

Terms & Conditions for Haunted Castle of Horrors | Oystermouth Castle

- Persons will not be admitted if in the opinion of the stewards they are under the influence of alcohol or an illegal substance.
- Children under 16 must be accompanied by an adult.
- In the interests of safety please do not bring glass items, candles or flaming torches.
- The experience will contain strobe/laser lighting, smoke machines, small spaces with low lighting, uneven flooring (please wear suitable footwear), some steep staircases and narrow corridors due to the nature of the venue, odour effects, creepy sounds/music and live actors
- Swansea Council reserve the right to refuse admission to any person at its own discretion, under such circumstances no refunds will be issued.
- Swansea Council reserves the right to make any alteration to the advertised details for the event.
- Ticket holders release the organisers (Swansea Council) from any liability for any loss or damage to personal property that may be suffered in relation to the event. Except as required by law, the organisers shall have no liability to ticket holders.
- Tickets may not be sold (including by way of auction) nor advertised for sale. Tickets may not be used for advertising, promotion, fundraising or marketing purposes (including in competitions, contests and sweepstakes).
- Ticket holders understand that the arrangements for the event may be affected by circumstances beyond the control of the organisers, which may result in the delay, postponement or cancellation of the event without notice, the organisers shall have no liability to ticket holders in respect of such delay, postponement or cancellation.
- In the unlikely event of cancellation by the organiser, tickets will be refunded from the source of purchase at their face value. No refunds will be issued in respect of booking fees.
- Ticket holders consent to being filmed, photographed and recorded and understand that photographs, films or recordings of ticket holders may be broadcast, published, licensed or used in perpetuity (without payment).
- Ticket holders agree that any images, videos, or sound recordings taken at the event may only be used for private and domestic purposes and cannot be used for any commercial purposes, whether on the internet or otherwise.
- Ticket holders may not engage in any activity which the organisers consider to be related to unauthorised marketing or advertising (including, for the avoidance of doubt, individual or group ambush marketing). The organiser reserves the right to refuse admission to, or eject from, the ground any person who fails to comply with this restriction.

Wet Weather Policy for Haunted Castle of Horrors

Generally sessions will not be prohibited by rain as activities mainly take place in covered areas; they will still go ahead as scheduled.

However, all ticket holders are advised to make provisions for wet weather and wear suitable clothing and footwear.

A session will only be cancelled if in the opinion of the organisers the weather conditions jeopardise health and safety.

In the unlikely event that the event is cancelled, information will be posted on:

- The event websites at www.swansea.gov.uk/oystermouthcastle and www.enjoyswanseabay.com
- On Facebook www.facebook.com/OystermouthCastle and www.facebook.com/EnjoySwansea