

2026 Updated Copy

City Splash - T&Cs

The following entrance and ticket purchase terms and conditions apply to City Splash, as part of the Brockwell Live event series.

Terms & Conditions

1. We Jubilation Events Ltd (“we”) are the promoters and organisers of City Splash (the “event” or “Festival”), which is part of the Brockwell Live event series.
2. The following terms and conditions (“Terms and Conditions”) are in place to ensure the safety and security of everyone at the Brockwell Live event series.
3. By purchasing a ticket or accepting a guest ticket for the event from any outlet and entering the event as a ticket holder or guest you are accepting and agreeing to be bound by these Terms and Conditions.
4. We reserve the right to vary these Terms and Conditions from time to time. Any updates will be reflected on the event website (www.city-splash.com).
5. Entry to the Site on non-ticketed days is free. You must produce a valid Ticket to gain entry to the Event on any day when a music concert is taking place.

Age Policy

1. Age restrictions apply at this event and it is the ticketholder’s responsibility to check the applicable age limit to the event before purchasing tickets (and any breach of these restrictions may result in the ticketholder being refused entry or removed from the site).
2. Children of all ages are permitted. All children and young persons up to and including the age of 17 must be accompanied by an adult over the age of 26. This MUST be the parent, legal guardian or nominated guardian of the young person. An adult over the age of 26 can accompany a maximum of 4 young persons.
3. Babies and children under 10 must enter with a £5 ticket. Children aged 10 and over require their own ticket charged at 50% of the adult ticket price. The adult ticket price will apply from the age of 18.
4. To access the VIP area, children aged between 3-17 years old require a VIP bolt-on in addition to their ticket. Children aged 2 years and under can access the VIP area without a bolt-on.
5. Please note, whilst we cater to families and children, City Splash does not have any explicitly family-focused content and the majority of the crowd are adults. We are not

responsible for any adult content which artists themselves want to include in their performance.

6. Proof of age in the form of recognised photographic ID may be required on entry and in order to purchase alcohol. A challenge 25 policy will be in operation at the bars.

Ticket Purchase

1. Only tickets bought from authorised agents will be valid for entry. Tickets are non-exchangeable, non-refundable and non-transferable. Re-sale or attempted re-sale is prohibited. Where there has been a breach of this condition (or breach of any other Terms and Conditions, we reserve the right to cancel the applicable tickets and refuse entry to the event without refund or compensation.
2. Eight tickets maximum per transaction.
3. Tickets, wristbands or other forms of accreditation to the event remain the property of the event for security purposes, and may be recalled at any time.
4. Ticket holder names must be provided at point of purchase. No name changes will be made after purchase and you may need to purchase another ticket if necessary.
5. Tickets may not be used as part of a promotion, competition, advertising, or be given away as part of a product or service package or for commercial gain.
6. We are not liable for any tickets that have been lost or stolen.
7. Where multiple tickets have been bought in one transaction, all members of the party must arrive at the same time.
8. Those collecting tickets by box office collection should bring the card with which they have made their booking and their confirmation code, personal ID is also advisable. Where the person collecting is not the card holder a signed letter of authorization from the card holder is required along with the confirmation code of the booking and personal ID for those collecting. This signed letter of authorization should describe the individual who will be collecting the tickets and should contain the last 4 digits of the card used to make the booking.
9. As a multi-act event, refunds will not be offered if there are programming changes or artist cancellations.
10. If we cancel the event, the relevant ticketing platform through which you bought your tickets will try to inform you and in the event of cancellation you will normally be offered a refund of the face value of the ticket(s).

11. Please refer to the T&Cs contained on the official website of the ticket platform through which you purchased your tickets for the event. In the event of disparity between the T&Cs of the applicable ticketing platform and these Terms and Conditions, these Terms and Conditions will apply.

Entrance Policy

1. There is no re-admittance to the event once you have left – please make sure that you have everything you need to enjoy your day.
2. The organisers reserve the right of refusal of admission for any reason.
3. All ticket holders and guests must consent to a security search of persons, clothing, bags and any other items deemed necessary, as a condition of entry. Prohibited items (including those outlined in these terms & conditions as well as on the event websites) will be confiscated and disposed of. No facilities exist to store prohibited items at the event entrance.
4. The organisers retain the right to conduct further searches during the event should they have a reasonable suspicion that any of these conditions have been breached.
5. Ticketholders and guests will not conduct activities related to marketing or advertising (including ambush marketing) or trading or other commercial activity without prior consent. In the case of infringement, the action may be invoiced on the basis of a comparable sponsorship contract.
6. Various items are prohibited at the Brockwell Live event series to keep the event safe and to allow us to comply with the licensing objectives. A full list of prohibited items is available at the Brockwell Live event series website as well as below.

Prohibited Items

- The following items are prohibited at the event, and we reserve the right to prohibit any other item if in the reasonable opinion of the organisers it could constitute a risk to safety or security:
 - Food and Drink – You may not bring any food or drink (including alcohol) to the event with the exception of baby food (where not in glass containers). Empty re-useable water bottles are permitted. Water points are available on site
 - Liquids – You may not bring any liquids into the event other than a tube of sunscreen up to 100 ml. Empty re-useable water bottles are permitted. Water points are available on site.

- Drugs / Controlled Substances – A drugs search is in operation at the event entrances, and if any drugs are found, you will be ejected from or refused entry to the event and passed to the police.
- New psychoactive substances “legal highs’ - Strictly forbidden at the event and following the introduction of the Psychoactive Substances Act on 26 May 2016, and could result in penalties for possession or supply. This applies equally to any substance that can't be identified by our security team.
- Animals – No pets are allowed on site. Only registered assistance dogs will be permitted at the event – please let our Access Team know if you will be bringing an assistance dog with you by contacting access@city-splash.com.
- Large bags – Any bags larger than A4 size are prohibited and there are no cloakroom facilities at the event. You can leave your bags at one of Stasher's hundreds of left luggage locations (within walking distance of the Festival), for more details visit www.stasher.com. Where applicable, discretion will be taken by gate security for any nappy/changing bags for young children.
- Glitter – The event organisers are committed to minimising the impact of the event on the park environment, so containers of glitter will be confiscated on arrival.
- Flags/Banners On Poles – We respect the peaceful expression of views in a way which does not compromise the safe and inclusive space we strive to create for everyone attending. Flags and banners on poles are not allowed within the festival as they restrict the view of audience members and can cause accidental injury.
- Balaclavas, Face Coverings or Masks - The wearing of balaclavas, face coverings, or masks is strictly prohibited on site, except for religious reasons or medically certified health exemptions. Anyone wearing these items outside of these reasons will have them confiscated without exception.
- Trolleys/Push Chairs – Trolleys are prohibited from entering the site however push chairs are allowed. If you have a wheelchair please see the access requirement section below to access the viewing platform.
- Permanent Markers - Any permanent marker, paint, ink or sharpie pen will be confiscated.
- Filming equipment – unauthorised professional photography or filming equipment
- Dangerous items – The following are considered dangerous and are not permitted at the event:
 - Drones
 - Glass in any form (including perfume bottles and baby food)

- Cans or metal containers with exception to empty reusable water bottles, which can be filled inside the event at free drinking water stations.
 - Spray cans, Gas cannisters or compressed gas in any container
 - Fireworks, flares, smoke cannisters, Chinese lanterns
 - Camping stoves or cooking apparatus, explosives
 - Hand held communication devices such as radios, radio jammers / scanners
 - Firearms, knives or blades, replica weapons of any sort
 - Large umbrellas
 - Balloons
 - Stools / camping sticks /stick chairs/ chairs or other furniture
 - Gazebos or parasols
 - Sports equipment
 - Flags and banners on poles
 - Megaphones, amplification equipment
 - Klaxons, airhorns or other similar items capable of making loud noise
 - Laser pens
 - Scooters, skateboards, bicycles, trolleys and buggies
 - Hi-visibility tabards or similar
- If you are refused entry to the event, or have been previously ejected, you may not attempt to purchase another ticket or to otherwise gain entry.
 - We are not liable for any prohibited items or items we deem inappropriate or unsafe that are confiscated.

Safety & Security

1. Any behaviour which puts your safety, or that of other attendees or event staff at risk will lead to ejection from the event.
2. Specifically, we will not permit moshing, crowd surfing or climbing on event structures or existing park landscape.
3. We will also not tolerate anti-social or abusive behaviour to any one at the event.
4. There is no refund in the case of an ejection from the event.
5. We will not have liability to you beyond the face value of the ticket and are not responsible for any indirect losses or damages including, but not limited to, loss of enjoyment, goodwill and/or travel or accommodation expenses.
6. Admission is at the ticketholder's own risk and we do not bear any liability for any loss, injuries or damages sustained at the event including damage, theft or losses to property, other than where the cause is directly due to our negligence.

7. In the case of an emergency, the ticketholder is to follow instructions and directions from festival officials and/or other staff.
8. Ticketholders with access requirements should visit the Festival website, navigate to the “Accessibility” tab at the top of the website and complete an Access Request Form.

Filming & Photography

1. By buying a ticket for the event, the ticketholder consents to photography / filming / recording by the Festival promoter and organisers, our partners, or those authorised to do so by us, and for any such recording (including in sound recording, which may include them as a member of the audience) and the distribution of any such materials to be used in any media, on an irrevocable, perpetual, worldwide basis, without payment.
2. There will be CCTV present at the event.
3. There is no unauthorised filming, photography or recording permitted at the event. Please do not bring professional equipment to the event as it will be refused entry.

Trading & Commercial Activity

1. Only those specifically authorised by the Festival to undertake trading or commercial activity at the event may do so.
2. It is prohibited to undertake marketing activity (such as flyering, postering or any other form of advertising in any media, including ambush marketing) at the event, or anywhere in Brockwell Park.

General Information

1. Artists are listed not in order of appearance.
2. The billed music and attractions line-up and times, as well as the site layout or programme of the event, may be subject to change at any time without notice.
3. Strobe lighting, lasers and smoke/ haze effects and other special effects may be used in some performances.
4. Please consider that exposure to loud music can damage hearing.
5. Smoking is not permitted in enclosed spaces at the event.
6. The Festival is an outdoor event. Please bring suitable clothing and footwear. No refunds will be given due to inclement weather.

7. The Festival will not accept responsibility for any damage or loss of personal items at the event. Please report any losses at the Welfare tent on site.
8. Travelling to the site and parking (if applicable) is at the ticketholder's risk. In order to protect the environment, the use of public transport is advised. There is NO parking at the event or in the vicinity. Enforcement officers and tow trucks in operation.
9. The event taking place as promoted on our website is subject to us acquiring the required planning and licensing processes with the relevant local authorities. Location is subject to change on the basis of acquiring such permission, at our discretion, and no refunds will be issued on the basis of a location change unless the event is cancelled, in which case the relevant terms with respect to cancellation will apply.