



The BERMUDA TATTOO

IMPORTANT INFORMATION FOR TICKET PURCHASERS

A. GENERAL TERMS OF PURCHASE

1. Statutory rights are not affected;
2. **By purchasing a ticket, the purchaser agrees to all of these terms including the refund policy;**
3. Programme subject to alteration, including but not limited to, cancellation of cannonade or fireworks due to safety considerations. **There will be no refund or compensation for any programme alteration;**
4. Entry to the Tattoo is by ticket (including home print option) only. Doors open 60 minutes before the start of the performance and ticket holders are requested to be seated 10 minutes before the start of the performance. Parking areas may be up to a 15-minute walk from the ticket entrance, as such, all ticket holders who are driving to Dockyard are encouraged to arrive before 7:00 p.m.;
5. The Organisers reserve the right to refuse admission;
6. Tickets **may not** be exchanged nor money refunded; and,
7. Personal belongings and baggage subject to search.

B. POSTPONEMENT, CANCELLATION AND REFUND POLICY

The Bermuda Tattoo (the “Event”) is an outdoor event subject to the elements. Rain and wind will NOT result in postponement or cancellation. As a guideline, the final night of Bermuda Tattoo 2005 was blessed with a heavy downpour and the show continued majestically. Further, the Edinburgh Military Tattoo has NEVER cancelled a performance in all of its 60 years.

There will be NO REFUNDS for any Bermuda Tattoo performance that takes place either in part or in its entirety.

If a performance is POSTPONED, ticket holders have the right to attend the rescheduled performance ONLY. There will be NO REFUNDS.

If an ENTIRE performance is CANCELLED and is unable to be rescheduled, a refund will be made available to the ticket holder or purchaser for that performance only for the face value of the ticket. Credit card or other transaction commissions or fees will not be refunded.

Requested refunds will be awarded at the point of purchase only. Refunds will be made available from November 1, 2009 and continue until November 30, 2009. After that date, all refund requests will be denied.

C. INDEMNIFICATION

You shall indemnify and hold The Bermuda Regiment Charitable Trust, the Bermuda Regiment (collectively, the "Organisers") their trustees, agents, affiliates, officers, directors, employees and representatives forever harmless from, and against, any and all personal injury, property damage, loss, liability or claim of liability, expenses, fines and penalties including reasonable legal fees caused by any wrongful or negligent act, error or omission by you, your guests, invitees, agents, delegates or representatives, except to the extent and percentage attributable to the Organisers' negligence.

This indemnification provision shall survive the termination of the Event.

D. FACILITIES FOR THE DISABLED

The Bermuda Tattoo location in the Historic Keep Yard may present access difficulties for some. This may include the elderly, people with disabilities or of limited mobility and those with heart or respiratory problems.

General parking areas and access points will still leave several hundred metres distance to the seating areas. In addition, SEATING IS RASIED and there are steps to be negotiated to reach even the lower rows. For those in upper rows, please note that the seating is quite steeply tiered.

People with disabilities are very welcome and we have arranged for special facilities for the placement of wheelchairs within Section C via hydraulic lift. **SPACES ARE STRICTLY LIMITED AND MUST BE BOOKED DIRECTLY WITH THE TATTOO OFFICE.**

Our licensing requirements are such that wheelchair patrons may NOT be admitted to the arena unless accompanied by an able bodied attendant. The person accompanying the wheelchair spectator must have acquired the attendant ticket paired with the wheelchair seat. Only the attendant is charged for the seat at \$60. **Any other accompanying persons must have otherwise purchased valid tickets through the conventional methods of purchase.**

Vehicle Passes may be issued which allow access to the Keep Yard by vehicle, however, vehicle access will be restricted after 6:30 p.m. A Vehicle Pass will permit the bearer to transport wheelchair patrons directly into the Keep Yard BUT vehicles must arrive in sufficient time to unload their passengers (all of whom must have valid tickets) and clear the Keep Yard AT LEAST 60 minutes before the start of the performance in question. The pass is also a permit to park nearby and is valid only on the date shown.

Vehicles should arrive 90 minutes prior to the commencement of the performance to be directed by the Regiment Police and marshals to the Keep Yard. The vehicle MUST then be removed from the Keep Yard by the bearer to the designated parking, returning to the Keep Yard as instructed by the Regimental Police or Marshals after the performance end.

If you wish to apply for such a pass and/or wheelchair and attendant tickets please do so by calling the Tattoo Office on 238-3880 or emailing srocaton@gov.bm with the following information:

1. Date of Performance for which passes/tickets are required; and
2. Vehicle Type and Registration Number.

The allocation of wheelchair seating, vehicle access and parking is on a first come, first served basis and is VERY limited. We apologise if we are unable to comply with your request.

E. TIME

This is a military event, and as such, strict timings will be observed. Gates to the Keep Yard open at 6:30 p.m. each evening to ticket holders only. **You are kindly requested to be in your seat 10 minutes PRIOR to the performance which starts at 7:30 p.m. sharp.** As per our ticket purchase terms, we reserve the right to refuse entry to persons arriving late. ALL ticket holders have assigned seats; stewards will be on hand to direct you.

F. SAFETY AND ACCESS

In order to ensure the safety of all spectators, please follow all posted signs and adhere to the instructions of the Regimental Police, Marshals and Stewards.

Please review the maps available at www.bermudatatoo.bm and print a copy for your use.

Section A ticket holders will queue to the LEFT as you face the main entrance to the Keep Yard (Bermuda Maritime Museum); Sections B and C will queue to the RIGHT.

Section A ticket holders should approach the entrance to the Keep Yard via Maritime Lane past the Cycle Shop, Clay Works and Snorkel Park towards the main entrance. Please join the queue to the left of the entrance and when entering the ground stay to the LEFT as you cross the drawbridge.

Section B and C Patrons should access the entrance to the Keep Yard via the Victualling Yard, crossing between the Frog and Onion Pub and the Craft Market toward the main entrance. Please join the queue to the right of the entrance and when entering the ground stay to the RIGHT as you cross the drawbridge.

A Medical Aid post will be established near the drawbridge entrance to the Keep Yard.

IMPORTANTLY: On the conclusion of the show, please follow the instructions of the announcer for an orderly exit of the Keep Yard. IF THE SHOW HAS OVERRUN DO NOT RUSH, THE FERRIES WILL WAIT FOR YOU!

G. FERRY SERVICE

Regular ferry service to Dockyard departs Hamilton at 4:45, 5:20 and 6:00 p.m. on Thursday and Friday and at 4:00, 5:00 and 6:00 p.m. on Saturday.

A specially arranged **Extra Ferry** will depart Hamilton at 6:45 p.m. each evening, arriving in Dockyard at 7:10 p.m.

Please note that this and the regular ferry service is **NOT FREE** and you **MUST PURCHASE** tickets or tokens or use passes. Please consult www.seaexpress.bm for further details.

Your Tattoo ticket does not entitle you to ferry service and the Organisers and Marine and Ports Services cannot guarantee availability. To avoid the crowd on the extra ferry, consider arriving in Dockyard on an earlier lift and enjoying a meal or a drink before the show.

Patrons, Sponsors and Other VIPs will be advised directly of their complimentary travel arrangements which include a dedicated VIP return ferry service to Dockyard.

ALL ferry passengers should ensure that the ferry service they choose arrives in Dockyard no later than 7:10 p.m.

The **Extra Ferry** return service to Hamilton will depart at 10:00 p.m. depending on the performance conclusion. Ferries are on a first come, first served basis and if you are not able to be safely accommodated on your first lift of choice, please be patient.

On departure, please do not rush from the Keep Yard as there are plenty of return options.

H. PARKING IN DOCKYARD

Persons arriving by vehicle in Dockyard after 7:00 p.m. run the risk of missing the start of the performance and may be refused entry.

If you do choose to come by vehicle, please give yourself plenty of time and be advised that strict parking rules and traffic re-routing will be observed throughout the Royal Naval Dockyard area.

General parking beyond the Clock Tower Building in Dockyard will be limited. Ticket holders will generally be directed to park in the Cable Ship Dock Area. The earlier you arrive, the closer you will likely be able to park to the performance area. Ticket holders will be required to walk to the performance area from where they park; alternatively a shuttle bus service will be available. Please manage your time carefully.

I. FOOD AND DRINK

Dockyard establishments will be open for business as usual and we recommend that you patronise them. Consider enjoying an early dinner or a pre or post performance beverage.

In addition to their regular restaurant service, Freeport Gardens, Bonefish and the Frog and Onion Pub are planning to provide light and quick meals and drinks to be served outside of their establishments. Be sure to arrive early to take advantage of the delicious food and refreshing beverages.

No food will be for sale within the Keep Yard and you are not permitted to bring any food or drink inside.

J. COMMEMORATIVE ITEMS

A special souvenir Programme will be on sale at the event for \$10. This glossy magazine will provide all the details on the performing acts, historical information and interesting articles.

Golf shirts with the Tattoo Logo will be for sale in various sizes and colours. Please visit the Souvenir Tent at the entrance to the Keep Yard.

Items will also be available from the Tattoo Office at Warwick Camp. Call 238-3880.

Cash and cheques only.

K. RESTROOMS

There are NO restrooms available within the Keep Yard.

Bathroom facilities are available at the Gazebo end of the Victualling Yard, in the Craft Market Building and additional port-a-loos will be provided off Maritime Lane, the road leading to the entrance of the Keep Yard.

There will be no intermission and the show will run for approximately one hour and 45 minutes.

L. FURTHER INFORMATION

Thank you again for supporting this historic event. If there are any other questions, please feel free to call the Tattoo Office on 238-3880 or email at srocaton@gov.bm.