



Tickets Selling and Purchasing Policy

TICKET RIGHTS AND OBLIGATIONS

- Any Ticket you purchase from us remains the property of the Ilkley Manor House Trust and is a personal revocable licence which may be withdrawn, and admission refused, at any time. If this occurs without any fault or act or omission on your part, you will be refunded (or partially refunded) for the Ticket which has been withdrawn or for which access was refused.
- When you receive or collect your Tickets, please keep them in a safe place. We will not be responsible for any Tickets that are lost, stolen, damaged or destroyed following receipt or collection by you.
- Unless otherwise stated, no refunds will be available within 30 days of the start of the event. Any refunds made within this period will be at the absolute discretion of the Ilkley Manor House Trust.
- No refunds can be made through the Box Office. To obtain a refund for tickets purchased through the Box Office, email admin@ilkleymanorhouse.org attaching an image of the front and back of the ticket and proof of ID or send the ticket with a copy of your proof of ID (please do not send original documents) to Operations Manager, Ilkley Manor House Trust, Ilkley, LS29 9DT.

EVENT TIMINGS AND ADMISSIONS

- Please note that advertised start times of events are subject to change. Also, any door opening and closing times stated in relation to an event are not indicative of the event's start or end time (or when an artist is scheduled to play or the length of the artist's performance), all of which remain at the Ilkley Manor House Trust's and/or artist's discretion and may be subject to change.
- Tickets are sold subject to the Ilkley Manor House Trust's right to alter or vary the programme of an event due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets, unless such change is a material alteration.
- Generally, every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
- The Ilkley Manor House Trust reserves the right to refuse admission to the venue, or to remove any person from the venue for reasons of public safety, any unacceptable behaviour likely to cause damage, nuisance or injury.
- By attending an event, you and other patrons consent to being photographed, filmed and/or recorded and may be featured as members of the audience in any resulting photographs, footage or recordings.

EVENT CANCELLATIONS AND ALTERATIONS

- If an event is cancelled, rescheduled or materially altered, we will use reasonable endeavours to notify you once we have received the relevant information (if you book online, we will use your account details). However, we cannot guarantee that you will be informed of such cancellation, rescheduling or alteration before the date of the event. It is your responsibility to ascertain whether an event has been cancelled, rescheduled or altered and the date and time of any rescheduled event.
- **Cancellation:** If an event for which you have purchased Tickets or Packages is cancelled in full (and not rescheduled), your order will be cancelled, and you will be refunded the Sale Price of your Tickets.
- **Rescheduling:** If an event for which you have purchased Tickets or Packages is rescheduled, Tickets will usually be valid for the new date. If you notify us within 5 working days of being notified of the rescheduling that you are unable to attend the rescheduled event, you will be able to cancel your order and obtain a refund. Failure to notify us within any specified deadline that you are unable to attend the rescheduled event will be deemed to be a reconfirmation of your order for Tickets for the rescheduled event, and you will not be able to claim a refund.
- **Material Alteration:** If an event for which you have purchased Tickets or Packages is "materially altered" (as defined in the clause below), Tickets and Packages will usually be valid for the altered event. If you notify us within 5 working days of being notified of the alteration that you do not wish to attend the altered event, you will be able to cancel your order and obtain a refund. Failure to notify us within any specified deadline that you do not wish to attend the altered event will be deemed to be a reconfirmation of your order for Tickets or Packages for the altered event, and you will not be able to claim a refund.
- For the purposes of this policy, a "**material alteration**" is a change (other than a rescheduling) which, in our reasonable opinion, makes the event materially different to the event that purchasers of Tickets, taken generally,



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could reasonably expect. In particular, please note that the following are not deemed to be “material alterations”: the use of understudies in theatre performances; adverse weather conditions; changes of any supporting act; changes to individual members of a band; changes to the line-up of any multi-performer event (such as a festival); curtailment of the event where the majority of an event is performed in full; and delays to the starting of the performance of an event.

LIMITATION OF LIABILITY

- To the maximum extent permitted by law, we (including our affiliates, parent undertakings, subsidiaries, and their respective officers, directors, employees, agents, legal representatives and sub-contractors) and shall not be liable for any loss, injury or damage to any person (including you) or property howsoever caused (a) in any circumstances where there is no breach of contract or a legal duty of care owed by us; (b) in circumstances where such loss or damage is not directly as a result of any such breach (save for death or personal injury resulting from our negligence); or (c) to the extent that any increase in any loss or damage results from your negligence or breach by you of any of the terms of this Purchase Policy and/or any other applicable terms and conditions and/or any applicable laws or regulations.
- To the maximum extent permitted by law, we (including our affiliates, parent undertakings, subsidiaries, and their respective officers, directors, employees, agents, legal representatives and sub-contractors), shall not be liable for any indirect or consequential losses or loss of data, profits, revenue, earnings, goodwill, reputation, enjoyment or opportunity, or for distress, or any exemplary, special or punitive damages, arising directly or indirectly from purchases made under this Purchase Policy. **In particular please note that:**
 - (a) personal arrangements and expenditure, including travel, accommodation, hospitality and other costs and expenses incurred by you relating to an event which have been arranged by you are at your own risk, and the Ilkley Manor House Trust shall not be responsible or liable to you for any wasted or unrecoverable costs or expenditure in relation to such personal arrangements, even if caused as a result of the cancellation, rescheduling or alteration of an event for which you have purchased tickets under this Purchase Policy; and**
 - (b) the Ilkley Manor House Trust shall not be responsible or liable to you for any loss of enjoyment or amenity, including where an event has been cancelled, rescheduled or altered;**
- Unless otherwise stated in this clause, our liability to you in connection with an event (including, but not limited to, for any cancellation, rescheduling or alteration of an event) and any Items you have purchased shall be limited to the price paid by you for the tickets
- Ilkley Manor House Trust are not responsible for the actions or failures of any Venue, performer, promoter or other Event Partner. Under no circumstances shall we be liable for death or personal injury suffered by you or your guests arising out of attendance at an event, unless caused by our negligence. Neither shall we be liable for any loss or damage sustained to your property or belongings, or those of any guests under your booking, attending an event.
- Ilkley Manor House Trust will not be liable to you for failure to perform any of our obligations under this Purchase Policy to the extent that the failure is caused by a force majeure event (meaning any cause beyond our reasonable control including without limitation, acts of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments). This clause does not affect the terms of any clauses specifically providing for a right of refund.
- If any provision of this Purchase Policy is found by a competent court to be invalid or unenforceable, that provision shall be deemed to be omitted from this Purchase Policy and this shall not prevent the other provisions from continuing to remain in full force and operate separately.