

exeter phoenix

TERMS AND CONDITIONS

Condition of sale for **Exeter Phoenix tickets and online sales:**

- A. Tickets cannot be exchanged or money refunded.
- B. Exeter Phoenix will make every reasonable effort to contact purchasers in the event of a cancellation.
- C. Exeter Phoenix reserves the right to alter the cast/line up or advertised arrangements as rendered necessary by any unavoidable cause.
- D. It is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Exeter Phoenix cannot guarantee that they will inform the customer of any changes to the event date, time or venue.
- E. The maximum number of tickets that can be purchased in an online transaction is 10. Purchases above this figure can be made via the Box Office on 01392 667080.
- F. Please be in your seats promptly by the scheduled time of the performance – latecomers cannot always be admitted. For standing gigs the advertised time is the time the doors open – check with the Box Office for the show times.
- G. In the event of a cancellation by the organiser/promoter (ie a cancellation due to circumstances beyond Exeter Phoenix's control), Exeter Phoenix will only refund the face value of the ticket. Exeter Phoenix will use every reasonable effort to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Exeter Phoenix cannot guarantee that they will inform the customer of any changes to the event date, time or venue.
- H. We advise the use of secure mail when returning tickets. On receipt, Exeter Phoenix will refund the customer the face value of the tickets using the same method as used to purchase them.
- I. No duplicate tickets will be issued to replace lost or stolen tickets.

J. Customers are advised to check their purchase upon receipt as mistakes cannot always be rectified.

K. It is the responsibility of the customer to inform Exeter Phoenix of any change of address, contact phone number or email address, both before and after receipt of the goods.

L. The right to admission to an event is reserved by the promoter and event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. Exeter Phoenix would advise customers that no refunds will be offered to customers who are refused entry or ejected from the venue on account of late arrival, being (or appearing to be) under age*, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

M. Under 16s must be accompanied by a responsible adult aged 18 or over.

* Events and ticket types where an age restriction applies are clearly indicated during the booking process. Please ensure that you read all the information that applies to the event/ticket you are booking, and carry proof of age if appropriate.

N. If it becomes impractical to post tickets out, due to the proximity of an event or circumstances beyond our control, we reserve the right to make tickets available for collection at the venue immediately prior to the event. Customers will be notified by phone, email or in writing (using the details provided at the time of ordering) if this becomes necessary.

O. By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.

P. If tickets that are dispatched are returned to Exeter Phoenix as "addressee unknown", we reserve the right to cancel the order.

Q. In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.

R. We reserve the right to cancel any order that further to investigation we deem to be possibly of a fraudulent nature. These checks may include, but not be limited to, a request to be provided with an original credit or debit card statement, attempts to contact a customer by telephone, reference to records to check for other fraudulent activity at an address.

S. Data is held and administered by Exeter Phoenix. Data will not be passed or sold to other parties. If you have registered your interest with Exeter

Phoenix and thereby given your consent, you may be contacted with relevant promotions, offers or information that you have expressed an interest in or that might be of interest to you.

IF YOU DO NOT WISH TO RECEIVE FURTHER UPDATES PLEASE EMAIL DISTRIBUTION@EXETERPHOENIX.ORG.UK stating your full name, address and postcode.

**If you require further assistance please contact
Exeter Phoenix Ticket Agency on 01392 667080.
Exeter Phoenix VAT Reg No. 409043761
Registered Charity No 290011**