

SCMES Ltd Terms and conditions

Public Events Ticket Sales

1.SALE OF TICKETS

- 1.1-Examine tickets carefully upon receipt as mistakes cannot be rectified, exchanged, or monies refunded at a later date.
- 1.2 Tickets are-not transferrable and shall be used only by the purchaser/party.
- 1.3 SCMES Ltd reserves the right to introduce discounts and special offers at any time, and these cannot be applied retrospectively to tickets already purchased.- One discount only can apply to any one ticket.
- 1.4 Lost tickets can be reprinted at a cost of £1 per ticket with proof of purchase and email ID.

2. CANCELLED/RE-SCHEDULED EVENTS

- 2.1 It is the purchaser's responsibility to ascertain whether an event has been cancelled or re-scheduled and the date and time of any re-scheduled event. When an event is cancelled or re-scheduled, SCMES shall take reasonable endeavours to notify the purchaser using the details the purchaser provided at the time of ordering. SCMES do not guarantee that the purchaser shall be informed of such cancellation/re-scheduling before the date of the event.
- 2.2 It is the purchaser's responsibility to inform SCMES of any change to the contact address, telephone number or email address-provided at the time of ordering.
- 2.3 SCMES reserves the right to change the programme due to unforeseen circumstances. All ticket holders shall be notified of any changes, when practicably possible.
- 2.4 SCMES reserves the right to change the start and finish times of any event.

3. REFUNDS/EXCHANGES

- 3.1 Ticket(s) cannot be exchanged, cancelled, or refunded after purchase unless the event is cancelled or rescheduled (subject to section 2).
- 3.2 When an event is cancelled or rescheduled by SCMES due to circumstances beyond anyone's control such as Government Restrictions being imposed the purchaser shall be entitled to claim a refund in accordance with this clause.
- 3.3 When such a refund is sought due to cancellation, rescheduling or a material change to the programme of the event, the purchaser shall bring this to the attention of SCMES as soon as possible upon becoming aware of such material change, cancellation or where the event has been rescheduled, prior to the rescheduled event. The refund for ticket(s) equals the price paid.
- 3.4 Refunds shall be made only to the purchaser and, when possible, be made using the same method as was used to purchase the tickets.
- 3.5 These Terms and Conditions do not, and shall not, affect-statutory rights as a consumer. For further information about statutory rights contact Citizens Advice.

4. ADMISSION

4.1 SCMES reserves the right to refuse admission, and to request any ticket holder to leave our premises at any time. For example, when a ticket holder appears to be under the influence of drink and/or drugs and/or is acting aggressively, carrying offensive weapon(s) or illegal substances, the ticket holder may be refused admission.

4.2 SCMES reserves the right to refuse re-admission to any person not in possession of a ticket or the retained portion of the ticket.

4.3 Children aged under 3 years require a ticket. When a child can sit up unaided in front between the legs of an adult ticket holder, but not on a lap, it is allowed for a train ride. A babe in arms child shall not be allowed to ride on a train. When a child becomes agitated and is affecting the enjoyment of other patrons, SCMES reserves the right to ask the adult and the child to leave the train.

4.4 Children up to 14 years of age shall be accompanied, at all times, by an adult ticket holder.

4.5 Patrons shall not obstruct any driveway or gangway within a venue and shall not affect the enjoyment of the audience and/or the running of the venue/event and/or cause a risk to the safety of other Patrons or officials.

4.6 As safety is of paramount concern when taking a ride on one of the trains, all persons shall remain seated, legs shall be in the footwell, and arms kept in throughout the journey.

4.7 All persons in an event shall follow the instructions of any officials of SCMES Ltd. Any persons in breach of this clause may be removed from the premises.

5. PHOTOGRAPHY & VIDEO RECORDING

5.1 Patrons shall be permitted for taking audio, video, or photographic recordings at an event. SCMES Ltd shall not be held responsible for content chosen to publish on any social media site.

6. LIABILITY

6.1 Personal arrangements including travel, accommodation or hospitality relating to the event are the responsibility of the purchaser.

Unless otherwise stated in this clause, SCMES liability in connection with the event (including, but not limited to, in the event of cancellation, rescheduling or material change to the programme of the event) shall be limited to the ticket price paid where applicable.

6.2 SCMES shall not be responsible for any loss, injury or damage to any person or property howsoever caused (including by SCMES and/or by event partner(s) in any circumstances where there is no breach of a legal duty of care owed by SCMES.

7. GENERAL

7.1 SCMES Ltd or its agents may carry out film or sound recording in or around the venue. By purchasing tickets, the purchaser, and party, consents to being included in any recording, and to its exploitation, without payment.

8. DATA PROTECTION

8.1 Once tickets have been bought for a SCMES Ltd event via SCMES website, name and address shall be held and processed on SCMES box office and marketing databases. From time to time, SCMES sends information about similar events and activities using the information provided. Should the purchaser not wish to receive further information, unsubscribe from any emails where indicated or alternatively contact SCMES Ltd at scmes.boxoffice@gmail.com

9. SCMES Ltd CONTACTS DETAILS

The Club Secretary

Office: Balleny Green, Little Hay Lane, Little Hay, Nr Lichfield, WS140QB

Contact: email: scmessec@gmail.com