

PLAY.COM LIVE – TERMS AND CONDITIONS

The purchase of tickets for “Play.com Live” on www.play.com is subject to the website’s Terms and Conditions. By ordering a ticket, you accept to be bound by the Terms and Conditions found at www.play.com/live as well as by the provisions hereafter.

Tickets and admittance

You may only buy ticket(s) for your personal use. Tickets cannot be sold by any party other than Play.com or its authorised agents. In case you wish to re-sell your ticket(s), you may only do so via PlayTrade (please see terms and conditions <http://www.play.com/HOME/HOME/6-/Help.html?page=TradeUserAgreement>).

Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled, moved to another date, or if there is a significant change to the event’s theme, in which case tickets will remain valid should you wish to attend the revised event.

For the avoidance of doubt, Play.com will only refund the face value of the ticket and shall be under no further liability to you in regards to consequential loss. It is your responsibility to check whether the event is going ahead at the scheduled date, time and venue. Updated information will be made available at www.play.com/live.

Admittance to the event is subject to the presentation of a valid ticket. In the event that your tickets are lost in the post, you will need to call Customer Support at 0845 270 1669. You will then receive an e-mail which you will need to produce at the box office in order to collect replacement tickets. These will only be given out upon presentation of the card that was used to make the booking. If the cardholder isn’t present, you must provide his/her contact details in case we deem necessary to verify the transaction.

If it becomes impractical to post tickets due to the proximity of the event or circumstances beyond our control, tickets will be made available for collection at the venue’s box office.

Visitors who are 16 years old (and under) must be accompanied by an adult. You are advised to bring your ID and accept to be subject to age or identity checks at the venue’s entrance. For the avoidance of doubt, you will not be entitled to any refunds should your admittance be refused due to you a) being under 16; b) refusing to provide a valid ID card or other proof of identity.

Venue’s rules

Consumables and recording equipment are not allowed in the venue.

Visitors must comply with the Venue’s management instructions and safety policies.

Play.com shall be under no obligation to refund customers who are refused entry or ejected from the venue for security reasons or offensive behaviour including, but not limited to, declining to be searched, abusive, drunken or other antisocial behaviour (including smoking in non smoking areas), carrying weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

Play.com expressly declines any liability in connection with loss or damage caused by visitors to the venue’s premises or to the exhibitors’ goods or displays, irrespective of whether such loss or damage is caused by their negligence or faulty behavior. Individuals shall remain solely liable for any claimant’s compensation under the common laws of tort.

Data Protection

Ticket holders agree that their image may appear in photographic and TV footage for the sole purpose of broadcasting the Event.

You may be contacted by Play.com regarding future events or relevant promotions that might be of interest to you. We will not share your personal information for marketing or any other purposes without your consent. Play.com’s Privacy Policy may be found at <http://www.play.com/HOME/HOME/6-/Help.html?page=priv>