

## Venue16 Ticket Terms and Conditions

**All tickets are issued subject to these terms and conditions of sale and entry.**

By purchasing tickets and/or attending any event(s), the purchaser and any attendee agree to comply with these terms and conditions:

1. Payment must be received in full prior to attendance at the event. In addition to the ticket price, you must pay any booking, handling, credit card surcharge or any other fees that is specified on our website.
2. All cancellations must be made no later than thirty (30) days prior to the start of the event. In such instances, a refund less fees will be made. Venue16 is not obliged to refund any fees paid where cancellations occur after this time. No refunds will be payable for non or partial attendance.
3. Venue16 will accept a substitute attendee for the event if notification of such substitution is received at least 48 hours before the event. Any substitution after this time is at the discretion of the venue and may be refused
4. Venue16 reserves the right to cancel or reschedule any event conducted by it.
  - 4a. Where the venue cancels an event, the venue will offer a full refund.
  - 4b. Where Venue16 reschedules an event, it will provide you reasonable notice of the revised date for the event. If you are unable to attend the rescheduled event, you must notify us within 7 days of the rescheduled event to receive a refund (less fees).
5. Any refunds due in accordance with clause 4 above will be provided within 30 days from the date of cancellation.
6. Venue16 will not be responsible or liable for any failure to perform or delay in the performance of any obligation that is caused by events, acts, accidents, omissions or circumstances outside its reasonable control ('Force Majeure Event'). The performance is deemed to be suspended for the period of any Force Majeure Event.
7. Intellectual property rights in all electronic or printed materials, including presentation slides, podcasts and webcasts (Materials) are owned and retained by the venue, artist or speaker unless otherwise specified. No content may be copied, uploaded, posted, displayed or reproduced in any way without the venue's prior permission. To the extent permitted by law, the Institute makes no representation and bears no liability to any person or organisation as to the accuracy or suitability of the Materials for any particular purpose.
8. These Terms and Conditions are governed by the laws of the United Kingdom. Venue16 reserves the right to revise and amend these Terms and Conditions from time to time.
10. Attendees grant permission to the venue, its agents and others working under its authority, to take and to have full and free use of video/photographs containing their image/likeness. It is understood these images may be used for promotional, news, on-line/multimedia, research and/or educational purposes by and for the venue. Attendees agree that they are not entitled to remuneration, residuals, royalties or any other payment in respect of their image/likeness or its use. Attendees release, discharge, and hold harmless, the venue and its agents from any and all claims, demands or causes of actions that they may hereafter have by reason of anything contained in the photographs or video.
  - 10a. We take the protection of your details seriously and have implemented security measures to safeguard your data. We will not share your details with third parties unless you opt-in to allowing us to share your information with Venue16 sponsor's and/or

partners. We may use your email to contact you about other Venue16 events that may be of interest to you, based off of your previous purchases.

11. The venue does not grant any permissions for re-sale of tickets. Person(s) found to be in breach of this will be barred from the venue and may be prosecuted.

12. Ticket holders may be subject to searches upon arrival at Venue16. You must subject to a search prior to gaining entry to the venue.

12a. Any person(s) found to be in possession of illegal substances, offensive weapons or any other item listed as prohibited, including food and drink, will be removed from the venue.

12b. Any person(s) found to be in possession of any item deemed illegal will be reported to the Police and may face prosecution.