

Worcester Beer, Cider & Perry Festival

Conditions and Policies

31st May 2026

1. Introduction

This document gives the conditions and policies governing the running and attendance at the Worcester, Beer, Cider and Perry Festival. The Festival is operated by volunteers under the umbrella of the Campaign for Real Ale.

2. Entry Policy

2.1. Payment

To gain entry, all customers must either be in possession of a valid entry ticket or pay the appropriate entry fee as displayed.

2.2. Wrist Bands

Everyone at the festival must wear a wrist band. This includes under 18s who have a wrist band that indicates they cannot purchase or consume alcohol.

2.3. Curfew

Final admission is 30 minutes before the posted closing time.

2.4. Entry Conditions

To purchase or consume alcohol at the Festival you must be at least 18 years old. If you appear to be under the age of 25 you WILL be challenged for I.D. Acceptable forms of identification are: Photo Driving Licence, Passport, Proof of Age Card carrying the "PASS" hologram, Military ID card etc.

Well-behaved Children are welcome up until 2100hrs each day under supervision of parents or guardians.

If you are under the influence of excessive alcohol or drugs you will be refused admission. All rights of admission are reserved at all times.

There is no dress code

2.5. Drugs, Drinks and Searching

You may be asked for consent to be searched upon entry or at any point inside the venue. Failing to consent to a search at entry will result in refusal of admission. Refusal within the venue will result in your being removed from the venue without refund.

If during any search you are found to be in possession of illegal drugs (see section 6), weapons, or alcohol not provided by the festival you will be refused entry to the venue or removed and may be reported to the police (drugs and weapons).

2.6. Your Own Drinks

The Festival does not permit you to bring your own drinks onto the site with the exception of bottled water. Beer, Cider, Wine, Soft Drinks and Water are all available on site. You will be asked to leave your own drinks outside the Festival.

2.7. Drunkenness and Inappropriate Behaviour

Behaviour that could lead to a breach of the peace or that is deemed to be inappropriate could result in individuals being removed from the venue by Security Staff.

2.8. CCTV

The venue and external areas may be covered by CCTV (fixed and body worn cameras). Images captured will be retained for the purposes of safety, crime prevention and investigation.

2.9. Bar-B-Q

Barbeques are not allowed in the festival site.

2.10. Disclaimer

The Festival Committee do their very best to ensure visitors have an enjoyable time and we provide a wide variety of drinks and food. We order over 100 different beers and ciders from a wide range of brewers both local and from further away. We will normally have more than one cask/box of each drink; the most popular will have three or four casks/boxes. However, we realise that consumption is dependent on weather, the number of visitors and other variables that are out of our control. We use the CAMRA recommended template when matching the number of tickets on sale to the volume of drinks provided. We also have backup supplies available from the more local brewers.

Despite our best endeavours we cannot guarantee that, at any particular time, a particular drink will be available. This is particularly relevant to Saturdays. We reserve some beers for the last day but can still not guarantee availability.

Complaints (see section 4) that a particular beer or cider is no longer available at our festival will be noted but will not constitute reason to apply compensation.

In all cases the decision of the Festival management is final.

3. Responsible Retailing of Alcohol

WBCPF recognise the need for social responsibility. We have a responsibility to provide a safe and secure environment for our customers. We will not condone, encourage or glamorise excessive drinking or drunkenness and will seek to discourage anti-social behaviour.

The WBCPF primarily serves beer, cider, perry and fruit and other wines.

We do not normally sell spirits but where we do:

- They will not be sold in quantities greater than a double measure in one glass
- We will not mix spirits in the same glass other than as part of recognised cocktails
- We will not serve spirits into other alcohol products, e.g. into a pint of beer.

There will be a “Gin Bar” concession at the festival. The concessionaire will be informed of this policy and asked to observe the Service Policy.

Staff will not serve customers who appear to have consumed enough alcohol. SIA stewards will be informed of the decision in each case.

Customers may be asked to leave the premises if they appear to be drunk, disruptive or act in an anti-social way.

The promotion of drinks sold will be limited to a description of the product.

4. Complaints Policy

4.1. Background

The Festival is committed to providing a high-quality experience. We would like to receive comments about our festival and for you to tell us when we get things wrong.

A complaint is an expression of discontent or unhappiness about a situation while a grievance is formal complaint made on the basis of something that somebody feels is unfair. We will listen to your comments, complaints and grievances treat them seriously and learn from them so that we can continuously improve our service.

Our policy covers complaints about the standard of service we provide, the behaviour of our staff and any action or lack of action by staff

Our complaints policy does not cover matters that have already been fully investigated through this complaints procedure, anonymous complaints, persistent and or vexatious complaints or complaints about access to information where procedures and remedies are set out in legislation, e.g. Freedom of Information Act, Data Protection Act.

4.2. WBCPF standards for handling complaints

We have a two stage process to manage complaints and more serious grievances. We treat all complaints seriously and we will deal with them promptly.

Many complaints can be resolved by having an open and honest discussion about the situation. If not satisfied with the action taken after raising a concern, a complainant can raise a formal grievance by email or post.

You will be treated with courtesy and fairness at all times – we would hope that you will be courteous and fair in your dealings with our staff.

4.3. Unreasonable behaviour

If during the complaints process our staff encounter unreasonable, violent, threatening, or intimidating behaviour the process will be paused until this ceases. If necessary, appropriate authorities will be informed.

4.4. Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

4.5. How to complain

Stage 1 Complaint

Anyone who believes they have been unfairly treated at the Festival is encouraged to discuss this with a member of the Festival Committee (wearing Red T-shirts) in the first instance who will contact the relevant team leader to try to resolve the complaint by discussion with the complainant. The majority of complaints will be resolved at this stage.

Stage 2 Grievance

If the Festival and the complainant are unable to resolve the complaint at stage 1 the complainant can make a formal grievance using email or by post. The complainant should state the nature of the complaint, any action already taken and what resolution is being sought. Copies of documents and correspondence should be included and any witnesses identified.

4.6. Investigation and gathering evidence

The Festival will appoint an examiner to interview, by phone or in person, all relevant parties, including the person who raised the grievance and any identified witnesses. The investigation has three purposes: to gather all available evidence, to determine whether there is a grievance to answer and to help to determine the next steps. Notes will be taken

Interviewees will be told that any information they provide may be shared with the person raising the grievance. They will be given a copy of the meeting notes to confirm they are accurate or to amend if required. The examiner will also examine relevant written documentation.

4.7. Remedies

When we get things wrong, we will act to accept responsibility, explain what went wrong and why, put things right by making any changes required.

The action we take to put matters right in response to a complaint can include any combination of the remedies set out below. The general principle we follow is that a complainant should, so far as possible, be put in the position he or she would have been in, had things not gone wrong. Remedial actions may include reviewing or changing the service we provided for future festivals, improving communication to prevent any future misunderstanding, improved training and supervision for our staff and compensation

The remedy chosen needs to be proportionate and appropriate to the failure in service; an apology is normally appropriate but other action may also be necessary. An apology is not an acceptance of liability under Section 2 of the Compensation Act 2006.

The complainant will be informed of any remedial action we take.

4.8. Compensation

In the majority of cases, changes we will put in place will satisfy the complainant. Financial compensation will only apply in cases where the loss or suffering is considered to warrant such a payment

Where it is decided following investigation of a complaint, that a complainant has suffered an injustice and or hardship resulting in direct or indirect financial loss we will determine whether compensation is an appropriate remedy by looking at all the evidence, including how much the complainant can demonstrate they have lost, or what extra costs they have incurred as a result of our maladministration.

The reason for our decision will be recorded by the decision maker and included in our response.

4.9. Appeals

Not everyone will be happy with the outcome or how their complaint/grievance has been managed. A complainant has the right to appeal on the following grounds:

- they believe that the outcome is wrong,
- they believe that the process was wrong or unfair at any stage,
- there is new evidence to consider.

The appeal should be put in writing. All new evidence to support the appeal should be provided and any new witnesses identified. The appeal may be sent by letter or email within five working days of receiving the outcome of the complaint.

The appeal manager will consider the new evidence provided with the appeal, question witnesses and determine whether an alternative outcome is appropriate.

An outcome email will be sent as soon as possible to state the decision, give the reason(s) for the decision and list any further actions that need to be taken as a result of the appeal.

The decision will be final and there is no further right of appeal.

4.10. Recording complaints and comments

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.

Quality of service is an important measure of the effectiveness of the Festival operation. As well as learning from your complaints we are also interested in other ideas you may have on how we might do things better.

You can make your comments verbally to a committee member or by email. We will use your comments to help improve our service. However, the 2-stage procedure outlined above does not apply to comments.

5. Safeguarding

The work of the committee and of beer festival volunteers does not constitute a "Regulated Activity". As such it is not necessary to undertake DBS checks.

It should be noted that anyone under the age of 18 attending the WBCPF must be accompanied by an adult who is responsible for their safety and welfare. Anyone under 18 who is not accompanied will be asked to leave the site immediately.

The following policy has been agreed and implemented by the committee.

1. WBCPF are committed to the safeguarding and care of vulnerable people and children.
2. We will ensure that WBCPF volunteers understand how to respond to the requirements of vulnerable people.
3. We will respond without delay to every complaint made that a vulnerable person or child for whom we are responsible may have been harmed or is in significant danger. We will report complaints to the relevant authorities as required.
4. We will inform the statutory agency of any suspected criminal offences or concerns that we are made aware of in respect of our contact with vulnerable people or children. We will fully cooperate with statutory agencies during any investigation.
5. We will provide details of local and national support agencies for any child, young person or adult who has suffered abuse at our event.
 - i. Police non emergency 0300 333 3000
 - ii. Adult services – 01905 768053 or OoH 768020
 - iii. Child services – 01905 822666 or OoH 768020
6. Anyone with direct contact to vulnerable persons will be made aware of the potential for allegations of abuse being made against them. To minimise this risk and to further ensure the safety of vulnerable people two people will be with a vulnerable person at all times while in our care
7. Any Festival volunteer who works with vulnerable people will abide by this policy and will take personal responsibility for safe practice thereby protecting themselves from any potential allegations such as financial integrity or sexual misconduct
8. We will review this policy annually and, as part of this, check that all our procedures and activities involving vulnerable people or children, are up to date
9. We will review our insurance policy where it relates to vulnerable people or children

6. Drugs Policy

6.1. Search is a condition of entry

Customers may be asked to allow SIA stewards to search them and/or their bags at the entrance and within the venue. Customers refusing to be searched on entrance will be refused entry and any customer refusing to be searched within the venue will be removed without refund. All searches will be conducted by SIA Security.

Customers, festival staff or contractors found to be in possession of drugs will be refused entry or removed from the venue.

Signs will be displayed at the entrance stating the Festival stance on drugs. SIA Security staff are trained in observing signs of drugs and drug-taking and will be patrolling the site during festival open hours.

6.2. People who may have taken drugs

First aiders and paramedics will be in attendance during the festival. Any person who is suspected to have taken drugs will be interviewed by SIA staff in the first instance. If a person is considered to be a danger to themselves, they will be asked to see a paramedic who will assess their condition and suggest treatment.

If the person is considered to be safe to leave the festival they will be allowed to go.

We cannot detain a person who is unwell through drug use should they choose to leave but the police may be called and advised of our actions and concerns.

We will work with local agencies, e.g. police, social services, NHS etc. to provide extra care for customers who may have taken substances, and we do our best to educate customers in the dangers of taking drugs.

6.3. Reporting

The Security Manager and Festival Organiser will be informed of all drugs related incidents and will make the decision whether to contact the Police.