



TERMS & CONDITIONS

WHO WE ARE

www.dlwp.com

The De La Warr Pavilion Charitable Trust Ltd (**DLWP**)

Registered Charity Number: 1065586

Registered Office: De La Warr Pavilion, Marina, Bexhill on Sea,
East Sussex TN40 1DP

Company number: 3446307

VAT number: GB821 6415 51

TICKET PURCHASE – CONDITIONS OF SALE AND ENTRY

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.

We strongly recommend ticket buyers to take out Ticket Protection insurance with Secure My Booking available when you book your tickets at check out.

Only tickets purchased via our website, at the DLWP Box Office 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. DLWP will not take responsibility for the validity of tickets purchased from unauthorised agents or other sources.

Tickets must not be sold or offered for sale from within De La Warr Pavilion premises except from the Box Office by our Sales & Information team.

Reselling a ticket for profit or commercial gain makes it void and the ticketholder will be refused entry and will not be eligible for a refund.

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

Tickets will only be delivered to the delivery address entered at the time of booking. Delivery addresses cannot be changed once an order is processed.

Any required communication with the customer will be made via the details entered at time of ticket purchase. DLWP cannot accept responsibility for inability to communicate with the customer if these details are changed, and DLWP not informed, once ticket is purchased.

Refunds and exchanges will only be offered in the event of cancellation or rescheduling of the date of the performance. All tickets are non-transferrable 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. Refund will only cover the face value of the tickets and not associated booking fees or postage.

Refunds and exchanges will not be offered if, for any reason, the performer is on site and the performance goes ahead but the ticket holder is unable to travel to the venue.

Refunds and exchanges will not be made if the performer is on site and the performance goes ahead but the ticket holder leaves due to bad weather (outdoor and indoor performances).

DLWP and event promoter are not liable for any personal travel, accommodation or hospitality arrangements made relating to the event or, the rescheduling or cancellation of any event.

In the occurrence of an event being rescheduled, all tickets, will be automatically transferred to the new date. If you are unable to attend the new date please contact us.

Refunds will be considered up until the day before the original date of the event (or the previous rescheduled date, where the event has been rescheduled more than once)

All refunds are at the discretion of the event promoter, which is not always DLWP.

Where the government has issued any guidelines or measures that are to be complied with in the De La Warr Pavilion or at the event or where, based on government advice, DLWP has implemented specific measures, these must be complied with, at all times. Any refusal or failure to comply with any such guidelines or measures may result in the ticket holder being refused admission or being required to leave the event. If the ticket holder is unable to comply with such guidelines or measures, he or she must not attend the event or the De La Warr Pavilion. No refunds or exchanges will be offered in such circumstances. DLWP may, in exceptional circumstances, allow individuals to attend events without complying with such guidelines where such individuals are medically exempt.

Some performances may have specific conditions of sale. These will be listed on the event pages for that event on this site and it is the responsibility of the ticket holder to check this before they purchase tickets.

Tickets may be restricted to a maximum number per person for certain events. DLWP reserves the right to cancel and refund tickets purchased in excess of the limit without prior notice.

DLWP reserves the right to make alterations to the advertised programme at any time and without advance notice.

Unless otherwise stated, under 16s must be accompanied by an adult.

Under 14s must be accompanied by an adult and may be admitted to seating areas only. Please ensure to check there are seated tickets available before booking for an under 14.

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.

For shows deemed to be suitable for families, tickets are required for each child attending a performance. Children under 18 months old go free as long as they sit on the parents' lap.

Babes in arms are only permitted to non-family events at the discretion of DLWP. Please ask before booking tickets.

Some performances and/or specific seating areas may have age restrictions. It is the responsibility of the ticket holder to check any restrictions before they purchase tickets.

DLWP reserves the right to alter your seat allocation without prior notice.

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

BOOKING FEES & INFORMATION

The following booking fees currently apply:-

Please note that Booking Fees apply on the following transactions:

Online: Tickets are subject to a booking fee per ticket + £2 postage. These will be sent two weeks prior to the event.

Telephone: £3.50 per transaction + £2 postage or free to print at home or collect at the Box Office

There will be a reduced booking fee for events under £10 (booking fee = £1.00) and under £5 (booking fee = 50p)

Free events booked online are not subject to a booking fee.

Events booked in person over the counter are not subject to a booking fee.

For live music and comedy events on sale after and including 11 February 2019, the price of a ticket will include a £1 restoration levy. The levy is paid directly to the De La Warr Pavilion Charitable Trust (Charity no. 1065586) and covers the costs of essential maintenance and upkeep of this Grade One Listed 1935 Modernist building.

Please select and use the print at home option if you are able. If you are unable to print your tickets, these can be shown to staff on your handheld device. Please note that we are only able to post tickets within the UK. If you live overseas please select Box Office collection or print at home tickets. Tickets purchased for post will be sent to you 10 – 14 days before the event date.

ADMISSION & ATTENDANCE

Every member of the audience must have a valid ticket and produce it upon request for inspection at any time. Removing any part of, altering or defacing any ticket may invalidate the ticket.

Proof of identity and concession entitlement (e.g. valid ID showing age and/or student status) may be required before receiving your tickets and/or admission into the event. In some cases, collect at Box Office will be the enforced delivery method.

Our latecomers policy can vary from event to event. Late admission is not guaranteed but every effort to admit latecomers will be made at a suitable break in the performance. On occasion, we may have to show you to alternative seats.

There is no admittance or re-admittance to DLWP after 10.00pm. For some performances a no re-admission policy will operate throughout. Please check on arrival at the DLWP.

The unauthorised use of cameras, audio and video equipment including mobile phones, i-pads and tablets is not permitted.

Mobile phones and other electronic devices are distracting to other audience members and must be switched to silent before entering the Auditorium.

By attending an event, ticket holders consent to being filmed, photographed or recorded as a member of the audience and the resulting materials being used in commercial distribution and publication without payment or copyright.

Food and drink purchased elsewhere may not be consumed on the premises.

Drinking glasses, bottles, any other glass items and cans are not permitted in the Auditorium.

Audience members are not permitted to sit in any gangway which intersects or flanks the seating.

Dancing in aisles and gangways is not permitted.

Audience members are not permitted to sit or stand on the gangways, stairwells and other designated areas within the Auditorium and Foyer areas.

It is against the law to smoke on the premises. The use of E-cigarettes is not permitted on the premises.

Pets are not permitted in the DLWP. However, registered assistance animals are permitted on the premises.

For security reasons, security searches of bags, clothing and all other items may take place as a condition of entry. DLWP reserves the right to confiscate items which may cause danger or disruption to the event or others attending the event.

The Management of DLWP reserves the right to refuse admission or attendance to any person and to remove persons from the premises for any reason where necessary.

The Management of DLWP reserves the right to refuse admission and/or eject any person appearing to be intoxicated or under the influence of drugs or otherwise behaving dangerously or inappropriately. No refunds will be given under these circumstances.

DLWP is not responsible for any loss, injury or damage except where any such loss, injury or damage is caused by the negligence of DLWP, its employees or agents.

The Management of DLWP reserves the right to make any alterations to an advertised programme or event.

IMPORTANT INFORMATION

Loud music can damage hearing.

Strobe lighting can cause epileptic fits.

CCTV is in operation on the premises for the purposes of crime prevention and detection.

DLWP accepts no responsibility for any personal property brought on to the premises.

The Pay & Display car park adjacent to the De La Warr Pavilion is owned and operated by Rother District Council. Any issues regarding parking must be directed to Rother District Council.

Customers planning on driving to the De La Warr Pavilion are advised not to leave valuables in their car.

Please consider our neighbours and leave the De La Warr Pavilion quietly.

SCHOOL GROUPS

All children must be accompanied by and remain under the control of a responsible adult at all times.

School groups must have a minimum ratio of one adult to ten children with at least two adults accompanying any group of children.

A Child Protection & Vulnerable Adults policy is in place, a copy of which is available on request.

Education groups consent to the photographing and filming of themselves as visitors to the building or members of an audience. It is the responsibility of the person in charge of the group to seek consent from parents or guardians in advance of the visit.

COMPLAINTS MANAGEMENT POLICY

DLWP is committed to managing any customer complaints effectively and efficiently through a formal process. Customers are required to voice the complaint to the Duty Manager at the time of the event and before they leave the building. They will then be invited to put the complaint in writing to the Director of External Relations, who is responsible for co-ordinating the resolution of complaints and any subsidiary issues by liaising with the relevant and responsible departments. Comments and feedback are very important and help us improve the service we offer to all our customers. We will respond in a professional, accurate and honest way. We aim to reply within 10 working days.

Email: sally.ann.lycett@dlwp.com

Post : Sally Ann Lycett, Director of External Relations, De La Warr Pavilion, Marina, Bexhill on Sea, East Sussex TN40 1DP

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 bundle 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. You shall be liable for the

actions or omissions of any person 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 leaves due to technical difficulties.

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

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 request that you delete or procure the deletion of any 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. We will monitor the chatbox and reserve the right to refuse entry or eject participants.