



## Essential Tickets Terms & Conditions

### Your Contract

1. Essential Tickets have been authorised by the Event Organiser to sell tickets for their event.
2. The sale of your ticket is subject to policies set forth by the Event Organiser.
3. By making a booking you enter into a direct contract with the Event Organiser. We act solely as agent of the Organiser and are not responsible for any loss, injury or damage whatsoever caused except where any such loss, injury or damage to you is caused by our negligence.

### Your Ticket

4. Your ticket remains the property of the Event Organiser and may be withdrawn and admission refused at any time upon refunding the printed purchase price.
5. Once purchased, tickets cannot be returned, refunded, exchanged or transferred, unless the event is cancelled or moved to another date.
6. When you place your order you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any attempt to resell the tickets will result in your orders being cancelled without prior notification.
7. 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.
8. A limited number of tickets are available for sale. Therefore, some types of ticket may sell out quickly. We reserve the right to cancel your ticket should we find that certain types of tickets are oversold. In these circumstances, a full refund including the booking fee will be provided or alternatively a suitable alternative will be offered. Tickets may not be available on the door.
9. It is your responsibility to check your tickets as mistakes cannot always be rectified. If there is a problem with your tickets, please contact the Event Organiser using the contact details provided on the event page. Essential Tickets act solely as an agent for the Event Organiser and are unable to enter into any correspondence.
10. We will not be responsible for any tickets that are lost or stolen.
11. Tickets are sold subject to the venue or Event Organiser's right to alter or vary the programme due to events or circumstances beyond their reasonable control without being obliged to refund monies or exchange tickets.
12. Tickets purchased from Essential Tickets will be subject to a booking fee. The booking fee covers credit card charges and admin costs incurred by Essential Tickets. The Event Organiser does not benefit from this booking fee.
13. Only the cardholder can present the credit or debit card used to make payment and sign a receipt. This is part of the credit card merchant agreement and is in place to protect both us and the cardholder from potential credit card fraud.

### **E-tickets for Individuals and Groups.**

**14.** Essential Tickets will deliver all ticket orders electronically, via an e-ticket email that will include all booking information. You will need to print and present your e-ticket on the door.

### **Cancellations, Changes and Refunds**

**15.** Occasionally, events are cancelled or postponed by the promoter, performer or venue – for a variety of reasons. If the event is cancelled, then the face value of your ticket may be refundable, but your booking fee will not be refundable.

**16.** Neither the venue, the Event Organiser nor Essential Tickets shall have any further liability beyond the face value of the ticket purchased.

**17.** It is your responsibility to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, we will make reasonable efforts to notify ticket holders of the cancellation once we have received the relevant authorisation from the Event Organiser.

**18.** We do not guarantee that ticket holders will be informed of such cancellation before the date of the event.

**19.** In the event of cancellation refund restrictions may apply, as set by the Event Organiser.

**20.** If the event is cancelled, ticket holders should contact the Event Organiser for details of rescheduled events or refunds (if applicable). It is entirely at the discretion of the Event Organiser whether they offer refunds and all correspondence relating to cancellations and/or refunds should be direct with the Event Organiser.

### **Right to Admission**

**21.** Your ticket is issued subject to the Rules and Regulations of the venue and Event Organiser. Full details should be available on request from the Event Organiser. Breach of any of these Rules and Regulations or any unacceptable behaviour, nuisance or injury shall entitle the venue or Event Organiser to eject you from the venue.

**22.** 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 discretion, and may on occasion carry out security searches. We would advise you that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being (or appearing to be) under age where an age limit has been advertised, declining to be searched, abusive, threatening, drunken or other anti-social behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

**23.** This website uses cookies. Some of the cookies we use are essential for parts of the site to operate and have already been set. We also use a number of third party cookies (such as Google analytics used for monitoring site performance), you may delete and block all cookies from this site using your browser settings, but parts of the site may not work properly. For more information about cookies, please visit [http://en.wikipedia.org/wiki/HTTP\\_cookie](http://en.wikipedia.org/wiki/HTTP_cookie).

**24.** This Agreement and any disputes arising out of or in connection with its subject matter are governed and construed in accordance with the law of England. The parties to this Agreement hereby irrevocably agree that the Courts of England have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement. If any provision of this agreement

(or any part of any provision) is found by a court or other authority of competent jurisdiction to be illegal, invalid or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of this agreement, and the validity and enforceability of the other provisions of this agreement shall not be affected.

### **Event Specific Terms**

#### **Booking Fees**

**25.** Booking fees are non-refundable under any circumstances other than those detailed in clause 8.

#### **Disabled Bookers**

**26.** Please contact the Event Organiser for details of concessions for people with disabilities or their carers.

**27.** The Event Organiser may require you to provide documentation to show your status as carer – such as evidence of Carer’s Allowance or Disability Living Allowance.

#### **Other Essential Information**

**28.** The venue, Event Organiser and Essential Tickets can accept no responsibility for any personal property. Essential Tickets is an activity of Essential Christian, Registered Charity number 1126997, a Company limited by guarantee, registered in England and Wales, number 6667924. 14 Horsted Square, Uckfield, East Sussex, TN22 1QG.

### **Address**

Essential Event Management 14 Horsted Square Uckfield East Sussex TN22 1QG

### **Contact Us**

Office Hours 9am - 5pm Monday to Friday Email [info@eem.solutions](mailto:info@eem.solutions)

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