

# Leicester Museums & Galleries

## Terms & Conditions

Terms and conditions (Terms) apply to any purchase/booking of tickets for admission/events at Leicester Museums & Galleries.

By purchasing/booking tickets you are entering into an agreement with Leicester Museums & Galleries and Leicester City Council (we, us, our) on these Terms.

Please read these Terms carefully before you order/book tickets from us.

If you are purchasing/booking e-tickets from (we, us, our) website or from Art Tickets, specific terms may apply.

### TERMS & CONDITIONS

These terms and conditions (Terms) apply to any purchase of tickets for Leicester Museums & Galleries Premises Admissions, Exhibitions and Events.

Please read these Terms carefully before you order tickets from us.

If you are purchasing e-tickets from our website, specific terms apply. You can find these below.

#### Tickets

By purchasing/booking tickets you are entering into an agreement with Leicester Museums & Galleries and Leicester City Council (we, us, our) on these Terms.

- In buying/booking tickets from us you understand and agree that:
- tickets for Admissions/Events are valid only for the Premises/Event, the number of person(s) and the date and entry time slot (where applicable) stated upon them;
- during your visit you must retain your tickets safely for production on demand by our representatives; and
- [subject to these Terms], tickets are non-refundable and may not be exchanged

#### VISITING

Your visit to any Leicester Museums & Galleries Premises [and to all Events] is subject to any notice to visitors we post on the premises, and our standard admissions guidelines as may be amended from time to time. In addition, you and any persons for whom you have bought tickets must comply with any reasonable instructions given to you by our staff or any third party instructed on our behalf during your visit.

We, acting reasonably at all times, may refuse to allow entry to our premises, or remove from our premises without any right to a refund any person that fails to comply with any reasonable instructions that we (or our staff or third parties instructed on our behalf) may give to visitors from time to time.

#### AMENDMENTS

We reserve the right at our discretion to alter our advertised arrangements for Events and Exhibitions, and to cancel any Admission time slot or Event or Exhibition without notice.

If this occurs and you have purchased a ticket for an Event we will where possible offer you an exchange or refund of your ticket(s).

Tickets that have been purchased and have subsequently been Gift Aided cannot, under HMRC rules, be refunded. We will endeavour to find a suitable alternative option for visitors in these circumstances.

### RECEIVING E-TICKETS

Once your online booking has been confirmed an order confirmation will be sent to the email address you specified in your order, at which point a contract will come into existence between you and us.

No agreement is formed between you and us for the sale of e-tickets until we email you with this confirmation.

It is your responsibility to check prior to purchase that the information you have supplied to us with regards to your e-ticket requirements is accurate.

### USING E-TICKETS

On arrival at the Premises, Event or Exhibition for which your e-tickets are valid, you will be required to show the following in order to validate your e-tickets and obtain entry to the relevant Event:

- in circumstances where a concession is claimed, proof of identity and concession entitlement (for example of age or student status);
- a legible printout of your e-tickets; or a legible electronic version on a mobile device;
- the credit or debit card used to purchase the e-tickets.
- If you fail to produce any of the above items you will not (subject to the discretion of the Leicester Museums & Galleries) be admitted using your e-ticket.

Any persons for whom you have not bought/obtained an e-ticket for will be refused entry and or will be required to pay the standard entry rates applicable.

### E-TICKETS: CANCELLATION

Should cancellation of an Event or Exhibition (or any part of it), be necessary we will attempt to contact you (by email to the email address provided in your order) in advance to arrange substitute tickets. Please check your email inbox before travelling to the Museum to avoid an unnecessary journey should an Event or Exhibition be cancelled.

### LOSS & DAMAGE

If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this agreement or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable.

This includes liability for: death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; fraud or fraudulent misrepresentation; and breach of your legal rights in relation to your tickets.

We are not liable for business losses. We only supply tickets for private use. If you use the tickets for any commercial, business or re-sale purpose we will not be liable to you for any loss of business, loss of revenue, loss of profits or loss of business opportunity.

## RESALE

You may not re-sell tickets without our prior written consent. We will (subject to our sole discretion) refuse entry to any person who attempts to enter a Venue or an Event with a ticket that has been resold without our written consent and no compensation whatsoever is payable by us if this occurs.

## CONCESSIONS

In circumstances where a concession is claimed, proof of identity and concession entitlement (for example of age or student status) may be required to obtain entry to an Event.

## LOST TICKETS

We will not be responsible for any tickets that are lost, stolen or destroyed. Replacement tickets will be issued at our discretion.

## FILMING

From time to time we may, or we may authorise third parties to, carry out filming, photography and/or sound recordings at [our Premises and Events]. By purchasing tickets you agree (on your own behalf and on behalf of any persons for whom you purchase tickets and who attend our Premises/ an Event) that we and any third party authorised by us may include you and those you have bought tickets for in such films, photographs and/or sound recordings and may exploit such films, photographs and sound recordings in perpetuity in any format whatsoever without payment.

You are responsible for bringing this provision to the attention of any person for whom you have bought tickets.

We will always let visitors know if filming or photography is taking place during their visit.

## PHOTOGRAPHY

You may be permitted to use a hand-held camera/phone camera for private and non-commercial purposes but you and any other visitors for whom you purchased tickets must comply with any restrictions on photography which we make known to you.

You may commit an offence if you copy any material which is protected by copyright without the consent of the relevant copyright owner.

If this occurs you may face criminal or civil penalties.

## VISITORS UNDER 12

Visitors under 12 years of age must be accompanied, at all times, by an adult.

## COMPLIANCE

We have the right, without liability to you, to refuse to allow you to enter an Event and/or to escort you from our premises if you, in our judgment, breach any of these Terms.

## IMPORTANT INFORMATION

**If there is a problem with your tickets.** If you have any questions or complaints about your tickets please contact us by telephoning 0116 225 4900 or by writing to us

at museums@leicester.gov.uk or Leicester Museums & Galleries, Town Hall, Town Hall Square, Leicester LE1 9BG.

**Nobody else has any rights under this agreement.** No other person shall have any rights to enforce any of these Terms.

**If a court finds part of this agreement illegal, the rest will continue in force.** Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

**Which laws apply to this agreement and where you may bring legal proceedings.** These Terms are governed by English law and you can bring legal proceedings in respect of tickets in the English courts.