

For The Sale of Tickets & Gift Vouchers

These Terms and Conditions have been prepared by Newport Live The Riverfront (Registered Company Number: 9323582) Newport Live is a registered charity (Registered Charity Number: 1162220) and hereafter known as 'We', 'Our' and 'Us' for the purposes of selling tickets and hosting events at our venues ('The Venue'). All Tickets are sold subject to availability and to these terms and conditions. These Terms and Conditions should be read along with our Privacy Policy prior to purchase as purchasing a Ticket constitutes acceptance of these terms and conditions.

1. Tickets & Admission

- 1.(i) A valid Ticket must be produced by each Customer to gain entrance to an Event. The Ticket must be retained by the Customer whilst in the Venue and be made available for inspection if requested by the Venue staff. Failure to produce a valid Ticket may result in expulsion from the Venue.
- 1.(ii) It is the Customer's responsibility to contact the Venue if Tickets are lost, stolen, damaged or destroyed. We may issue Duplicate Tickets, at our discretion.
- 1.(iii) It is the Customer's responsibility to check their Tickets. We will aim to rectify all mistakes if brought to our attention before the Event for which the Ticket is valid.
- 1.(iv) In the unlikely case an event needs to be cancelled or rescheduled we will make all reasonable effort to notify Customers of the change but cannot guarantee all will be informed before the date of the Event.

2. Conditions of Admission

- 2.(i) The Riverfront reserves the right to refuse admission, or to remove customers from the Venue at any point, if the Customer: is acting in a threatening or aggressive manner; uses threatening, abusive or insulting language; appears to be under the influence of alcohol and/or drugs; a risk to the safety of staff, performers or customers. Fails, when required, to produce proof of identity, age or entitlement to a concession/discount/essential companion Ticket; fails to comply with instructions given by the Venue's staff including but not limited to security checks. No refunds will be given to Customers who are refused entry or ejected due to their behaviour as suggested in, but not limited to, the examples shown above. A Customer is required to comply with all rules and regulations imposed by the Venue in relation to the Customer's attendance at an Event.
- 2.(ii) The Venue will endeavour to admit latecomers at the first suitable opportunity, which may be the interval. For some Events late admission cannot be guaranteed.
- 2.(iii) The Venue reserves the right to refuse re-admission to the Venue. If Customers wish to re-enter the Venue they must check with the Venue staff before they exit.
- 2.(iv) The Venue reserves the right to conduct security searches and confiscate any item which, in the reasonable opinion of the Venue staff, may cause danger or disruption to the Event or other Customers, or which the performers or their representatives have specifically requested are prohibited.
- 2.(v) The Venue will make all reasonable efforts to forewarn Customers if stroboscopic lighting may be used in the Event. Customers with known medical conditions who may be susceptible to such lighting effects are recommended to seek further advice.

3. Ticket Cancellations, Exchanges & Refunds

- 3.(i) Tickets cannot be exchanged, credited or refunded after purchase unless on the rare occasion an Event is cancelled or postponed.

3.(ii) Subject to availability and at the discretion of the venue it may be possible if given more than 24 hours' notice to transfer tickets to a new date/time of the same show run. There will be a charge of £1.00 per ticket for this service.

3.(iii) Refunds shall only be made to the person who purchased the Tickets and, where possible, by the same method used to purchase the Tickets. When it is not possible to refund via the same payment method, we reserve the right to request additional identification or documentation to ensure the money is returned to the correct person; or to refund via an alternative method (for example vouchers or credit).

3.(iv) In the case of a cancelled Event, Customers will be refunded the cost of the Tickets.

3.(v) In the case of a postponed/rescheduled Event, Tickets will remain valid for the new date/time and we will make reasonable endeavours to contact the Customer to inform them of the change. Should a customer who purchased prior to the postponement not wish to attend the rescheduled Event then a refund can be obtained for Cost of the Tickets by contacting us within 3 months of the date the event was cancelled. In rare scenarios, it may not be possible to transfer the Tickets into the rescheduled Event, in which case alternative Tickets or a refund of the Cost of the Tickets may be offered.

3.(vi) If an Event is abandoned after commencing Customers will be offered, subject to availability, equivalent value Tickets for an alternative performance of the same production or they will be refunded the Cost of Tickets.

3.(vii) In rare and unforeseen circumstances, we may be required to revoke Customer's Tickets. If possible, alternative Tickets of the same value to the Event will be offered. If this is not possible, alternative Tickets may be offered and any difference in value charged or refunded to the Customer as applicable and with their consent. If suitable alternative Tickets cannot be offered the Customer can claim a refund of the Cost of Tickets.

3.(viii) We reserve the right to cancel Tickets which we reasonably suspect to have been booked fraudulently, which exceed any advertised limits on the quantity that a person/household can buy, or which they suspect to have been resold, or attempted to be resold, for financial gain at a price greater than had originally been paid. Any applicable restrictions on the number of Tickets that can be purchased will be made clear at the time of booking.

3.(ix) At Our discretion, a waiting list may be kept assisting Customers who can no longer attend an Event. We may charge an administration fee for facilitating the transfer of Tickets from one Customer to another.

3.(x) Force Majeure We will not be liable to You for any failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by an event beyond our reasonable control (which shall include, without limitation, act of God, war, insurrection, riot, civil disturbances, epidemic, pandemic, national mourning, 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).

4. Ticket Prices

4.(i) Ticket prices are subject to change. We reserve the right to change the prices of Tickets and/or introduce discounts/special offers which cannot be retrospectively applied to Tickets already purchased.

4.(ii) All discounts/special offers are offered subject to availability and therefore Tickets may not be always available at all advertised prices.

4.(iii) Concession, HYNT Scheme and discounted Ticket prices must be applied for at the time of purchase and cannot be applied to Tickets already purchased. Proof of entitlement to a concession,

discount or HYNT Scheme will be required. Concessions and discounts cannot be used in conjunction with any another offer. If a customer is eligible for multiple concessionary/discounts, then they will receive the cheapest discounted price.

5. Delivery

5.(i) If a customer has chosen to receive their Tickets via the 'Print-at-Home'/eTicket delivery method it is their responsibility to inform Us prior to the commencement of the Event if the Tickets have not been received.

5.(ii) We reserve the right not to post Tickets.

5.(iii) We reserve the right to make Tickets available for collection by the Customer at the Box Office.

5.(iv) The Customer may be required to present identification when collecting Tickets at the Venue.

6. Prohibitions & Audience Consent

6.(i) The unauthorised resale, or attempted resale, of a Ticket for financial gain at a price greater than had originally been paid, is prohibited.

6.(ii) Unless consented to by the performing act or Venue, the use of equipment to record or transmit audio and/or visual material inside the Venue is strictly forbidden.

6.(iii) By attending the Event Customers give their consent to filming, photography, and sound recording of themselves as members of the audience.

6.(iv) Unless their use is explicitly consented to by the performing act or Venue, mobile telephones, and all similar personal electronic equipment must be switched off during the Event. Customers who do not comply and disrupt the enjoyment of the Event for other Customers may be ejected from the Venue without a refund.

6.(v) The use of electronic cigarettes is prohibited throughout the Venue.

7. Gift Vouchers

7.(i) Gift vouchers can be redeemed in full or in part to purchase Tickets for participating Events in person via the Venue's box office.

7.(ii) Gift vouchers expire at the end of the month one year after the purchase date. Expired vouchers cannot be redeemed or refunded. The expiry date is clearly printed on all vouchers.

7.(iii) Gift vouchers cannot be exchanged for cash.