



REGGAE LAND TERMS & CONDITIONS 2025

Last Updated: 9th April 2025

Event Dates: Saturday 2nd & Sunday 3rd August 2025

Location: National Bowl, Milton Keynes

Organised by: JBM Music

These Terms and Conditions (“Conditions”) apply to the purchase, possession and use of all tickets for Reggae Land 2025 (the “Event”), which is organised by JBM Music Ltd (“we”, “us”, or “our”). The Event is scheduled to take place on **Saturday 2nd August and Sunday 3rd August 2025** at the **National Bowl, Milton Keynes** (the “Venue”).

All individuals attending the Event (“you”, “your”, “Ticket Holder”) agree to be bound by these Conditions. These Conditions should be read in conjunction with any Site Rules, policies published on the Reggae Land website (www.reggaeland.co.uk), all other social media outlets issuing information, and any terms imposed by our Official Ticketing Agents. In the event of any conflict, these Conditions shall prevail.

GENERAL TERMS

1. These Conditions apply to all attendees, including ticket holders, complimentary guests, artists, staff, traders, contractors, and volunteers.
2. You must comply with all site rules, instructions from event staff, and signage.
3. These Conditions are governed by English law and subject to the exclusive jurisdiction of the English courts.
4. We may alter the time, date, venue, and running order of the Event due to circumstances outside our control.
5. The advertised line-up and schedule are subject to change.
6. We reserve the right to make amendments to these Conditions at any time. Any updates will be published on our website and apply immediately.
7. By purchasing a ticket, you agree to be bound by these Conditions and any updates to them.
8. All event information can be found at www.reggaeland.co.uk or by contacting hello@jbmmusic.com.

TICKETS AND ENTRY

9. Tickets must be purchased through Official Ticketing partners such as Skiddle.



10. Each person entering the Event must have a valid ticket.
 11. Tickets are non-refundable and non-transferable except as outlined in the cancellation policy.
 12. The name on the ticket must match the attendee's ID unless stated otherwise.
 13. Last entry each day is strictly at 18:00. No re-entry permitted unless otherwise stated.
 14. Entry may be refused without refund if tickets are found to be fraudulent, resold via unauthorised platforms, or breached in any way.
 15. Duplicate tickets or barcodes will be void.
 16. Lost, damaged, or stolen tickets will not be replaced.
 17. Tickets may not be used for promotional purposes without prior written consent.
 18. Tickets may be cancelled if found to be used fraudulently or in breach of these Conditions.
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AGE RESTRICTIONS AND IDENTIFICATION

19. This event is family-friendly. Under-18s must be accompanied by a legal guardian aged 18+ at all times.
 20. Those not accompanied by legal guardians who are under 18 are subject to refusal.
 21. We operate a strict Challenge 25 policy across all licensed areas.
 22. Accepted forms of ID include a valid UK passport, driving licence, or PASS card with hologram.
 23. Photocopies, expired ID, and student cards will **not** be accepted.
 24. Entry/alcohol service will be refused without refund to anyone who fails to provide valid ID if requested.
 25. Alcohol sales are strictly prohibited to anyone under the age of 18.
 26. Any person found purchasing alcohol for someone under 18 will be removed from the event and may be reported to the authorities.
 27. The Organisers do not accept responsibility or liability for any minors on site. It is the sole responsibility of accompanying adults to supervise them at all times.
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WRISTBANDS

28. Tickets are to be exchanged with entry or a wristband at the main gate.
29. Only wristbands applied by official Reggae Land staff will be considered valid.
30. Wristbands are void if removed, tampered with, or lost.
31. It is strictly prohibited to sell, trade, or share wristbands with other persons.
32. Anyone found in possession of multiple wristbands or attempting to fraudulently use another person's wristband may be ejected without refund.
33. If a wristband is removed for medical reasons, the wearer must report to the Info or Welfare Point immediately to request replacement with proper verification and authorisation.
34. Wristbands remain the property of the Organisers until the end of the Event.
35. Replacement wristbands will not be issued.
36. Wristbands must be applied by staff at the gate.

SEARCHES AND PROHIBITED ITEMS

37. All attendees, vehicles, bags, and belongings are subject to search upon entry and at any time while on site.
38. Refusal to be searched will result in denied entry or removal without refund.
39. Searches may include bags, clothing, personal belongings, and vehicles.
40. Searches may be conducted by licensed security personnel, police, or detection dog handlers.
41. Amnesty bins will be positioned at entrances for disposal of prohibited items without consequence, prior to any searches taking place.
42. Confiscated items will not be returned, reimbursed, or stored for collection.
43. Prohibited Items include but are not limited to:
 - Alcohol (unless purchased on-site)
 - Illegal substances or drugs
 - Glass bottles or mirrors
 - Weapons, sharp objects, or anything deemed to pose a risk
 - Fireworks, flares, smoke bombs, or explosives
 - Drones or remote-controlled aerial devices
 - Laser pens or high-powered torches
 - Gas canisters, BBQs, and open flames
 - Camping chairs (except in designated areas)
 - Professional recording equipment
 - Marketing or promotional materials
 - High-vis jackets or impersonation gear
 - Protest items or discriminatory materials
 - Any item deemed unsafe or inappropriate by security

BEHAVIOUR AND EJECTION POLICY

44. The Organisers reserve the right to refuse admission or eject any individual from the Event site at any time, without refund, for reasons including but not limited to:
 - Breach of any of these Terms & Conditions
 - Being in possession of prohibited items
 - Being noticeably intoxicated or under the influence of drugs or other substances
 - Engaging in illegal activity or anti-social behaviour
 - Threatening, abusive or violent behaviour toward staff, security, performers, or other attendees
 - Entering restricted, off-limits, or backstage areas without authorisation
 - Tampering with infrastructure, fencing, lighting, staging, or safety installations
 - Disrupting emergency response services, including welfare, medical, or security personnel
 - Refusing to comply with safety checks or searches



- Engaging in dangerous crowd behaviour including surging, pushing, throwing objects, or climbing
 - Attempting re-entry after having been removed or after leaving the site where re-entry is not permitted
 - Distributing unauthorised promotional materials or trading without permission
 - Smoking or vaping in any enclosed or prohibited areas
 - Urinating or defecating in non-designated locations
 - Damaging property belonging to the Event, Venue, or fellow attendees
 - Any individual removed from site may be banned from future Reggae Land events at the discretion of the Organisers.
 - Tickets and wristbands will be voided upon ejection and will not be reissued or refunded
 - If a criminal offence is suspected or confirmed, the individual may be detained and handed over to the police.
 - Anyone ejected may not re-enter the Event and will have their Wristband voided.
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ACCESSIBILITY

45. Reggae Land is committed to providing an inclusive and accessible environment for all attendees, where reasonably practicable.
 46. A limited number of Personal Assistant (PA) Tickets are available free of charge to those with accessibility requirements who have purchased a standard admission ticket.
 47. Applications must be submitted prior to Friday 27th June. Those applying after this date will not receive a free personal assistant ticket.
 48. Documentation must be provided (e.g., Access Card with +1 symbol, PIP letter).
 49. An accessible viewing platform is available to those with an access ticket. There are no further access viewing platform tickets available.
 50. Only one companion is allowed per accessible customer on the platform.
 51. Accessible toilets will be located near key areas of the site, including each toilet block and viewing platform.
 52. Assistance dogs are permitted. They must be kept on a lead and under control.
 53. Reggae Land reserves the right to revoke accessible services or passes from anyone misusing or falsely obtaining access to these facilities.
 54. We do not offer reserved on-site transport or shuttle services for movement within the site; attendees must plan accordingly.
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MEDICAL AND WELFARE

55. The Event provides dedicated on-site **medical, welfare, and mental health support services**, available throughout the event's operating hours.
56. Medical and welfare teams will be clearly signposted and located near main areas such as entrances, stages, and accessibility zones.
57. All staff are fully trained and equipped to handle emergencies and will treat all attendees with dignity, confidentiality, and respect.

58. If you are unwell, feel unsafe, or see someone in need of assistance, please alert a steward, security guard, or report directly to the nearest welfare or medical point.
 59. Attendees are responsible for bringing any **essential medication**, which must be clearly labelled and in original packaging.
 60. You may be required to present a copy of your prescription and a valid form of ID when bringing medication onto the site.
 61. Organisers reserve the right to verify and confiscate any substances that are unlabelled, appear tampered with, or raise concern for misuse or safety.
 62. We recommend bringing enough prescription medication for the full duration of the event, as local access to medical supplies cannot be guaranteed.
 63. In the case of serious injury or illness, emergency services may be called. Reggae Land accepts no responsibility for any delay caused by third-party emergency services or for the outcome of any treatment received.
 64. All welfare support is non-judgemental, inclusive, and designed to prioritise your safety and comfort.
 65. If you or someone you know is struggling with substance use or mental health during the event, our welfare team is there to help — not to punish.
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COMMUNICABLE DISEASES

66. Attendance at the Event is entirely at your own risk, including in relation to exposure to communicable illnesses such as **Covid-19, influenza, norovirus, measles**, or other infectious diseases.
 67. You must **not attend** the Event if you:
 1. Have been advised by NHS Track & Trace, a doctor, or other public health authority to self-isolate.
 68. The Organisers reserve the right to implement entry requirements or health protocols at any time, including but not limited to:
 1. Proof of vaccination or immunity;
 2. Proof of a recent negative test result;
 3. Temperature screening at entry gates;
 4. Mask-wearing in certain areas (if advised by authorities).
 69. Refusal to comply with any imposed health and safety measures may result in denied entry or ejection without refund.
 70. If you begin to feel unwell during the Event with symptoms of a contagious illness, you should report immediately to a welfare or medical point and may be asked to leave the site.
 71. We will take all reasonable measures to comply with public health guidelines but cannot guarantee a disease-free environment.
 72. By attending, you accept the risk of illness and agree that the Organisers are not liable for any health impact, medical costs, or financial loss resulting from exposure to a communicable disease while at the Event.
 73. All government guidance and legal requirements take precedence over these Event Conditions and may override or amend them at any time.
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REFUNDS AND CANCELLATIONS

74. All tickets are non-refundable unless the Event is cancelled in full and not rescheduled.
 75. No refunds will be given for partial line-up changes, artist cancellations, adverse weather, rescheduled performance times, or missed acts due to late arrival.
 76. We reserve the right to change the Event's date, duration, venue, performance schedule, site layout or other operational details at our discretion.
 77. The following do **not** constitute material changes eligible for a refund:
 1. Alteration of individual performers, including headliners
 2. Weather conditions affecting certain areas or equipment
 3. Delays in gate opening or performance times
 4. Partial curtailment of the show once underway
 5. Modifications to the experience for safety reasons
 78. Refunds will only be issued in the following cases:
 1. The Event is cancelled in full and not rescheduled;
 2. The Event is postponed and you are unable to attend the new date;
 3. You are entitled to a refund by law or under statutory rights.
 79. In the event of cancellation or postponement, information and refund instructions will be posted on our official website and social media pages.
 80. Refunds must be claimed within the specified refund window.
 81. Refunds will only be issued to the original ticket purchaser via the original method of payment.
 82. We do not accept liability for any travel, accommodation, subsistence, or incidental costs incurred in relation to attending the Event. These are undertaken at your own risk.
 83. Booking fees, transaction charges, and postage costs are **non-refundable** unless otherwise stated by the ticketing agent.
 84. Refunds will not be given to anyone ejected from the Event for breaching these Terms & Conditions.
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FILMING, PHOTOGRAPHY AND MEDIA

85. By entering the Event site, you give **irrevocable consent** to being photographed, filmed, or recorded by the Event's official media teams, partners, or licensees.
86. Your **likeness, voice, and image** may be used globally in any current or future media format for marketing, promotional, security, or commercial purposes — without payment, credit, or further approval.
87. This includes, but is not limited to:
 1. Promotional films and highlights
 2. Social media content
 3. Livestreams
 4. TV or radio broadcasts
 5. Sponsor advertising
 6. On-site signage and merchandise
88. CCTV is in operation throughout the site for safety and security monitoring.
89. We may use recorded footage to investigate incidents or comply with legal obligations, including working with police and licensing authorities.



90. Personal photography and filming for non-commercial, private use is permitted, provided it does not disrupt the enjoyment of others.
 91. Professional photography or filming (i.e. using DSLR cameras, rigs, or commercial distribution) is prohibited unless you have been granted formal accreditation by the Event Organisers.
 92. Any person found distributing or monetising Event footage without permission may be subject to legal action.
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LIABILITY, RISK & SAFETY DISCLAIMER

93. Attendance at Reggae Land is entirely at your own risk.
 94. The Organisers shall not be liable for any injury, illness, death, loss, damage, or expense incurred as a result of attending the Event, unless caused by our proven negligence or a breach of statutory duty.
 95. You are responsible for your personal health, safety and belongings at all times.
 96. The Event is held outdoors and involves standing, walking, exposure to weather, loud music, lighting effects, and dense crowds.
 97. You should take appropriate precautions and dress suitably for all conditions, including rain, heat, and uneven ground.
 98. Prolonged exposure to loud noise may cause hearing damage. Free earplugs are available at Bars and Welfare points.
 99. Lighting effects including strobe, lasers, pyrotechnics, smoke, and flashing visuals may be used throughout the Event and may affect individuals with light sensitivity or epilepsy.
 100. By entering the site, you accept that the environment is dynamic and that hazards may arise despite reasonable precautions being taken.
 101. You are solely responsible for ensuring that any personal insurance coverage (e.g. health or travel insurance) is sufficient for your needs.
 102. We accept no responsibility for:
 - Lost or stolen personal belongings
 - Damage to vehicles, tents, or other possessions
 - Any indirect or consequential losses including travel, accommodation, or missed earnings
 103. Personal property is brought to the site at your own risk, and we strongly advise against bringing valuables.
 104. In the event of an emergency, you must follow instructions from security, stewards, emergency services, and all audible/visual safety announcements.
 105. Failure to comply with safety measures may result in ejection from the Event without refund.
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TRADING & COMMERCIAL ACTIVITY

106. No unauthorised trading, promotional activity, or brand marketing is permitted within the Event site or surrounding areas.
107. This includes (but is not limited to):
 - Distributing flyers, posters, or stickers



- Selling food, drink, merchandise, or services
 - Hosting competitions or sampling without permission
 - Filming promotional content or conducting market research
108. Anyone engaging in unauthorised trading or marketing will be ejected from the Event, and their items may be confiscated or destroyed without compensation.
109. Traders, food vendors, and market stalls must apply in advance and be approved by the Organisers.
110. All approved traders must:
- Hold valid insurance and hygiene certification
 - Comply with UK Food Safety and Trading Standards laws
 - Follow all site-specific rules including waste disposal, fire safety, and operating hours
111. Any goods sold must be safe, legal, and clearly priced.
112. Reggae Land accepts no responsibility for the quality, authenticity, or refund policy of third-party traders on site.
113. Counterfeit, bootleg, or unofficial event merchandise or artist items are strictly prohibited.
114. Any goods found to be infringing copyrights, trademarks, or licensing agreements will be seized.
115. Commercial filming, photography, or influencer partnerships must be pre-approved in writing by the Event and may require brand licensing agreements.
116. Selling or giving away tickets, wristbands, or credentials without prior consent is strictly prohibited.
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TRAVEL AND TRANSPORT

117. It is your responsibility to plan your journey to and from the Event safely and allow adequate time for traffic, parking, and entry procedures.
118. Parking passes must be purchased in advance via officialmkeventparking.com. On-the-day parking is **not guaranteed** and may be charged at a higher rate.
119. Parking passes are valid for one vehicle only and are non-refundable.
120. Vehicles parked without a valid parking pass may be denied access or towed at the owner's expense.
121. All parking areas are **non-camping zones**. Sleeping in vehicles overnight is **strictly prohibited**.
122. Attendees using taxis or private drop-offs must follow signage and use designated drop-off/pick-up zones located on Kelvin Drive
123. You must not use nearby roads or residential areas for unofficial parking or drop-offs.
124. Shuttle bus services may be available to/from designated transport hubs and will be advertised via the Event website in advance.
125. Disabled parking bays will be available near accessible entry gates but must be pre-booked and accompanied by a valid Blue Badge.
126. We are not responsible for any damage to or theft from vehicles, or for any vehicle-related fines, towing, or loss incurred.
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LIABILITY



127. These Terms & Conditions represent the entire agreement between you and the Event Organisers regarding attendance at Reggae Land 2025.
128. If any part of these Conditions is deemed unenforceable by a court or legal authority, the rest shall remain valid and enforceable.
129. We reserve the right to amend these Conditions at any time. Updated versions will be published on our official website and may be communicated via email to ticket holders.
130. You may not assign, transfer, or otherwise deal with any rights or obligations under these Conditions without written permission.
131. We may assign our rights and obligations under these Conditions to any successor or relevant party responsible for delivering the Event.
132. Any delay or failure by the Organisers to enforce any right under these Conditions shall not constitute a waiver of that right.
133. Any breach of these Conditions may result in immediate removal from the Event and cancellation of your ticket without refund.
134. Any dispute arising from attendance at the Event or from these Terms shall be governed by English law and subject to the exclusive jurisdiction of the English courts.
135. These Conditions do not affect your statutory rights as a consumer under UK law.
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DEFINITIONS

- **“We”, “Us”, “Our”, “Organiser(s)”** – JBM Music Ltd, its representatives, partners, contractors, and employees
 - **“You”, “Your”, “Ticket Holder”** – Any individual attending the Event under a valid ticket, wristband, guestlist, or accreditation
 - **“Event”** – Reggae Land 2025, taking place at The National Bowl, Milton Keynes on 2–3 August 2025
 - **“Venue”** – The entirety of The National Bowl site and its controlled grounds, including car parks, entrances, stages, and temporary infrastructure
 - **“Ticket”** – A revocable license granting access to the Event, whether in paper or electronic form
 - **“Wristband”** – A security band issued in exchange for a valid ticket, required for entry and re-entry (where permitted)
 - **“Prohibited Items”** – Any object or substance listed under the Searches & Prohibited Items section or reasonably deemed dangerous, illegal, or inappropriate by the Organisers
 - **“Authorised Personnel”** – Security, stewards, event staff, emergency responders, police, or any individual acting on behalf of the Organisers
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DATA AND PRIVACY

136. Your data is collected and processed in accordance with our Privacy Policy.
137. Data may be shared with partners for operational purposes.
138. Please read through our privacy policy.
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CONTACT

- 139. Website: www.reggaeland.co.uk
 - 140. Email: hello@jbmmusic.com
 - 141. Ticket Support: Via your original point of purchase.
 - 142. Lost Property: Speak with security/stewards. There will be an info & welfare tent available to assist.
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