

# SHEDINBURGH

## TERMS & CONDITIONS

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### **TERMS AND CONDITIONS FOR THE SALE OF TICKETS**

The following terms and conditions form a legally binding agreement between you and Shedinburgh by the AKA Group Limited ("AKA") which is a global entertainment agency for the use and sale of tickets. By purchasing a ticket, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

All Shedinburgh tickets are sold through the Red61 VIA ticketing platform on behalf of the artists and subject to the conditions applicable to the venue where the event is presented.

#### **1. PURCHASING TICKETS**

- 1.1. All tickets include a ticketing levy of £2 which goes towards the shedload of future fund.
- 1.2. Any discount or concession ticket price only applies to the ticket price, not the Customer Booking Fee or the Web Transaction Fee.
- 1.3. All Concessions and Discounts are subject to availability; they may be restricted to certain price levels and performances and can be withdrawn without notice.
- 1.4. Only one Concession or Discount is available per ticket.

#### **2. VENUE**

- 2.1. Each show has an individual latecomer policy. This may include not allowing entrance after the show has started or entry at a specific point during the show. Late entry will be at the Venue Management's discretion and, where applicable, assigned seats may not be available.
- 2.2. Photography and videoing within any performance space is strictly prohibited.
- 2.3. If entering a Shedinburgh venue or event, we reserve the right to search your belongings and/or person in the interest of public safety.
- 2.4. Tickets are sold subject to the Venue Management's right to make any alteration to the advertised arrangements or the cast rendered necessary by unavoidable circumstances.

### **3. CONDUCT**

- 3.1. Failure to produce proof of identity or age may result in refused entry or require you to leave the venue.
- 3.2. Obstructing aisles, exits, entrances, staircases or congregating in non-designated areas may be grounds for your removal from the venue.
- 3.3. No refunds will be given to ticket holders who are refused entry or ejected due to their own behavior.

### **4. REFUNDS**

- 4.1. From the moment a transaction is completed, all tickets are non-refundable and non-exchangeable, unless a show has been cancelled or the particulars of the show change in a manner that results in you being unable or unwilling to attend, in which case we shall notify you and reimburse the price of the tickets as soon as possible. In respect of purchases through the Website, completion is deemed to be once you have agreed to the terms and conditions and clicked to confirm your purchase.
- 4.2. Lost or stolen tickets are non-refundable, and no duplicate tickets will be issued.
- 4.3. It is your responsibility to check Your Ticket(s) as mistakes cannot always be rectified after purchase. Please check your Ticket(s) on receipt carefully before leaving the box office or making the final purchase on the website or contact us immediately if there is a mistake.
- 4.4. The purchase is final, and tickets cannot be exchanged, or money refunded. The exception is made only in the case of a performance being cancelled. If a performance is cancelled, ticket holders will be offered seats at any rescheduled performance or other performance (subject to availability) up to the face value of the tickets or a refund. Please check with the Company regarding specific refund/exchange policies for specific seasons or events.
- 4.5. Refunds shall only be made to the person who purchased the Tickets and, when possible, is made using the same method as was used to purchase the Tickets except, at our discretion, where payment was made by cash.

## **5. CHANGES TO THE EVENT**

- 5.1. Shedinburgh reserves the right to make changes to our published programme where reasonably necessary. Where such alteration is a material change, you will be entitled to claim a refund in accordance with clause 4.1.

## **6. RESALE OF TICKETS**

- 6.1. You may not resell or transfer a ticket if prohibited by law. Any resale or transfer (or attempted resale or transfer) of a ticket in breach of the applicable law is grounds for seizure or cancellation of that ticket, and no refund or exchanges will be made on that ticket afterwards.

## **7. FORCE MAJEURE**

- 7.1. For the purposes of these Terms and Conditions, 'Force Majeure' means any cause beyond our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lockout, weather, third party injunction, national defence requirements, acts or regulations of national or local governments. We will not be liable to you for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.

## **8. SHEDINBURGH PRIVACY POLICY**

- 8.1. Any personal information you provide on our Website will be used in accordance with our Privacy Policy. **You can view our [Privacy Policy](#) here.**