

Bloomsbury Theatre – Ticket Booking terms

1 These terms

- 1.1 **What these terms cover.** These are the terms and conditions on which you purchase Tickets from us.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide Tickets to you, how either of us

- 1.4.3 Unless the context otherwise requires, a reference to one gender shall include a reference to other genders.
- 1.4.4 Clause and schedule headings shall not affect the interpretation of this agreement.
- 1.4.5 A **person** includes a corporate or unincorporated body (whether or not having separate legal personality).
- 1.4.6 Any phrase introduced by the words **including, includes, in particular** or **for example** or similar shall be construed as illustrative and shall not limit the generality of the related general words.

2 Information about us and how to contact us

- 2.1 **Who we are.** We are University College London, a company incorporated by Royal Charter in England and Wales. The registration number for University College London is RC000631 and our address is Gower Street, London, WC1E 6BT. Our registered VAT number is GB 524 3711 68.
- 2.2 **How to contact us.** You can contact us by telephoning our customer service team at 020 3108 1000 or by writing to us at ticketing@ucl.ac.uk or UCL Event Ticketing, 15 Gordon Street, London, WC1H 0AH.
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your Order.

3 Our Contract with you

- 3.1 **How our Contract is formed.** The process of forming a Contract is as follows:
 - 3.1.1 when you place an Order for Tickets, that constitutes an offer by you to purchase the right to attend the Event and the Tickets on these terms and conditions;
 - 3.1.2 when we receive your Order, we will apply for payment and charge the debit/credit card detailed in your Order;
 - 3.1.3 if we receive payment in full, we will issue a confirmation of your Order and a Contract will come into effect. We may issue an acknowledgement 1 0 0 1 1y00 Grctan ackno

3.5 **Restrictions on booking.** We may impose restrictions on your ability to book tickets including as follows:

3.5.1 you must be at least 18 years old in order to place an Order. In placing an Order you confirm that you are at least 18 years old;

3.5.2 if you are booking for a group using our website, the size of the group must not exceed the number specified on our website.

3.6 **Contracts for Events not at Venues operated by us.** Where you are buying tickets for Events held at Venues that are not operated by us, we are acting as agent for the Event Provider.

4 Transfer of Tickets

4.1 **Resale of Tickets is prohibited.** You are not permitted to transfer or sell your Tickets for commercial purposes or at a price higher than the face value on the Ticket.

4.2 **Permitted transferred.** If you wish to transfer an individual Ticket into the name of another person for personal reasons

6.3 **Changes to the Event.** We and our Event Providers reserve the right to change the cast or production details of the Event at any time and for any reason and that will not constitute a material change.

7 How to end the Contract with us

7.1 **Ending the**

8.1.1 you do not make any payment to us when it is due and you still do not make payment within 7

- 9.7 **How we will refund.** With the exception of cash payments, we will only make refunds using the same method (including, in the case of debit/credit card, to the same account) as the method used to purchase the Tickets. For cash payments we will make refunds using debit/credit card or cheque.

10 Ticket delivery

- 10.1 You will have the option to collect your tickets from the Box Office as part of your Order and in that case we will not charge you for delivery.
- 10.2 Unless you select to collect your Tickets from the Box Office and except in circumstances set out in clause 10.3, we will post your Tickets to the address for delivery set out in the Order using Second Class post within 3 days of our confirmation of your Order.
- 10.3 If you are placing your Order for Tickets within the period of 10 days before the Event, We will not post your Tickets and you will need to collect them from the Box Office at any time prior to commencement of the Event.
- 10.4 We do not accept liability for Tickets that are lost or mislaid by you or the relevant postal service used.

11 House Rules

- 11.1 **Your obligation to comply with House Rules.** You are required to act in accordance with the House Rules and any terms required by the Event Provider at all times when at the Venue.
- 11.2 **Right to refuse admission or eject you.** We and/or the Event Provider reserve the right to refuse admission and/or ask a Ticket holder to leave the Venue (whether before, during or after the Event) if you are not acting in accordance with the House Rule or the Event Provider's terms or we or the Event Provider consider that your actions are detrimental to our reputation or the safety, comfort and/or enjoyment of others at the theatre.

13 How we may use your personal information

13.1 **How we will use your personal information.** We will use the personal information you provide to us:

13.1.1 to supply the Tickets to you