

St Helen's Enterprises

EVENT TICKET TERMS AND CONDITIONS

1. The Terms

1. What these terms cover

These are the terms and conditions under which you will be able to attend the event at St Helen's School for which you have purchased tickets. The event for which you have purchased tickets is referred to in these terms and conditions as the **'Event'**.

2. Why should you read these terms

Please read these terms carefully before you purchase tickets for the Event. These terms tell you who we are, how you register and pay for the Event, and how you or we may cancel the Event or your attendance at it. These terms also set out what the expectations are of both you and us at the Event, as well as other important information.

3. Our contract with you

The contract between us allowing you to attend the Event comprises these terms and conditions, together with the details set out as part of your booking (which includes information about, in particular, the cost of the Event). The contract between us comes into effect when you submit your online booking. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

4. Are you booking for others to attend the Event?

If you have made a booking for other individuals to attend the Event, you must make sure that the individuals attending the Event comply with these terms and conditions - particularly those that describe what we expect of you at the Event. You should therefore make sure they understand and accept these terms before you complete the online registration.

2. Use of defined words which have particular meanings

1. In these terms, the following words have the following meanings:

- a) **Event:** means the event for which you have booked tickets to which these terms and conditions apply.
- b) **Event Outside of Our Control:** means an event which is beyond our reasonable control. Please bear in mind that this includes any resurgence of the Coronavirus Covid-19 pandemic, and any imposition of associated national or local restrictions.
- c) **Fee:** the fee that you must pay for attendance at the Event, as set out when you book your tickets.
- d) **Venue:** the location at St Helen's School, Northwood, where the Event will take place.
- e) **Writing:** when we use the words "writing" or "written" in these terms, this includes emails.

3. Information about us, and how to contact us

1. Who we are

We are St Helen's Enterprises Limited, a private company limited by shares established in England and Wales. Our company registration number is 02834608 and our registered office is at St Helens School, Eastbury Road, Northwood, Middlesex, HA6 3AS. We are a wholly owned subsidiary of St Helen's School.

2. How to contact us

You can contact us by telephone at 01923 843270, or by writing to us at events@sthelens.london, or at St Helens School, Eastbury Road, Northwood, Middlesex, HA6 3AS.

3. How we may contact you

If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us when you booked your tickets.

4. Change of your personal details

If your contact details change, it is your responsibility to inform us in order that we can update our records. Please note that our preferred method of contact for customers is by email, so care should be taken to ensure that you provide a current, valid email address.

4. Purchase of tickets

1. You must pay the price for the tickets, in full, at the time that you order your tickets. By purchasing tickets for the Event, you acknowledge and accept these terms and conditions and confirm that the information you submit is accurate, true and complete.
2. Following your purchase of tickets, we will issue you with a confirmation email that will be sent to the email address provided at the point of purchase.
3. **For some Events we operate a maximum ticket limit per person.** Any maximum ticket limit will be clearly set out on the booking page when you book your tickets. If the maximum ticket limit per order is exceeded, we reserve the right to cancel any subsequent tickets, or your order in its entirety (and refund you any amounts paid).
4. You will receive full details of the Event, including any instructions for on the day, and any other information which we think you will need in order to attend the Event, via email to the email address provided at the point of purchase.
5. **Once purchased, tickets cannot be transferred, exchanged, or returned** unless the Event is cancelled, moved to another date, or if details of the Event are significantly changed after an order is placed (for example, if there is a change in venue, or in respect of a film showing where there is a change in the film being shown).
6. **All tickets will be delivered exclusively to the email address provided** by you at the time of the booking. Your ticket may be presented on a mobile device or printed.

5. Where we need to cancel the Event (including for bad weather)

1. **If an Event Outside of Our Control occurs**, which results in us being unable to hold the Event as planned, we will take reasonable steps to re-arrange the Event to another date and / or another location and will notify you of the rearranged Event.
2. If we have to cancel or re-arrange the Event as a result of the occurrence of an Event Outside of Our Control, we will notify you by email as soon as possible and you will be given the option to either cancel your booking and receive a refund in full or - where the Event is postponed - to defer your booking to the postponed date.
3. **Our Events may take place during bad weather.** Many of our Events are run outdoors, which carries the risk of the Event taking place during periods of bad weather. We will only cancel the Event if we consider that the weather conditions could present a danger at the time of the Event - otherwise, the Event will go ahead even where the weather is forecast to be bad.

4. **Please check the weather forecast in advance and be prepared.** You accept that bad weather is an inherent risk in outdoor events and acknowledge that tickets will not be exchanged or refunded as a result of bad weather unless the Event is cancelled by us.
5. Other than for a refund of the Fee as set out in this clause 5, we accept no liability to you for any losses incurred by you (including but not limited to any expenditure or any loss of income) as a result of us cancelling, postponing or altering the Event, whatever the reason for that cancellation, postponement or alteration. In particular, we will not be responsible for any costs incurred by the you for travel or accommodation that you have booked in anticipation of the Event taking place.

6. Our expectations of you at the Event

1. When attending the Event, you **must ensure that you observe all rules and instructions** relating to attendance at the Event that we make known to you. You must follow any relevant guidance or instructions on any equipment, signs or notices, and any parking guidelines, and comply with any policies or procedures that we make known to you.
2. **The right of admission to an Event is reserved by us.** We may take health and safety, environmental and security concerns into account at our reasonable discretion in granting admission to the Event. From time to time, we may carry out security searches. You must comply with our reasonable requirements in this regard.
3. **For some Events, we impose age restrictions on attendees.** Those restrictions are clearly indicated during the booking process. Please ensure that you read all the information that applies to the Event you are booking, and carry proof of age if appropriate.
4. Where any **equipment or facilities** are made available to you at the Venue, you must use those equipment and facilities responsibly at all times and in accordance with any instructions provided.
5. You will be responsible for the costs of repair and replacement of any damage and breakages that you cause at the Event, and you must promptly report any damage, breakages or losses that occur or that you become aware of at the Event.
6. **You must not act in an improper, rude or disorderly manner** towards staff, or any other attendees at the Event, and you must treat all staff at the Event and other attendees with respect. You must respect the needs of local residents and so arrive and leave the area quietly.

7. **You may be refused entry to an Event** if you are (or appear to be) underage (as specified by us at the time of booking in relation to any particular Event). You may also be refused entry to an Event (or required to leave the Event) if you are abusive or demonstrate threatening, drunken or other antisocial behaviour (including smoking or vaping in no smoking areas), carry offensive weapons or illegal substances, or make unauthorised audio, video, or photographic recordings.
8. **Covid-related requirements.** We may impose requirements on attendees at the Event with regard to, for example, the use of face coverings and social distancing measures. We may also require evidence of vaccination against Covid-19, or evidence of recent negative test for Covid-19, depending on the rules and associated guidance in place at the time. We will give you as much notice as we can of the requirements for entry to the Event (if any) but you should be aware that the requirements are subject to change to reflect the level of risk and the status of the Covid-19 pandemic.
9. **If you are refused entry to an Event,** or asked to leave an Event, as a result of having broken these rules, you will not be entitled to any refund. If you break these rules, or any other requirements of you which are set out in these terms, you may have to compensate us, and we may not permit you to attend future events organised by us.

7. Recordings of the Event

1. **You must not audio or video record** any part of the Event using any recording device, unless specifically agreed by us in writing.
2. **We may make recordings** or take photographs of the Event, and in doing so we will process your personal data (including your image and recordings of your voice) in line with our [Privacy Notice](#).
3. Please note that your **image may be captured in photographs** and / or films of the Event, and that those photos and films may be reproduced for promotional purposes, in advertising or in podcasts in future Events.
4. We will put a process in place allowing you to let us know that you prefer that your image is not used in this way, and will outline that process to you in the joining instructions. Please make sure that you comply with that process, if you prefer that your image is not used.

8. Data protection and privacy

1. **Our Privacy Notice.** Any personal data that you provide to us in relation to the Event will be processed in accordance with our Privacy Notice.

2. Where appropriate, **we may share your personal data with other parties** who we are contractually engaged with, where the services that they are providing to us in connection with the Event (for example, any security or ticketing services) require us to do so. Please refer to our [Privacy Notice](#) in that regard.
3. We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. Details of how the data that you submit will be used are set out in our [Privacy Notice](#).

9. Our liability to you

1. **We do not exclude or limit our liability where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors.
2. **Losses that we will be responsible for.** We are responsible to you for foreseeable loss and damage caused by us. 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 contract or our failing to use reasonable care and skill. But we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen.

10. Which country's laws apply to any disputes

1. These terms are governed by the Law of England and Wales.
2. You and we can only bring legal proceedings under these terms and conditions in the English and Welsh courts. However, if:
 - a) You live in Scotland you can also bring legal proceedings in Scotland;
 - or
 - b) You live in Northern Ireland you can also bring legal proceedings in Northern Ireland.