



Roxsel Entertainment Sale of Event Tickets

Terms and Conditions

By purchasing the ticket, you 'Ticket Holder' agree to be bound by the Terms and Conditions of sale specified herein and any other provision as may be specified from time to time by **ROXSEL ENTERTAINMENT LIMITED 'The Organiser'** or venue management or owner '**Venue Owner**'. The Organiser / Venue Owner, their agents or employees shall not be liable for any death, personal injury (unless caused by negligence of The Organiser / Venue Owner and employees), loss damage however caused while in the venue nor are they liable for any complaints, claims, refunds, or exchange for any reason, including without limitation, cancellation or postponement of the event. Any refunds shall be made only at Organiser's discretion.

1. All Tickets are sold subject to availability and subject to these Terms and Conditions. Purchase of any Ticket constitutes acceptance of these Terms and Conditions.
2. Upon purchase, please check accuracy of ticket information as mistakes cannot always be rectified after purchase.
3. Removing any part of, altering or defacing the ticket may invalidate a ticket holders' ticket.
4. Tickets are sold subject to the Organiser's right to make any necessary change in the event owing to unforeseen or unavoidable circumstances.
5. The Organiser will not be responsible for any ticket that is lost, stolen or destroyed. Duplicates may be issued at the Organiser's discretion. In the event of duplicate tickets being issued, there will be an additional charge apply.
6. The Organiser reserves the right to refuse admission and/or delay entry of latecomers until a suitable break in the event.
7. Only customers holding a valid ticket will be admitted into the event. The Organiser reserves the right to allow audience members to stand in seated areas of the auditorium.
8. Tickets may not be exchanged; money refunded and is not transferable.
9. Only tickets which are purchased from the Organiser and their representatives will entitle you to enter the event. Any forgeries or unauthorised tickets will be confiscated from you; you will not be permitted entry to the event and you may face questioning from the police.
10. The Organiser may add, withdraw or substitute artistes and/or vary advertised programmes, event times, seating arrangements, audience capacity without prior notice.
11. Tickets remain the property of the Organiser and subject to these Terms and Conditions. If a ticket is re-sold, transferred or advertised for profit or commercial gain by anyone other than the Organiser it will become voidable and the ticket holder may be refused entry to, or ejected from, the Venue without refund.
12. Tickets obtained in breach of these Terms and Conditions shall be null and void and the Organiser may refuse to admit such ticket holder into the Venue. Any person seeking to use such a void or fraudulent ticket in order to gain or provide entry to the event will be considered to be a trespasser and will be ejected and liable to legal action. Void tickets are non-refundable.
13. Where the event is sold out, the Organiser will endeavour to resell any unwanted tickets at the ticket holder's request. Such tickets will be resold at face value and the original ticket purchaser or holder (as appropriate) will be reimbursed by the original method of payment the face value of the ticket less an administration charge. Please note refunds will not be given on unsold tickets.
14. It is the responsibility of the ticket holder to ascertain whether the event has been cancelled or re-scheduled and the date and time of any re-scheduled the event. Where the event is cancelled or re-scheduled, the Organiser will use its reasonable endeavours to notify you using the details you provided it with at the time of booking/purchase. The Organiser does not guarantee that you will be informed of such cancellation before the date of the event.
15. It is your responsibility to inform the Organiser of any change to the contact address, telephone number or email address you provide it with at the time of ticket booking/purchase.
16. The Organiser reserves the right to refuse admission in reasonable circumstances including, without limitation, for health and safety, licence restrictions or where a ticket is void.
17. The Organiser reserves the right to remove any ticket holder from the Venue, without refund, on reasonable grounds including, without limitation, where the ticket holder breaches these Terms and Conditions, disrupts other audience members' enjoyment or does anything that the Organiser considers to be unacceptable behaviour which may cause damage, nuisance or injury.
18. Ticket holders must comply with instructions and directions given by the Venue staff.
19. The unauthorised use of photographic and recording equipment of any kind within the Venue is strictly forbidden. Unauthorised recordings, tapes, films or similar items may be confiscated and destroyed. Any recording made of the event in breach of these conditions shall belong to the organiser and the ticket holder agrees to assign any and all rights in the recording to the organiser.
20. Ticket holders consent to filming and sound recording as members or the audience. The organiser may use such films and recordings (including any copies) without payment to ticket holders.
21. Mobile telephones and messaging equipment must be silenced or switched off during the Event.



22. The Organiser / Venue Owner is entitled to conduct security searches of persons and property to ensure the safety of all patrons at the Venue and confiscate any item which in the opinion of the Organiser may cause danger or disruption to other members of the audience or the event or is one of the items not permitted in the Venue as listed in these Terms and Conditions.
23. Ticket holders may only leave and then re-enter the Venue during the event as required by the Venue's health and safety obligations or at the discretion of the Organiser. Otherwise there shall be no re-admissions or pass-outs of any kind. Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
24. Unless otherwise stated, anyone under 18 must be accompanied by an adult, and up to four under 18s can be looked after by one adult. Parents and/or supervisors are responsible for supervising children in their care at all times and supervision of children shall be by not less than 1 adult per 10 children. The Organiser reserves the right to ask parents/supervisors to remove children if, in their opinion, they are causing a disturbance.
25. The following are not permitted within the Venue: smoking (including electronic cigarettes); laser pens; animals (except guide dogs); ticket holders' own food and drink; bottles, cans or glass containers; any item which may be interpreted as a potential weapon (including sharp or pointed objects such as knives); and illegal substances. Alcohol may only be consumed in public bars and other authorised areas.
26. It is against the law to smoke on these premises. Our policy does not permit electronic cigarettes to be used within the venue but can be used within the designated external smoking areas. Smoking within the venue will lead to ejection without a refund.
27. The obstruction of gangways, access-ways, exits, entrances or staircases, congregating in non-designated areas or seeking entry to stands or seats for which ticket holders do not hold a Ticket is strictly forbidden.
28. Ticket holders must comply with all relevant statutes, safety announcements and Venue regulations whilst attending the event. For health and safety reasons, the Organiser reserves the right to restrict access to parts of the Venue.
29. If ticket holders have any special requirements or concerns about any special effects (for example lighting or sound effects) which may be featured at the event, prior notice should be provided when ordering the tickets.
30. Ticket holders are advised that official merchandise is usually only available inside the Venue. The Organiser does not accept any responsibility for the sale of merchandise (official or otherwise) in or outside the Venue.
31. Ticket holders shall not bring into the Venue or display or distribute (whether for free or not) at the Event any sponsorship, promotional or marketing materials.
32. Except to the extent that the Organiser is required or permitted by law, personal information provided by you to the Organiser will be used for all purposes reasonably connected with the operations of the Venue including (but not limited to): supplying you with the goods that you request and transferring or disclosing the information provided to the Organiser's professional advisors and such other parties as it considers necessary in the administration of its business. The Organiser will not use or disclose your personal information to any other party or for any other reason other than as set out in these Terms and Conditions without your prior consent. If you have any queries about this, please write to the Organiser.
33. The Organiser shall not be liable for any loss, damage, cost, or expense, except in respect of death or personal injury resulting from any act or omission on the part of the Organiser.
34. Neither the Organiser nor the Venue Owner will be responsible for any loss, theft or damage of ticket holders' personal belongings, other than caused as a result of the negligence or other breach of statutory duty of the Organiser or the Venue Owner. Any such liability shall be limited to the reasonable cost of either replacing or repairing such property (subject to fair wear and tear). Please ensure that no bags or other items of personal property are left unattended anywhere in the Venue.

Inclement Weather Policy

35. If an event takes place, despite weather conditions, Organiser will not issue refunds to patrons who did not attend due to circumstances outside of our control, e.g. inclement weather conditions, transport difficulties etc. When in doubt, call **07846461488, 07486861488** or email **events@roxsel.com** to confirm the event.
36. For the purposes of these Terms and Conditions, "**Force Majeure**" means any cause beyond Our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments. The Organiser will not be liable to you for failure to complete any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.

These Terms and Conditions shall be governed by the laws of England and Wales and parties agree to submit to the exclusive jurisdiction of the English courts.