

Bonfire and Firework Display – Saturday 7 November 2026

Terms and Conditions of Entry. Please read these terms carefully before attending. All tickets are sold at the gate on the night. By buying a ticket, or by entering the event site, you and everyone in your party agree to be bound by these terms.

Event	Bonfire and Firework Display
Date and time	Saturday 7 November 2026 – gates open 6.00pm; bonfire lit at approximately 6.15pm; firework display starts at approximately 7.30pm
Venue	The Lophams' Village Hall, Church Road, South Lopham, Diss, Norfolk IP22 2LW
Admission	All tickets are purchased at the gate on the night. There are no advance sales.
Site	An open grass field. It is dark, the ground is uneven and facilities are limited. Please read section 4.
Organiser	The Lophams' Village Hall Management Committee
Contact	lophamsvillagehall@gmail.com – 07942 281983
Version	Version 1 – 29 September 2026

1. Who we are and what these terms cover

The event is organised and run by The Lophams' Village Hall Management Committee (“we”, “us”, “the Committee”), a charity run entirely by volunteers. These terms apply to every person attending the event, including children and anyone admitted free of charge. In these terms, “you” means the ticket holder and every member of your party.

Where a person under 18 attends, the adult responsible for them accepts these terms on their behalf.

2. Tickets and admission

- All tickets are purchased at the gate on the night. We do not sell tickets in advance and there is no online or pre-booked admission.
- Buying a ticket at the gate does not guarantee entry if the site has already reached its safe capacity. Once capacity is reached the gates will close and no further tickets will be sold.
- Admission is £10 per adult, £6 per child, or £29 for a family ticket (two adults and three children). Children under 4 (below school age) are admitted free when accompanied by a paying adult. Payment may be made by cash or card.
- Tickets are valid for one admission only, on the date of the event. Please keep your ticket with you for the whole evening – you may be asked to show it, and it is your proof of purchase if a refund becomes payable under section 16.
- Tickets are not exchangeable and are not for resale.
- Lost, stolen or damaged tickets cannot be replaced or refunded.
- Except as set out in section 16, tickets are non-refundable once purchased. This does not affect your legal rights.

3. Entry to the site and our right to refuse

We operate the event under a written event management plan and risk assessment. To keep everyone safe, we and our stewards may:

- refuse entry to, or remove from site, any person who is behaving in a way that puts themselves or others at risk, who appears to be under the influence of alcohol or drugs, or who refuses to follow the instructions of stewards, marshals or the emergency services;

- carry out a bag check as a condition of entry;
- close the gates once the site reaches its safe capacity;
- restrict, close off or alter any part of the site.

No refund is given where a person is refused entry or removed from the site under this section.

4. The site: darkness, uneven ground and limited facilities

Please read this section before deciding to attend. It is here so that you can make an informed choice, not to put you off. The event is held outdoors in an open field on a November evening, and the conditions are very different from an indoor venue or a made-up public space.

- **It is dark.** Lighting on the field is minimal and is deliberately kept low so that the display can be seen. Away from the hall and the catering area there may be little or no lighting at all. We strongly recommend that you bring a torch, and that everyone in your party has one if possible.
- **The ground is uneven.** The field is grass and is not level. There are ruts, tussocks, molehills, dips and hollows, and these are very hard to see in the dark. Depending on the weather there is likely to be mud, soft ground and standing water.
- **There are no made-up paths.** The routes between the car park, the hall, the catering area and the viewing area are all across grass. There are no hard surfaces, no handrails and no marked kerbs.
- **Your eyes will not adjust.** The bonfire and the fireworks produce sudden, very bright light, and every flash destroys your night vision for a short time afterwards. The period immediately after the display, when everyone is moving at once, is when people are most likely to trip. Please wait, let your eyes settle and use a torch.
- **Facilities are limited.** Toilets are inside the village hall and there may be queues. There is no seating and no covered area – you are welcome to bring your own folding chair or blanket. Mobile telephone signal on the site can be poor.
- **It will be cold.** Please dress for standing outside in the dark for a couple of hours, and wear wellingtons or sturdy, flat footwear.
- **Take extra care when leaving.** The field will be dark, crowded and churned up at the end of the evening. Please take your time and do not rush for the exit.

You are responsible for judging whether the site conditions are suitable for you and for everyone in your party, and for taking sensible care of yourself while you are here.

5. Accessibility, wheelchair users and anyone with difficulty walking

Everyone is welcome at this event. Nothing in this section stops anyone attending, and we would much rather you came. We simply want to be straight with you about the conditions, so that you can decide for yourself what will work and can arrive prepared.

- **Wheelchair users.** The field is grass, uneven and often soft or wet in November. Self-propelling a manual wheelchair across it is likely to be very difficult, and powered chairs and mobility scooters may sink, lose traction or become stuck. If you use a wheelchair, we would strongly recommend coming with someone who can push and assist you.
- **If you walk with a stick, frame or crutches, or are unsteady on your feet.** There are no level paths, no handrails and very little lighting, and the surface underfoot changes without warning. Walking aids with small wheels or narrow ferrules do not cope well with soft grass. Please take particular care, and consider bringing someone with you.
- **If you can walk but only a short distance.** Depending on where you are able to park, there may be a walk across the field to the viewing area, and it is not possible to be dropped off immediately alongside it. Please allow plenty of time.
- **Limited disabled parking.** There is only a very small number of spaces on or close to firmer ground. These cannot be reserved or booked and are allocated on a first-come, first-served basis on the night. Please arrive early if you need one. Once they are taken, remaining parking is on open grass.
- **If you have poor eyesight or a visual impairment.** This is a dark site by design, and it is a difficult environment for anyone whose vision is limited, who has poor night vision, or who struggles to judge changes in level in low light. The hazards described in section 4 – ruts, dips, molehills, mud and the

sudden change from grass to hardstanding – are effectively invisible on the night, and there is nothing to guide you: no kerbs, no handrails, no tactile surfaces and no continuous lighting along any route. Bright flashes from the display will also take away what night vision you have for a period afterwards. We would strongly recommend attending with a sighted companion, and bringing a good torch.

- **Assistance dogs are welcome**, but please think carefully: the noise and flashes of a firework display distress most dogs, including trained assistance and guide dogs.
- **Please do not rely on stewards for personal help.** Our stewards are unpaid volunteers and there are only a small number of them. Their job on the night is the safety of the event as a whole – the bonfire, the firing zone and its exclusion area, the gate, the car park and the crowd – and they will be fully occupied with it throughout the evening. They are not able to escort individuals across the field, push a wheelchair, guide anyone in the dark, or stay with a person for any length of time. If you need that kind of support, please come with someone who can provide it – see 'Carers and companions go free' below.

Carers and companions go free

If you need someone with you in order to attend – a carer, personal assistant, family member or friend who is there to support you – that person is admitted free of charge.

Simply tell the steward on the gate. We take this on trust. You will not be asked for a carer's card, a benefit letter or any other proof, and you will not be asked to explain your condition or your disability to anyone.

This covers one companion per person. If you need more than one person with you, please speak to us in advance or to the steward on the gate and we will sort it out.

Your companion is admitted to support you and should stay with you during the evening. As no ticket has been bought for a free companion, no refund arises in respect of that admission under section 16; your own ticket is refundable in the usual way.

Please talk to us in advance. Contact us on lophamsvillagehall@gmail.com or 07942 281983 before the night and we will tell you honestly what the conditions are likely to be, where the firmest ground and the nearest parking will be, and which part of the field is likely to suit you best. Planning ahead with us is far more useful than asking at the gate, when everyone is arriving at once. Please note that we cannot promise individual assistance on the night.

6. Prohibited items and activities

For safety and insurance reasons, the following must not be brought onto or used at the site:

- **Fireworks of any kind, flares, rockets, Chinese or sky lanterns, and any other pyrotechnic item.** (Sparklers are permitted, subject to section 7.)
- **Alcohol brought from outside.** A licensed bar is provided; alcohol may only be bought and consumed within the licensed area as directed.
- **Glass bottles or glassware of any kind.**
- **Barbecues, camping stoves, garden torches or any other naked flame.**
- **Weapons**, or any item that stewards reasonably consider could be used as one.
- **Dogs and other animals, other than assistance dogs.** Fireworks cause serious distress to animals and we ask you to leave pets safely at home.

Prohibited items may be confiscated and will not be returned. Anyone found with a firework on site will be removed and, where appropriate, reported to the police.

7. Sparklers

Sparklers are not sold at the event. You may bring your own, and use them provided the following rules are followed. A sparkler burns at a very high temperature and remains dangerously hot long after it has gone out.

- Anyone under 16 must be accompanied by a responsible adult aged 18 or over, who must stay with them and supervise them for the whole time a sparkler is lit. Sparklers must not be given to a child to use unsupervised.
- Hold one sparkler at a time, at arm's length, and wear gloves.
- Never wave a sparkler near another person, and never run while holding one.
- Put finished sparklers straight into the bucket of water provided, hot end down. Do not drop them on the grass or put them in a bin.
- Sparklers must not be lit anywhere near the bonfire, the firework firing area or its exclusion zone, the catering or bar area, any marquee or gazebo, or the car park.
- Sparklers must not be lit during the firework display.
- Please use sparklers sensibly, in an open space well away from other people, and stop if a steward asks you to.

Sparklers are brought and used entirely at your own risk and at the risk of the responsible adult supervising. We do not supervise the use of sparklers and accept no responsibility for their use or for any injury caused by them, except where caused by our negligence. Stewards may ask any person to put a sparkler out, and may withdraw permission to use sparklers at any point in the evening if conditions or crowding make it unsafe.

8. Children and supervision

Children under 16 must be accompanied at all times by a responsible adult aged 18 or over, who remains responsible for their supervision, behaviour and safety throughout the event. Stewards are not able to supervise children. The site is dark, uneven underfoot and busy; please keep children with you and agree a meeting point in case you become separated.

9. Safety on site

- The firework display is fired by a professional display operator working to a written firing plan. A safety exclusion zone will be marked out and must not be entered under any circumstances.
- The bonfire is lit and managed by the organisers. Do not approach the bonfire, add anything to it, or cross any barrier or rope line.
- Follow the instructions of stewards, marshals, the fire service, first aiders and the police at all times.
- First aid cover is provided on site. Please report any accident, injury or concern to a steward immediately.

10. Noise, light and health

The display produces loud bangs, bright and sudden flashes, smoke and strong smells. It may not be suitable for people with photosensitive epilepsy, certain heart, respiratory or anxiety conditions, sensory sensitivities, or for very young children. Ear defenders are recommended for young children and anyone sensitive to noise. You attend on the basis that you have considered the suitability of the event for yourself and your party.

11. Food, bar and stalls

- The bar is operated under the hall's premises licence. A Challenge 25 policy applies and we may refuse to serve anyone who cannot produce acceptable photographic identification, or who appears intoxicated.
- It is an offence to buy alcohol for a person under 18. Alcohol may not be taken outside the licensed area where one is in operation.
- Please ask a member of the catering team about allergens before ordering. We handle a range of ingredients in a small kitchen and cannot guarantee any item is free from a particular allergen.
- Independent stallholders trade on their own account and are responsible for their own goods, pricing, refunds, insurance and compliance with the law. Any contract for goods bought from a stall is between you and that stallholder.
- Food, drink and stall purchases are separate from your admission ticket and are not refundable under section 16.

12. Car parking

- Parking is on an open grass field and is offered as a convenience only. All vehicles and their contents are left entirely at the owner's risk.
- You must follow the directions of parking marshals, park only where directed, and drive at walking pace with dipped headlights.
- Ground conditions in November can be soft. We accept no responsibility for loss of or damage to any vehicle or its contents, or for a vehicle becoming stuck in wet or soft ground, except where the loss is caused by our negligence.
- A very limited number of spaces on firmer ground are set aside for disabled visitors, on a first-come, first-served basis – see section 5.
- Please do not park on surrounding roads, verges, driveways or gateways.
- The car park may not be accessible to leave until the display has finished and the site is safe.

13. Behaviour

We want the event to be enjoyable for everyone. Abusive, threatening, discriminatory or anti-social behaviour towards other attendees, volunteers, stewards, stallholders or emergency services will not be tolerated and will result in removal from the site without refund, and may be reported to the police.

14. Weather

The event takes place outdoors and is expected to go ahead in most weather conditions, including rain and cold. Poor weather alone is not a reason for a refund. However, if wind speed, lightning risk, ground conditions or any other condition means the event cannot be carried out safely, sections 15 and 16 will apply.

Weather can also affect the bonfire independently of the fireworks – wet material, wind direction or fire service advice may mean the bonfire is lit late or not at all. As set out in section 16, a refund is assessed against the firework display only, and the bonfire is excluded.

15. Cancellation or postponement before the event

We may cancel or postpone the event at any time before the gates open, for reasons including unsafe weather, fire service or licensing advice, site conditions, the unavailability of the display operator, a public emergency, or any other circumstance beyond our reasonable control.

No refunds arise before the event

Because all tickets are sold at the gate on the night, nobody has paid for admission in advance. If the event is cancelled or postponed before the gates open, no tickets will be sold and no refund is due or payable.

If the event is postponed to a new date, admission tickets will simply be sold at the gate on that rearranged date in the usual way.

Please check before travelling. We will announce any cancellation or postponement as early as we reasonably can, on our website and on our Facebook page. We cannot reimburse travel or any other cost incurred by anyone who travels to a cancelled or postponed event.

16. Cancellation, abandonment or curtailment on the day

Once the gates have opened, the event may still have to be stopped or cut short – for example because of a sudden change in wind or weather, a fault with the display, a fire, a medical emergency, an instruction from the emergency services, or any other safety concern. Safety will always come first and the decision of the Committee and the display operator is final.

Refunds relate to the firework display only

A refund will only be considered where the firework display does not go ahead as planned. The display is the only part of the evening against which a refund is assessed.

The bonfire is expressly excluded. If the bonfire is not lit, is lit late, has to be put out, burns poorly or cannot be lit at all – for any reason, including wet material, wind direction, ground conditions or advice from the fire service – no refund is due, provided the firework display itself goes ahead.

The same applies to every other part of the event: the bar, catering, stalls, music, lighting and any other attraction form no part of the refund assessment.

If the firework display does not take place at all

The face value of your admission ticket will be refunded in full.

If the display is stopped part-way through

The Committee will, in discussion with the professional firework operator, establish how much of the display had been fired at the point it was stopped.

A proportionate refund of the face value of your admission ticket will then be offered, based on the proportion of the display that was not fired. For example, if the operator confirms that around half of the display had been fired, a refund of around half of the ticket face value will be offered.

The Committee's assessment of the proportion fired, made on the operator's professional advice, is final.

No refund is due where

- the firework display has been fired in full, even if other parts of the event end early or are unavailable;
- the bonfire is not lit, is cut short or does not go ahead, but the firework display is fired;
- you choose to leave the event early, arrive late, or are unable to see part of the display because of where you stand, smoke, or the movement of the crowd;
- you are refused entry or removed from the site under sections 3, 6 or 13.

Method of refund. Any refund will be made using the same method of payment used to buy the ticket. Tickets paid for in cash will be refunded in cash; tickets paid for by card will be refunded to the same card. We cannot refund to a different card or to a third party.

How to claim. As tickets are bought at the gate, you must produce your ticket to claim a refund. Wherever it is safe and practical to do so, refunds will be made at the gate as you leave on the night. If that is not possible – for example because the site has to be cleared quickly, or the proportion fired has yet to be confirmed with the operator – please keep your ticket and contact us at lophamsvillagehall@gmail.com as soon as possible after the event, giving your name, the number of tickets held and how you paid. Accepted claims will be paid as soon as we reasonably can. Refunds cover the face value of admission tickets only.

17. Limits on what we can refund or pay

Refunds under section 16 are limited to the face value of admission tickets. We are not able to reimburse any other cost or loss, including travel, fuel, parking, accommodation, childcare, food and drink or stall purchases, or any loss of enjoyment. Our total liability to you in connection with a cancelled, postponed, abandoned or curtailed event will not exceed the face value of the tickets you purchased.

18. Liability

You attend the event and use the site, including the field and the car park, at your own risk, having read the warnings in sections 4 and 5. We do not accept liability for loss of or damage to personal property, or for damage to clothing or footwear, except where caused by our negligence.

Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be excluded or limited. Your statutory rights as a consumer are not affected.

We hold public liability insurance and the professional display operator holds its own public liability insurance for the display.

19. Photography, filming and publicity

The event is held in a public place and photographs and video may be taken by us, by our volunteers or by the local press for use on our website, social media, posters and in publicity for future events. By attending, you accept that you and members of your party may appear in such images. If you would prefer an image of you or your child not to be used, please speak to a steward on the night or contact us at lophamsvillagehall@gmail.com and we will do our best to accommodate you.

Personal photography and filming for your own private use is welcome. Filming or recording for commercial use requires our prior written consent.

20. Your personal information

Any personal information you give us, for example when claiming a refund or contacting us about access, is used only to deal with your enquiry, to contact you about changes to the event and to process refunds. We do not sell your details. Further information is set out in our privacy notice on our website.

21. Lost property

Any property found will be handed in at the village hall and kept for a reasonable period, after which it may be disposed of. Please contact us at lophamsvillagehall@gmail.com to enquire about a lost item.

22. Complaints

If something goes wrong on the night, please speak to a steward or to a member of the Committee straight away so that we can try to put it right. If you wish to raise a matter afterwards, please contact us at lophamsvillagehall@gmail.com or on 07942 281983.

23. Changes to these terms, and governing law

These terms are published on our website. We may update them from time to time, and the version published on our website at the time of the event is the version that applies. If any part of these terms is found to be unenforceable, the remaining terms continue to apply.

These terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

The Lophams' Village Hall Management Committee is a volunteer-run charity. Every penny raised by this event goes towards the upkeep and running of the village hall. Questions before the night? Contact us at lophamsvillagehall@gmail.com or on 07942 281983. Thank you for supporting us – and please enjoy the evening safely.