uses pyrotechnics, is explosive (including cap guns and airguns) or shoots projectiles that can hurt (such as BB guns, paintball and airsoft weapons).
f) Any weapon that is an actual weapon (even if deactivated or blunted) or can be used as an incendiary item.
g) Cosplay props must be made from safe, lightweight materials (for example foam, cardboard, fabric or similar soft materials). Hard or heavy materials such as solid wood, metal, glass, stone, concrete, dense resin or solid 3D prints are not normally permitted where they could injure someone if swung, thrown or dropped. Event staff have the final say on whether any prop is permitted.

11. Filming and photography by Animeleague / partners

Over the duration of the event, photography and filming may take place by Animeleague or by third parties working with us. This may include general crowd shots, wider images of the event and, in some cases, closer shots of individuals or groups.

We use this material to document and promote our events (for example on our websites, social media channels and printed materials). We will make reasonable efforts to signpost that photography and filming are taking place.

Where you are featured only incidentally (for example, as part of a crowd or in the background of a wider shot), we will generally rely on our legitimate interests in recording and promoting the event.

Where you are the main focus of a photograph or recording that we wish to use in a prominent way for marketing, we will normally seek your agreement at the time where it is

reasonably practical to do so. For children and young people, we will take extra care and may seek the consent of a parent or guardian where appropriate.

If you do not wish to be included in photographs or recordings, please speak to a member of Event Staff on the day and we will do our best to accommodate you, for example by directing you to areas where filming is limited or asking our photographers to avoid you where reasonably possible.

When you take photographs at the event yourself, you must respect the privacy and wishes of others. Unless it is a stage event, if you are taking photographs of specific attendees who are in the foreground then you must ask their permission first. This also applies to traders – any photos of their stall or products up close must be with the consent of the trader. If you are taking a photograph of several people who are in the background, then permission is not required.

12. Filming and photography by attendees and other participants

All Attendees, Crew Members, Guests, Performers and Traders are permitted to film, photograph or otherwise record at the event, provided that they comply with these Terms & Conditions, any published policies and any reasonable instructions from Event Staff, and provided that they respect the privacy and rights of others.

You remain the owner of any intellectual property rights in the photos, videos or other content you create at the event.

If you choose to share content with Animeleague (for example by submitting it to us, entering a competition, or responding to a request for content), you grant Animeleague a non-exclusive, worldwide, royalty-free licence to use, reproduce and share that content for the purpose of promoting current and future Animeleague events, in any media, for as long as the content is in use. You can withdraw this licence for future use by contacting us, although this will not affect use that has already taken place.

13. Personal property and cloakrooms

You are responsible for your own belongings at the event. Please do not leave valuables unattended. If you leave items in public areas of the venue (for example, function rooms, corridors or seating areas), Animeleague and the venue are not responsible for any loss of or damage to those items.

From time to time, Animeleague or the venue may offer a cloakroom or storage area for bags, coats or similar items. If you choose to use these facilities:

- Do not leave cash, important documents, high-value electronics or other valuables in items you hand in.
- We strongly advise that you **do not** leave with us any item or bag whose total replacement value is more than **£50**.
- You must keep any cloakroom ticket or receipt safe and present it when collecting your items.

- Unless a different time is clearly advertised at the event, all items **must be collected by 6pm**. After this time, uncollected items may be moved to another area (for example, near the stage at the after-party) or treated as lost property. While we will still take reasonable care, you accept that the risk of loss or damage may increase once items have not been collected by the stated time.

Animeleague and the venue are **not** responsible for loss of or damage to personal property, **unless** such loss or damage is caused by our failure to take reasonable care of an item that we have expressly agreed to look after, such as when it has been handed to us for storage in an official cloakroom or designated storage area and accepted by us. Where we are liable for loss of or damage to such an item, our total liability will be limited to **£50 per item or bag**, to the extent permitted by law.

We may set reasonable limits on the size, type or value of items we are willing to accept, and we may refuse to store items that we consider unsafe or inappropriate. Items not collected by the end of the event may be treated as lost property and disposed of after a reasonable period.

14. Raffle Tickets

Some tickets may include automatic entry into the **Big Geek Raffle**, and you may also be able to purchase additional raffle tickets at the event and/or online.

Raffle tickets are **only valid if you are physically present at the raffle draw** at the time and place announced in the event programme. If your ticket is drawn and you are not present, do not come forward within a reasonable time, or cannot produce the matching ticket when asked, we will draw another winner. In that case you will not be entitled to a prize or any refund for your raffle ticket(s).

Prizes are as described at the event. They are non-transferable and there is no cash alternative, except where we choose to offer one at our discretion.

15. Liability

Nothing in these Terms & Conditions excludes or limits Animeleague's liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be excluded or limited under English or Scottish law.

To the fullest extent permitted by law:

a. Animeleague's total aggregate liability to you arising out of or in connection with your ticket and attendance at the event (whether in contract, tort (including negligence) or otherwise) shall be limited to the total amount paid by you to Animeleague for your ticket(s) for that event; and

b. Animeleague will not be liable for any loss or damage which is not caused by our breach of these Terms & Conditions or our negligence, for any loss of profit, loss of business, loss of

goodwill or other business or indirect or consequential losses, or for any loss or damage that was not reasonably foreseeable at the time you purchased your ticket.

16. Governing law and jurisdiction

These Terms & Conditions and any dispute or claim arising out of or in connection with them, your ticket or your attendance at the event shall be governed by the laws of England and Wales or, where the event you attend takes place in Scotland, the laws of Scotland.

If you live in England, Wales or Scotland, you and Animeleague agree that the courts of the part of the United Kingdom where you live will have jurisdiction over any dispute relating to these Terms & Conditions, your ticket or your attendance at the event. If you live elsewhere in the United Kingdom or in another country, you may also be able to bring proceedings in your local courts.

17. If part of these Terms are not valid

If any part of these Terms & Conditions is found by a court or regulator to be invalid, unlawful or unenforceable, that part will be treated as deleted, but the rest of the Terms & Conditions will continue in full force.

Privacy Statement

Animeleague LTD is the data controller for the personal data you provide when you purchase tickets and attend our events.

What information we collect

We may collect and process the following information about you:

- your name and contact details (such as email address and, where provided, phone number);
- your booking and payment details (including order details and transaction references – we do not store your full card details);
- information you give us about your booking, such as ticket type, preferences and any access or support needs you choose to share with us;
- your IP address and basic technical information when you use our website;
- correspondence and enquiries you send to us.

How we use your information and our legal bases

We use your personal data for the following purposes:

- **To process your booking, manage your ticket and run the event**
  We process your information so that we can take payment, issue tickets, manage entry and provide you with information about the event (for example, timetables and updates). Our legal basis for this is that the processing is necessary for the performance of our contract with you, or to take steps at your request before entering into a contract.

- **To comply with our legal and regulatory obligations**
  We may process your information to comply with our legal obligations, for example in relation to tax, accounting, health and safety and incident reporting.

- **To keep our systems and events secure**
  We log IP addresses and use other technical information to help keep our website and systems secure and to prevent fraud or abuse. Our legal basis for this is our legitimate interests in operating a secure business and events.

- **To send you information about similar events and activities**
  If you choose to receive marketing from us, we will use your contact details to send you information about Animeleague events and related activities. Our legal basis for this is your consent, which you can withdraw at any time by using the unsubscribe link in our emails or by contacting us. We will not send you marketing about third parties without your consent.

Who we share your information with

We will not sell your personal data. We may share your personal data with:

- service providers who process data on our behalf (such as payment processors, ticketing systems, email service providers and IT support), under contracts that require them to keep your data safe and only use it on our instructions;
- venues and other partners where this is necessary to run the event safely and effectively;
- professional advisers (such as lawyers or accountants) where reasonably necessary;
- law enforcement or regulatory authorities where we are required to do so by law or to protect our rights or the safety of others.
- In serious cases where we believe there is a genuine risk to safety at similar events, we may share limited relevant information with other reputable event organisers, in line with data protection law.

How long we keep your information

We will keep your personal data for no longer than is reasonably necessary for the purposes set out above, including for the purposes of satisfying any legal, accounting or reporting requirements, and in accordance with our data retention policies. Basic booking and transaction information may need to be kept for a number of years to comply with tax and accounting rules.

Your rights

You have a number of rights in relation to your personal data, including the right to:

- request access to the personal data we hold about you;
- request correction of any inaccurate or incomplete data;
- request erasure of your data in certain circumstances;
- request restriction of or object to certain processing; and
- request that we transfer your data to another organisation, where this is technically feasible.+

You also have the right to complain to the UK Information Commissioner's Office (ICO) if you are unhappy with how we handle your data, but we would welcome the chance to deal with your concerns first.

If you wish to exercise any of these rights, or if you wish to remove any personal information from our systems where we are not required to keep it, please email us at: **registrations@animeleague.com**.

Contact for data protection queries

If you have any questions about how we use your personal data, please contact us at: **registrations@animeleague.com**.

By registering for the event, you are confirming that you understand the above and that you agree that your personal data can be used as stated, to the extent permitted by law.