



# Event Ticketing Terms & Conditions

## 1. Tickets

**1.1** All tickets are sold subject to availability and to these Terms & Conditions. Please read carefully and, if you have questions or concerns, please contact Royal Greenwich Heritage Trust (from hereon in, Greenwich Heritage) before you make a booking. Purchase of tickets will mean acceptance of these Terms & Conditions.

**1.2** You must show a valid ticket to gain access to a ticketed event.

**1.3** A ticket is only valid when purchased from Greenwich Heritage or an agent authorised by Greenwich Heritage. We are not responsible for any tickets that have been purchased through unauthorised methods.

**1.4** Please check dates and times before completing your booking, as it isn't always possible to change after purchase. Please check your e-tickets or email confirmation carefully and contact us immediately if there is a mistake.

**1.5** In the case where an event has reserved seating, we reserve the right to provide alternative seats to those on the ticket if the staging of an event reasonably requires, provided the alternative seats are of no less value to that stated on the ticket.

**1.6** Please check our website for age guidance and access information before you purchase a ticket. If you would like to know more about the content of an event, please get in touch before booking by using the 'Contact' section of our website or by emailing [office@rght.org.uk](mailto:office@rght.org.uk).

**1.7** Tickets may be sold subject to certain restrictions. Any such restriction shall be displayed on Greenwich Heritage's website or otherwise notified to you before or at the time you book. It is your responsibility to ensure that you read all relevant information displayed on the website.

**1.8** E-tickets cannot not be used more than once.

## 2. Price and payment

**2.1** The price of the ticket shall be the price set at the time of your order. All advertised prices may not be inclusive of any applicable taxes or booking, transaction, collection, or delivery fees.



**2.2** No order will be accepted until payment has been made in full. A ticket order is only confirmed upon receipt of an email confirmation.

**2.3** We reserve the right to cancel any booking which we reasonably suspect to have been made fraudulently.

**2.4** All discounts and promotions are subject to availability and may be withdrawn without notice. Only one discount or promotion is valid for each booking, at the time of booking.

**2.5** If alcoholic drinks are offered as part of a promotion, unless otherwise stated they will be for house spirits, beers, or wines. These cannot be substituted and can only be supplied to individuals who can prove that they are over 18 years old.

### **3. Refunds and exchanges**

**3.1** Tickets cannot be refunded after purchase unless the performance is cancelled or rescheduled.

**3.2** You may exchange tickets for another event of equal or lesser price if you tell us at least 24 hours before the event.

**3.3** All exchange requests must be sent either via Eventbrite's refund request function or via email to [office@rght.org.uk](mailto:office@rght.org.uk) and must originate from the email address on the purchaser's account, or have the original purchaser copied into the request by including their email address in the cc field. All Eventbrite refund requests will be denied, but may result in a ticket exchange if agreed between the purchaser and Greenwich Heritage.

**3.4** Where an event is cancelled or rescheduled you will first be offered the opportunity to exchange tickets for another performance of the event, or to another event. If there are no alternative tickets or if you are not able to attend an alternative event/performance, the full purchase cost of the tickets will be refunded via the original payment method.

**3.5** These Terms & Conditions do not and shall not affect your statutory rights as a consumer.

### **4. Delivery and collection**

**4.1** Tickets will be sent as an electronic ticket (e-ticket). All e-tickets will be delivered to the email address provided when you booked your ticket/registration. You must be prepared to present e-tickets on an electronic device (please download in advance if you can, as mobile connectivity cannot be guaranteed at the venue).



**4.2** We do not print or post any tickets.

## **5. Liability**

**5.1** Any personal arrangements (including travel, accommodation, pre or post show activities) which you make relating to your attendance are at your own risk. Liability for the cancellation or rescheduling of an event, will be limited to the refund as detailed in Clause 3.4.

**5.2** We will not be held responsible for any loss, theft or damage of your personal belongings, other than caused as a direct result of our negligence or other breach of statutory duty. Any property left with the venue shall be entirely at your own risk.

## **6. Cancelled and re-scheduled events**

**6.1** It is your responsibility to check whether an event has been cancelled or re-scheduled and the date and time of any re-scheduled event. Where an event is cancelled or re-scheduled, we will attempt to notify you using the details you provided at the time of ordering. We do not guarantee that you will be informed of a cancellation before the date of the event.

**6.2** It is your responsibility to let know about any change to the contact address, telephone number, or email address you provided at the time of booking.

## **7. Personal details and data protection**

**7.1** We will process your personal data in accordance with our Privacy Policy.

**7.2** Your personal data may be used to contact you regarding similar events in accordance with the Privacy and Electronic Communications Regulation (PECR). There will always be a clear opportunity to opt out of these communications, at which point your data will be deleted from our system.

## **8. Conditions of admissions**

**8.1** We reserve the right to:

- (a) refuse ticket holders admission to the venue or to close the venue
- (b) request that ticket holders leave the venue at any point and may take any appropriate action to enforce this right

**8.2** No refunds will be given to ticket holders who are refused entry or ejected in accordance with Clause 8.1.



**8.3** We shall only request that ticket holders leave the venue under the terms of Clause 8.1(b) on reasonable grounds, such as:

- (a) a ticket holder has behaved in the venue in a manner which is likely to affect the enjoyment of other visitors
- (b) a ticket holder uses threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace
- (c) a ticket holder is under the influence of alcohol or drugs
- (d) a ticket holder fails to produce proof of identity or age when asked

**8.4** You must comply with instructions and directions given by venue staff and stewards.

**8.5** Any children under the age of 18 must be supervised at all times and such supervision shall be by not less than 1 adult per 10 children.

## **9. Restrictions and prohibitions**

**9.1** By attending an event, attendees consent to visual and audio recording of themselves as members of the audience. Signs will be on display in the venue if filming or photography is taking place. We may use such recordings (including any copies) without payment.

**9.2** Alcohol may only be consumed in the Charlton House café and other authorised areas.

**9.3** Smoking is not permitted anywhere in the venue.

**9.4** The following are not permitted within the venue:

- (a) animals beyond the ground floor (except assistance dogs)
- (b) any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives)
- (c) illegal substances

**9.5** The venue reserves the right to confiscate any item which, in the reasonable opinion of the venue, may cause danger or disruption to other members of the audience or the event, may be or is being used to inadvertently or intentionally cause damage to listed property, or is one of the items not permitted in the venue listed above.

**9.6** It is forbidden to block gangways, access-ways, exits, entrances, or staircases, to congregate in non-designated areas, or to seek entry to seats or areas for which you do not hold a ticket.



## **10. Health and safety**

**10.1** Ticket holders must comply with all safety announcements and venue regulations whilst attending any events.

**10.2** If you have any special requirements or concerns about any special effects which may be featured at the event, let us know when ordering your tickets. Special effects may include, without limitation, sound, gunshots, audio visual, pyrotechnic and smoke effects, or lighting and strobe effects. Warnings about these effect will be displayed on the event page on our website and on signs displayed in the building.

## **11. Dispute resolution**

**11.1** In the event that any dispute arises out of these Terms & Conditions or you have any other complaint, you should send details of the dispute or complaint by email to [office@rght.org.uk](mailto:office@rght.org.uk). Full details of the complaint, your preferred method of contact, any information regarding any previous attempt to resolve this matter, and the preferred solution should be included.

**11.2** We will acknowledge any complaint as soon as possible, giving an indication of how long is needed to investigate the matter. We aim to provide this acknowledgement within a maximum of 5 working days. We may need to contact the person raising the complaint for further details or to investigate further.

**11.3** At the end of our investigations, we will confirm the outcome of the complaint in writing. This will include further details of who to write to if the outcome is not considered to be satisfactory. If no response is received within 14 days of sending the confirmation, we will assume that the issue is resolved.

## **Other**

**13.** Force majeure – Greenwich Heritage will not be liable to you for failure to perform any obligation under these Terms & Conditions to the extent that the failure is caused by Force Majeure.

**14.** Amendments and variations – We intend to rely on the written terms set out here in this document. You should read the terms and conditions carefully before entering into the contract to ensure that they contain everything that you consider has been agreed. If they do not then you should speak to our box office staff. After the contract has been made, these Terms & Conditions cannot be varied or amended in any respect unless both you and Greenwich Heritage agree in writing.



**15.** Governing law and jurisdiction – These Terms & Conditions shall be governed by and construed in all respects in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English courts.