

## **COMMONWEALTH YOUTH GAMES** **Full Information and Conditions of Sale.**

1. It is your responsibility to check your tickets at the time of purchase or on arrival (by post); mistakes or errors cannot always be rectified.
2. Every member of the audience must be in possession of a valid ticket.
3. Any patron using a wheelchair must make this known at the time of booking. As there are a finite number of wheelchair spaces in the venues, users must advise of their requirements at the time of booking; it is part of our Health & Safety policy that this number may not be exceeded.
4. The management reserves the right to refuse admission.
5. No responsibility may be accepted for personal property. Please keep your belongings with you at all times.
6. Photography or recording inside the venues by members of the audience is not permitted. The Organisers reserve the right to permit third parties to carry out general filming and recording in and around the venues.
7. Unpaid reservations (where applicable) will be held for a maximum of 4 days then returned for sale.
8. It is general policy that once tickets are purchased, they may not be exchanged for other events or money refunded; however tickets may be exchanged for an alternative event if there is capacity. The Department also reserve the right to refuse exchanges. No action can be taken unless the tickets are returned to the Booking office at least 48 hours prior to the event. An exchange fee of £2.50 will be levied. If patrons find that they are unable to use their tickets, ONLY the Booking Office will try and resell them (at the patron's risk) on the understanding that the sale of the venue's own available seats will take priority. In the event of a change or cancellation to an event, ticket holders will be notified via the contact details left by the purchaser with the venue.
9. Tickets are sold subject to the venue's right to alter the event schedule should circumstances beyond their control make this unavoidable, without being obliged to refund monies or exchange tickets. The venue is not liable for any changes or inaccuracies in these details which may prevent the ticket holder being contacted. In the case of a group booking, the organiser who purchased the tickets is deemed responsible for communicating any changes to the group.
10. The ticket holder is entitled to a seat of the value corresponding to that shown on the ticket and the venue reserves the right to provide alternative seating to those specified on the ticket. Where seating of a lesser value only is available, the ticket holder will be compensated to a maximum of the difference in value between the prices of the seats. The ticket holder may be re-seated in higher priced seating at no additional cost at the discretion of the venue management.
11. All tickets are supplied for personal use. It is not permitted to sell or offer for sale any ticket at above the face value.
12. In the interests of Health & Safety the Organisers reserve the right to restrict public access to any parts of these venues.
13. In the event of a cancellation of an event, the venue shall have no further liability other than the face value of the ticket.
14. Special Effects – If you are concerned about inclusion of any special effects during an event, please ask at the time of booking, although the inclusion of these may not be notified to the venue until the event dates.
15. Every effort is made to ensure that the information on the website, in the brochure, and all other publicity materials and adverts is correct, however we advise prospective patrons to contact the Booking Offices to confirm information prior to making a special trip to the venue.
16. Competitions: Prizes offered by the Organisers for competitions run on its website or via the media have no cash value. Where prizes are offered for a particular event we are unable to exchange these for a different performance or production. If you have purchased tickets for an event and you enter a competition for tickets for the same event, we are unable to give a refund.

TERMS & CONDITIONS SUBJECT TO CHANGE – CORRECT AS OF 27<sup>th</sup> June 2011