

## 1. Ticket Purchase Policy

- 1.1. This ticket purchase policy is designed to ensure the customers satisfaction and understanding of the purchase process on Solentsu.co.uk, Fatsoma and through the Welcome Centre.
- 1.2. The Union sells tickets for a variety of reasons including Union run events, partnership events, as well as on behalf of various other externally accredited agents.
- 1.3. The Union sells tickets for its own events as well as on behalf of promoters, producers, teams, performers and venues. We refer to these parties who organise or provide the event and or from whom we obtain tickets to sell to customers as our "Event Partners".
- 1.4. The ticket remains the property of the Event Partner and is a personal revocable licence, which may be withdrawn, and admission refused at any time upon refunding upon refunding the printed purchase price.
- 1.5. The ticket is issued subject to the terms and conditions of the Event Partner and or the event. Breach of any of these terms and conditions or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the Event Partner to eject customers from the venue.
- 1.6. Tickets are sold subject to the Event Partners right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.
- 1.7. Event Partners and Union events chosen venues reserve the right to refuse admission should patrons breach terms and conditions of the event. The venue may on occasions have to conduct security searches to ensure the safety of the patrons.
- 1.8. Every effort to admit latecomers will be made at a suitable period in the event, but admission cannot always be guaranteed.
- 1.9. Unauthorised use of photographic and recording equipment may be prohibited in specific venues, customers must abide by the venues rules and regulations. Recordings or films may be destroyed. Laser pens, mobile phones, dogs (except guide dogs) and patron's own food and drink may also be prohibited, please check the venue.
- 1.10. Ticket holders consent to filming, photography and sound recordings as members of the audience.
- 1.11. The Union, the venue and the Event Partners accept no responsibility for any personal property.
- 1.12. Tickets purchased on solentsu.co.uk and Fatsoma may be subject to a per-transaction non-refundable service charge or booking fee, which is outlined on the website.
- 1.13. When purchasing tickets on solentsu.co.uk and Fatsoma, customers may be limited to a specific number of tickets for each event. This policy is in effect to discourage unfair ticket buying practices. We reserve the right to cancel tickets purchased in excess of this number without prior notice.
- 1.14. Unlawful resale or attempted unlawful resale of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation.
- 1.15. A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal written permission is given by the Chief Executive.
- 1.16. The Union reserves the right to cancel bookings, which it reasonably suspects to have been made fraudulently.
- 1.17. The Union does not deliver tickets.
- 1.18. Physical tickets are to be collected from the Union when available, alternative e-Tickets may be available.

1.19. It is the customer's responsibility to check tickets, mistakes cannot always be rectified.

## 2. Ticket Refund Policy

- 2.1. Under the United Kingdom's distance selling regulations customers have the right to cancel their order. To do so customers must inform Solent Students' Union in writing within 7 days from the day after receipt of the order by email.
- 2.2. The Union will only refund tickets if the event is cancelled. To claim a refund; please apply in writing to the Solent Students' Union, East Park Terrace, Southampton, Hampshire, SO14 0YN. Customers must enclose undamaged/used tickets and comply with any other reasonable instructions of the Union. The request and tickets must be received within 28 days from the date of the cancelled activity. This does not affect the customer's statutory rights. We regret that, unless paragraph 36.19 above applies, tickets cannot be exchanged or refunded after purchase.
- 2.3. The Union will not refund tickets after they have been purchased if the customer chooses not to attend. The Union will endeavour to sell on any unwanted tickets on the customer's behalf once all original tickets have been sold.
- 2.4. Exchanges and refunds on tickets that have been lost, damaged or destroyed after they have been purchased are prohibited. When the customer has received the tickets they must be kept in a safe place. Please note that direct sunlight or heat can sometimes damage tickets.
- 2.5. We will not be responsible for any tickets that are lost or stolen.
- 2.6. Refund requests not associated with a reason stated above will be considered but are not obliged to be granted.
- 2.7. Some trips and events may be subject to a non-refundable deposit, details of which will be published on the Union website.
- 2.8. It is the customer's responsibility to ascertain whether an event, trip or activity has been cancelled and the date and time of any rearranged activity.
- 2.9. If an activity is cancelled or rescheduled, we will use reasonable endeavours to notify ticket holders of the cancellation once we have received the relevant authorisation from the Event Partner. We do not guarantee that ticket holders will be informed of such cancellation before the date of the activity.