

These Terms and Conditions relate to the sale of tickets for performances at The Horton, Epsom. Please note that The Horton, Epsom managed by registered charity Horton Chapel Arts & Heritage Society (The Charity).

- 1.** Bookings are subject to a £1.50 booking fees which is charged per ticket and is indicated to you prior to placing an order.
- 3.** The Horton reserves the right to make alterations to the advertised time, programme or cast of a production without being obliged to refund monies or exchange tickets.
- 4.** Tickets cannot be refunded unless a performance is officially cancelled. If a performance is cancelled ticket holders will be offered alternative performances (subject to availability) or a credit voucher up to the seat value on the ticket or a refund of the seat value. The Horton will not be liable for any additional expenses incurred by customers in the event of a cancelled performance.
- 5.** Tickets for all events are non-refundable once purchased. A full list of terms and conditions can be found here: <https://thehortonepsom.org/booking/>
- 6.** In exceptional circumstances, where a ticket holder cannot attend, the ticket may be freely given to named others, when agreed directly with the venue, but cannot be sold on.
- 7.** Every member of the audience, regardless of age, must be in possession of a valid ticket in order to gain entry to the venue. The exception is babes-in arms where this is specifically stated.
- 8.** Seats are unallocated and cannot be reserved.
- 9.** All tickets remain the sole property of The Horton.
- 10.** The delivery methods available for tickets are: E-Ticket', this will take the form of a pdf attachment to an email which will contain all the ticket information and barcode that will grant access to the venue. The E-Ticket must be shown or scanned at the venue to gain entry. For paperless entry, it can be scanned from a mobile phone. Customers can also print it out themselves to have a hard copy, should they wish. This delivery method is free of charge to the customer.
- 11.** Confirmation of purchase will be provided on completion of the booking transaction via email.
- 12.** Tickets are non-transferable and must not be resold for commercial gain or otherwise. If any tickets are resold or transferred (or are attempted to be resold or transferred) for commercial gain then the tickets will become void and the ticket holder will be refused entry. In such circumstances, The Horton will not be under any obligation to offer a refund and such person may be liable to legal action.
- 13.** If one person buys multiple tickets, the provision by the purchaser of the tickets to his/

her guests will not constitute a breach of the transfer restrictions under these terms and conditions (provided that the provision of tickets to guests is not made for commercial gain). However, the purchaser agrees that by purchasing tickets, they have agreed to these terms and conditions on behalf of themselves and their guests and the purchaser shall at all times be responsible for their guests' compliance with these terms and conditions.

14. The Horton may restrict ticket sales to a maximum number per person or household and reserves the right to cancel any tickets purchased in excess of this number.

15. English law and jurisdiction shall exclusively govern all of the above Terms and Conditions.