

EVENT CHECK-IN PROCESS

The holiday park opens at 12pm (midday) on Friday for all ticket holders. When you arrive security will be there to direct you and check ID for everyone entering the park. There are security checks upon entry so please be sensible!

Only Group Leaders are required to visit reception to check-in. If needed, there is a holding car park and onsite bar available to wait whilst your Group Leader checks in.

To check-in you will need to present your unique eTicket Ref which is displayed on your order emails and within your online Skiddle Account. If possible, please print out the summary of your Skiddle Account which will speed things up.

THE GROUP LEADER MUST PROVIDE VALID ID FOR EVERYONE IN THEIR GROUP. If some of your group are arriving at different times please provide copies of their ID and security will check their actual ID on arrival.

PLEASE NOTE: THE PERSON CHECKING IN MUST MATCH THE GROUP LEADER DETAILS AND PRESENT PHOTO ID.

Valid forms of ID: Passport, Driving Licence, National Identity Card, PASS card or a government recognised form of photo ID. If we are unsure about any details then ID will be required for your whole group.

The holiday park requires we take a £30 refundable deposit for each member of your group, corresponding to your chalet size. Don't worry you will get this back when you check out providing you leave the chalet as you found and have not damaged anything. If you find that anything is missing or damaged when you arrive then please visit reception straight away to report it. We issue two keys per chalet. Additional keys are available for a £5 deposit each. It's also a good idea to make a note of your chalet number!

Once we have checked you in successfully you will be given event wristbands and programme schedules for everyone in your group.

TERMS & CONDITONS

Purchase or reservation of a ticket signifies acceptance of these terms and conditions.

TICKETS ARE STRICTLY NON-TRANSFERABLE

Age restrictions: Strictly 18 years and over.

Ticket touting and selling on eBay, Facebook, chat forums, websites or other 'auctions' is prohibited.

All fees will be charged in (£) pounds sterling (GBP).

METHODS OF PAYMENT

Through our official ticketseller <https://www.skiddle.com>. All payments are made in £ British Pounds Sterling (GBP).

When confirmation of your order is received, this indicates that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order and hence a contract between us once the 'Weekender Account' has been completed.

PURCHASER RESPONSIBILITY

It is the purchaser's responsibility to be the point of contact for any unresolved damage claims that arise in relation to the allocated chalet. Failure to determine individual liability amongst a group will result in all associated costs being passed on to the purchaser. This will apply even if the purchaser does not attend the event personally. For the avoidance of doubt the 'purchaser' is the individual who pays for the ticket(s) in full or makes the initial deposit payment with Skiddle.

INDIVIDUAL TERMS & CONDITIONS (see attached)

The purchaser will be sent unique login details to a 'Skiddle Account' in their order confirmation email. Each member of the group is required to login and enter their full contact details and agree to the 'Individual Terms & Conditions'. This is required by law. Failure to provide accurate information will result in the cancellation of your booking and loss of your payments.

E-TICKETS

All ticketing and group organisation is fully electronic - so no printed tickets or forms will be posted out. Once you have completed your Skiddle Account information your booking is complete. You will need your unique 'eTicket Ref' to check in to the event.

DEPOSITS

A deposit payment constitutes only part of your order total. You then have to pay the remaining balance within the agreed timeframe - this is outlined in the payment info at the point of purchase. To pay the remaining balance you need to login into your Skiddle Account and follow the link. Your Skiddle Account login details are contained in your Payment Confirmation email. Failure to settle the financial balance within the time limit will result in the forfeiting of your deposit amount.

REFUNDS

Refunds will only be given in the unlikely circumstances that events are cancelled, or if Clubland Weekender has been negligent or acted in breach of contract. However, refunds will not be given if events are cancelled due to 'Acts of God' and reasons including the following: Terrorism / Biological action, Foot and Mouth, Data Problems, Breach of License, SARS, National Mourning for anyone over 65 years old, Avian Flu, Swine Flu and European Pension Reform, Labour disputes or disruption caused by volcano or other similar situations or natural phenomena.

Any refunds given will be for the face value of tickets sold and will not include the booking fee. All booking fees are non-refundable unless Clubland Weekender has been negligent or acted in breach of contract.

Any refund claim must be made prior to 12pm check-out on Monday 8 May 2017. We will not be held responsible for any claims beyond this point.

No refunds will be given to any persons who are ejected for behaving offensively or carrying such items or substances as deemed prohibited by law.

TAX CHARGES

VAT is included in all ticket prices.

PURCHASER SECURITY

All transactions are processed by Skiddle and are 100% secure.

CONTACT US

Email: info@clublandweekender.com

Weekender phone line: Will operate closer to the event.

Our most effective and preferred method of communication is email. It is the customer's responsibility to ensure that we are kept up to date of any changes of contact details both before and after receipt of eTickets including email, contact telephone numbers and address.

PRIVACY POLICY

We will not have access to your financial details. We will not share your personal information for marketing or any other purposes without your consent unless where required to by law. We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force. Your email address will be added to the Clubland mailing list. You will receive updates about the Clubland Weekender and other future Clubland events or products. You can change or unsubscribe your email at any time by following the link at the bottom of each email newsletter.

There will be filming and photography at the event. We may therefore use your image on websites, in press or promotions. By agreeing to these T&Cs you consent to this.

The lineup and programming of the Clubland Weekender is subject to change.

Purchase or reservation of a ticket signifies acceptance of these terms and conditions.

INDIVIDUAL TERMS & CONDITONS

Purchase or reservation of a ticket signifies acceptance of these terms and conditions.

On arrival security will perform individual / car searches and have voluntary amnesty bins.

Chalets must be left undamaged and in a clean and tidy condition no later than 10am on Monday 8th May 2017.

If on your arrival you find any items or fittings damaged or missing please report to reception.

Should you be responsible for damage or breakages either to accommodation or to the holiday park facilities during your period of stay, you will be held personally responsible and liable to make good.

If you are found in possession of illegal or prohibited items or substances you will be immediately ejected from the park without entitlement to compensation. Please check the FAQ for more info.

If you are engaged in disruptive or offensive behaviour, especially fighting, repeated noise pollution, you will be ejected from the park without entitlement to compensation.

Soundsystems, PAs and decks are prohibited on this site and will be confiscated by security until Monday check-out.

The use of blow horns or noise making devices is prohibited outside of the main music venues.

Under no circumstance must the agreed number of people be exceeded in the accommodation.

There will be daily welfare checks of the Holiday Park and all accommodation from midday every day. These will be conducted by Security to ensure the safety of everyone attending the event and the Holiday Park itself. If Security deem it necessary they have the right to enter accommodation at any point during the event.

We will not be held responsible for any claims after 12pm on Monday 8 May 2017. Any such matters must be addressed before or at the event itself.

We are in no way responsible for any loss or damage to your property during your stay.

We will not be held responsible for damages or inconveniences caused by 'Acts of God'.

Your email address will be added to the Clubland mailing list. You will receive updates about the Clubland Weekender and other future Clubland events or products. You can change or unsubscribe your email at any time by following the link at the bottom of each email newsletter.

There will be filming and photography at the event. We may therefore use your image on websites, in press or promotions. By agreeing to these T&Cs you consent to this.

You certify that you will be aged 18 years or older on the day you check in to the event.

The lineup and programming of the Clubland Weekender is subject to change.

Purchase or reservation of a ticket signifies acceptance of these terms and conditions.

eTicket Ref

All bookings will have a unique eTicket Ref displayed on the order emails. This is your unique access code needed to check-in to the event.

Skiddle Account

The original booker will be emailed tickets for all people in their chalet. It is important you print out tickets for all the people in your group (please do not bring the ticket on your phones). When downloading your tickets you will be prompted to enter names and email addresses for all members of your group. It is vital that we collect all these names as these names will be cross-checked with ID upon arrival. Your tickets will be emailed to you when they are released, however will also be accessible within your account at www.skiddle.com/orders.

Group Leader

The person who placed your ticket order will be assumed as the Group Leader. This is so we have one person as the main point of contact. It's their responsibility to make sure all occupant details are complete and any balances are paid on time. They are also the only person required to check-in at the event - this speeds things up! Please make sure your group leader has tickets for all occupants if you are arriving separately.

Chalet Info

All chalets are self-catering and include a lounge with TV, kitchen with cooker and cooking/dining utensils, a bathroom with either a shower or bath plus a sink and toilet. The size of the chalet will depend on the berth size as will the number of beds / bedrooms. Most of the chalets include a double sofa bed in the lounge which counts as 2 of the total beds. The rest of the beds will be singles or bunk beds. There are 3 types of chalet class - club, classic and popular and there isn't a huge amount of difference in quality. Most chalets require electricity cards available from reception at £5 each. The chalets are allocated on a first come, first served basis so the earlier you book the better quality chalet you are given. The park only provide duvets and pillows but no linen (bed sheets, pillow cases, duvet covers). Linen is charged for by the holiday park so we recommend bringing your own if possible. The holiday park charges £5 for a single linen pack and £8 for a double linen pack. The park also don't provide towels so please bring your own if possible although you can buy towels from the park.

Payment Methods

Through our official ticketseller <https://www.skiddle.com>. All payments are made in £ British Pounds Sterling (GBP).

Deposit Payments

A deposit payment constitutes only part of your order total. You then have to pay the remaining balance within the agreed timeframe - this is outlined in the payment info at the point of purchase. You are also able to see how many days left you have to pay the balance within your Skiddle Account. You will be sent a confirmation email containing login details for your online Skiddle Weekender Account. To pay the remaining balance, log-in to your Account and follow the payment link. The balance must be made in one payment. Anyone can make this payment on your behalf. If you have placed a group order, please make sure someone in your group is organised in gathering

everyone's money together. The remaining time to pay your balance is displayed within your Weekender Account. You will be sent email reminders at 10, 5 and 1 day left to pay. Failure to settle the financial balance within the time limit may result in the forfeiting of your deposit amount and the cancellation of your order. Please CONTACT US if you have any issues regarding payment.

Account Upgrades (changing your group size)

Increasing the size of your group is available if we have availability of the chalet size you are after. Accounts cannot be downgraded in size. If you wish to add a person on to your chalet they will be required to purchase an Add-On Ticket at £179, please contact dang@skiddle.com with the original Order ID if you wish to do this.

Booking Cancellations / Non-Payment

Please make sure your group is arranged before booking because we cannot make refunds for cancellations or failure to complete your booking payment. This applies to all ticket types. If you are having problems with your payment schedule please CONTACT US

Event Check-in Process

The holiday park opens at 12pm (midday) on Friday for all ticket holders. When you arrive security will be there to direct you and check ID for everyone entering the park. There are security checks upon entry so please be sensible!

Only Group Leaders are required to visit reception to check-in. If needed, there is a holding car park and onsite bar available to wait whilst your Group Leader checks in.

To check-in you will need to present your unique eTicket Ref which is displayed on your order emails and within your online Skiddle Account. If possible, please print out the summary of your Skiddle Account which will speed things up.

THE GROUP LEADER MUST PROVIDE VALID ID FOR EVERYONE IN THEIR GROUP. If some of your group are arriving at different times please provide copies of their ID and security will check their actual ID on arrival.

PLEASE NOTE: THE PERSON CHECKING IN MUST MATCH THE GROUP LEADER DETAILS AND PRESENT PHOTO ID.

Valid forms of ID: Passport, Driving Licence, National Identity Card, PASS card or a government recognised form of photo ID. If we are unsure about any details then ID will be required for your whole group.

The holiday park requires we take a £30 refundable deposit for each member of your group, corresponding to your chalet size. Don't worry you will get this back when you check out providing you leave the chalet as you found and have not damaged anything. If you find that anything is missing or damaged when you arrive then please visit reception straight away to report it. We issue two keys per chalet. Additional keys are available for a £5 deposit each. It's also a good idea to make a note of your chalet number!

Once we have checked you in successfully you will be given event wristbands and programme schedules for everyone in your group.

Reception Opening Hours

FRIDAY: 12pm - 12am

SATURDAY: 3pm - 11pm

SUNDAY: 3pm - 9pm

MONDAY: 8am - 12pm (RECEPTION DOORS CLOSE AT 12pm - EVERYBODY NEEDS TO BE OUT OF THEIR CHALETS BY 10am - ANYONE CHECKS OUT AFTER THIS TIME WILL LOSE THERE DAMAGE DEPOSITS)

Welfare Checks

There will be daily Welfare Checks of the site from midday onwards. These will be conducted by General Manager and the Special Events Manager to ensure everyone is happy and safe during the event. This will include chalet checks so expect a knock on the door. If your chalet is deemed to be damaged or excessively messy then Management will advise on how best this can be rectified. If Management cannot get an answer from your chalet they will inform Clubland and the Park Management who will make a courtesy call as soon as possible. Please co-operate fully because your safety and the condition of the park is crucial to a successful event.

Event Check-out

We require everyone to checkout by 12m on Monday however, everybody must be out of their chalets by 10am. YOU MUST LEAVE YOUR CHALET AS YOU FOUND IT - THIS MEANS DOING THE WASHING UP & DISPOSING OF ALL YOUR RUBBISH. You will only have to go back and do it again otherwise. Failure to checkout via reception within the time allowed will result in the loss of all your £30 deposits so please check the reception opening times. If you need to leave before Monday then this must also be done during reception opening hours. PLEASE NOTE: Monday check-out is a big operation so we ask you to be patient with the holiday park whilst they check all the accommodation.

Information during the weekend

We will post any important info during the weekend as notices in the reception area so its worth checking when you can. These will be visible even when the recepation is closed.

TRAVEL INFO:

Pontins Southport Holiday Park, Shore Road, Ainsdale-on-Sea, Southport, PR8 2PZ, UK

Pontins Southport by Car:

We recommend planning your journey using Googlemaps

From London the journey takes around 4 hours without traffic but please plan for traffic delays around peak times or from busy areas. Its worth using the M6 toll road near Birmingham to cut down your travel time.

Liverpool John Lennon Airport (LPL) to Southport by Train: Liverpool South Parkway is the closest rail station to Liverpool John Lennon Airport (LPL) and is located approximately 2 miles from the airport. Regular buses operate between Liverpool South Parkway and LPL. Trains run directly from Liverpool

South Parkway to Southport using Merseyrail. We recommend booking your tickets early to make savings here: www.merseyrail.org or www.thetrainline.com

Manchester Airport (MAN) to Southport by Train: Trains run directly from Manchester Airport to Southport with First TransPennine Express and Northern Rail. We recommend booking your tickets early to make savings here www.manchesterairport.co.uk or www.thetrainline.com.

Southport Train Station to Pontins Southport by Taxi: Taxis will be operating from Southport train station directly to Pontins. Expect to pay between £7 and £8 GBP. Please try to fill up the taxis with as many people as possible.

Please note the nearest train station is Ainsdale but the airport trains go direct to Southport. We recommend getting a taxi from Southport Train Station to Pontins.

By Train from London to Southport or Ainsdale: Train journeys from London Euston to Southport or Ainsdale take between 2 hours 45 mins and 3 hours 30 mins and can be done with 2 stops. We recommend booking your tickets early to make savings here: www.thetrainline.com

Site info / what should we bring with us?

The park only provide duvets and pillows but no linen (bed sheets, pillow cases, duvet covers). Linen is charged for by the holiday park so we recommend bringing your own if possible. The holiday park charges £5 for a single linen pack and £8 for a double linen pack. The park also don't provide towels so please bring your own if possible although you can buy towels from the park.

There is a 24 hour onsite supermarket that provides any other essentials you need. Food is also available from the onsite restaurant and food outlets. There are also onsite cash machines. It is worth noting that the site mobile phone coverage is poor or unavailable on some networks with EE being the strongest.

ALCOHOL POLICY:

The Holiday Park sets a limit on the amount of alcohol you can bring onsite. Allowance per person on arrival (approx): 6 cans or 1 bottle of wine or a half bottle of spirits.

If you arrive with excessive amounts security will confiscate it and provide you with a raffle token to collect the alcohol upon your departure.

However the onsite supermarket and bars sell at very reasonable prices (see below) and you can buy as much booze as you want onsite, 24 hours a day! Please support the holiday park as much as you can.

Example Supermarket prices:

Stella: 10 x 440ml cans - £10.99

Budweiser: 10 x 440ml cans - £10.99

Magners: 10 x 440ml cans - £14.55

Kopparberg: 10 x 330ml cans - £15.25

Kronenbourg: 10 x 440ml cans - £12.99

Other drinks such as Thatchers Gold, Westons Cider and selected ales will be stocked in the shop.

Normal bar prices:

Carlsberg - £3.40
Tetleys - £3.30
Somersby Cider - £3.40
Carlsberg Export - £3.60
San Miguel - £3.60
Guinness - £3.60
Sambuca - £2.40
Corkeys/Sourz - £1.00
Jager - £2.40
Jagerbomb - £3.20
Goldschlager - £2.40
Glitterbomb - £3.20

Happy hour bar prices:

Carlsberg - £2.90
Tetleys - £2.80
Somersby Cider - £2.90
Small wine - £2.50
Single house spirit & dash - £2.60
Double house spirit & dash - £4.45

PLEASE ALSO NOTE: You cannot take alcohol in and out of the park venues unless going out to the smoking area.

Soundsystems, PAs and decks are prohibited on this site and will be confiscated by security until Monday check-out. Small portable stereos / personal stereos are permitted for use in your chalet at the discretion of security so please co-operate with them.

Car Parking

You can park onsite at no extra cost. If you arrive in good time you should be able to park close to your chalet. Please be considerate when parking and do not block any access routes / exits or your car will be moved by security.

What if I arrive before the Group Leader?

If you are in a group booking then only the designated Group Leader can check-in. You can nominate anyone in the group as Group Leader but this gets locked 48 hours before the event. If you arrive before the Group Leader you will not be able to check in or issued a wristband so please co-ordinate yourselves carefully. There is a holding car park and onsite bar available to wait in if need be.

What do I do if I've a problem over the weekend?

For general enquiries please go to the reception and a Clubland or Pontins member of staff will be there to help. For any medical related issues we have an onsite paramedic service who can help you.

We don't have enough people to fill up a chalet

We recommend posting on the Facebook event page to find people in a similar position.

Which chalet are we staying in?

The Group Leader will find out your chalet number when they check-in at reception. Can our chalets be close together? Chalets are allocated at the time of ordering so if you want to increase your chances of being close to your friends please book at the same time.

Can I camp or bring a camper van or towed caravan?

No, everyone attending the event must stay in the chalets provided.

What time does the music begin and finish?

The Weekender officially starts with the Opening Party on Friday so we recommend you arrive with plenty of time in order to get settled into the holiday park. The main music venues run from the evening through the night until early morning. Other venues and activities will be open during the day, details will be in the event programme.

Line-up schedule / who's playing when?

Event programme schedules will be provided for all ticket holders at event check-in. We will post any important info during the weekend as notices in the reception area so its worth checking the board when you can. These will be visible even when the reception is closed.

Wristbands

Do not remove your wristband. This provides you with access to all music venues and activities over the weekend. If you've put it on too tight or damaged it please visit reception for a new one but it is essential you provide us with the old one first. REPLACING A LOST WRIST PASS IS CHARGED AT THE FULL TICKET PRICE.

Chalet keys

We issue two keys per chalet. Additional keys are available for a £5 deposit each. It's also a good idea to make a note of your chalet number!

Event Security, drug policy, banned / prohibited substances & items

On arrival security will check everyone's ID and perform individual / car searches and have voluntary amnesty bins. Security will also operate the main venues like a club so searches will be performed on the main entrance. We operate a zero tolerance policy to illegal drugs and banned / prohibited substances and items - these also include 'legal' highs, nitrous oxide and weapons. Anyone found in possession of illegal substances will be refused entry or removed from the site and have their tickets voided without refund. Anyone deemed to be selling illegal substances will handed over to the police. Soundsystems, PAs and decks are prohibited on this site and will be confiscated by security until Monday check-out. Have fun but please don't behave in a way that compromises the event, people's enjoyment or the holiday park.

PLEASE NOTE - THE FAQ ARE SUBJECT TO CHANGE TO REFLECT CHANGES IN INFO AND POLICIES