



Conditions of ticket sales & entry into online events

Tickets remain the property of DLWP.

Once purchased, tickets cannot be exchanged, refunded, resold, transferred, offered for sale, coupled or bundled with any other product or service or used for any commercial or promotional purpose whatsoever without the consent of DLWP. Any ticket which is resold or transferred will become invalid.

You must not share or distribute the event details, including meeting ID and password to anyone who has not purchased a ticket. If DLWP determines that you have violated this policy, we may cancel your access, retain any payment and ban you from future events. You shall be liable for the actions or omissions of any person with or to whom you share or distribute the tour meeting ID and password who has not purchased a ticket for the tour.

Only tickets purchased via our website or from approved agents are valid for admission. Tickets sold via third parties and other unauthorised outlets, including online auction sites, are not valid for admission. The DLWP will not take responsibility for the validity of tickets purchased from unauthorised agents or other sources.

Reselling a ticket for profit or commercial gain makes it void and the ticket holder will be refused entry.

The DLWP is not liable for any tickets which are lost or stolen.

Refunds and exchanges will only be offered in the event of cancellation or rescheduling of the date of the event. All tickets are non-transferable to other events. Refund or exchange must be requested from your point of purchase and can only be claimed by the person who made the booking. Refunds will only cover the face value of the tickets and not any associated booking fees or postage.

In the event of cancellation or rescheduling the date of the performance, refunds will be considered up until the day before the original date of the event. The original date can be found on the webpage for that event.

Refunds and exchanges will not be offered if, for any reason, the event goes ahead but the ticket holder is unable to attend. Refunds and exchanges will not be made if the event goes ahead but the ticket holder is unable to join or leaves due to technical difficulties.

It is your responsibility to ensure your system is compatible with any technology required. We are not liable or responsible for any technical issues which may arise as a result of your failure to ensure such compatibility. Due to its inherent nature, you acknowledge that DLWP is not liable or responsible for any delay, disruption or disturbance in the operation of the internet.

Tickets may be restricted to a maximum number per person for certain events.

The De La Warr Pavilion reserves the right to make alterations to the advertised programme at any time and without advance notice.

If there are no age restrictions advertised, the ticket buyer takes full responsibility for exposing the child to the content and context of the event.

Failure to comply with these terms & conditions will make your ticket and transaction void.

By purchasing a ticket, you are agreeing to the event being recorded and shared via DLWP channels at a future date.

Copyright and all intellectual property rights in the event and any associated materials remains with DLWP or the event host. No intellectual property rights in respect of any element of the event shall transfer to you and the event may not be recorded, shared, distributed or copied in any way by you or any third party. DLWP reserves the right to require that you delete or procure the deletion of and image/audio/video clips or similar which breach this clause.

You are requested to be respectful to participants and facilitators and not to use inappropriate, defamatory, abusive, discriminatory or otherwise inflammatory remarks or to disrupt or hinder the event in any way. We will monitor the chatbox and reserve the right to refuse entry or eject participants if we, at our sole discretion, consider any comments made to be inappropriate in any way.

A person who is not a party to this agreement shall have no rights under the Contract (Rights of Third Parties) Act 1999 to enforce any of its terms.

These conditions shall be subject to English law and any dispute and/or difference shall be determined by proceedings in the English courts.