

LANDMARK ARTS CENTRE

Booking Terms and Conditions

By booking this event which includes shows, workshops or classes you are accepting the following Terms & Conditions and agreeing to be bound by them and to comply by all applicable laws and regulations.

- Latecomers will only be admitted at the discretion of event management staff and at an appropriate interval.
- Where age restrictions apply staff may ask for proof of ID and refuse entry.
- Under 12s must be accompanied by an adult unless on a specific childrens workshop where this exemption is stated.
- Group bookings involving children under 12 years must include at least one adult for every four children.
- Children under 18 months do not require a ticket unless otherwise stated. They are considered babes in arms and are not allocated a seat however they must be accompanied at all times.
- We reserve the right to refuse admission, even when tickets have been purchased.
- Only food, drinks and alcohol purchased from our bar can be consumed on the premises.
- Inappropriate or dangerous behaviour will result in immediate expulsion from the Landmark Arts Centre.
- We reserve the right to alter events without prior notice. Landmark Arts Centre is not liable to pay any compensation or damages in such instances; this includes and is not limited to tutor or act substitution.
- A booking fee is charged on most bookings which is non refundable
- For select performances, a hidden restoration levy may be included in the ticket price. This fee is dedicated to the upkeep and enhancement of our venue, ensuring that we can continue to provide a high-quality experience.
- We are not liable for any loss, injury or damage sustained within the premises unless due to our negligence.
- We reserve the right to make changes to these Terms & Conditions at any time without prior notice.

Returns and Exchanges

- Tickets are not refundable, unless an event is cancelled or postponed. In the case of the latter than the ticket will still be valid for the new date unless a refund option is chosen.
- If an event is cancelled we will refund via the original payment method only, booking fees and associated costs are non refundable.
- Our ticketing policy operates at the discretion of Landmark Arts Centre management. Please note, these details apply to Landmark Arts Centre programmed shows. Companies hiring the Landmark Arts Centre may operate differently.
- Errors in bookings can be rectified within 48 hours of booking if you have noticed a mistake in booking the wrong dates or event - provided the event booked is no less than 7 days in advance. Booking fees are no refundable and an admin fee will be charged. Please contact Landmark Arts Centre as soon as possible at info@landmarkartscentre.org

- Please note events are defined as Leisure Activities by the Consumer Contracts Regulations and are therefore excluded from cancellation rights.

Ticketsolve Protect – For orders **from** 30 May 2025

What is Ticketsolve Protect?

Ticketsolve Protect is an optional add-on product provided by Ticketsolve, backed by Protect Group. If you opt in to Ticketsolve Protect, your tickets are fully refundable if something unexpected stops you from coming to the event.

What's covered?

Covered reasons include (but aren't limited to):

- *Illness / Injury*
- *Pre-existing Medical Condition*
- *Theft of Documents*
- *Public Transport Failure*
- *Home Emergency*
- *Adverse Weather*
- *And many more!*

Examples of what is not covered include change of mind, booking error (wrong date), and event cancellation.

Full terms and conditions can be viewed at:

 <https://www.refundable.me/extended/en/>

- **Additional information**
Ticketsolve Protect must be opted in for during the original ticket purchase. It cannot be added retrospectively.
- *Ticketsolve Protect applies to and is calculated according to all tickets in an order, including booking charges and fees. It does not apply to any products purchased.*
- *Refunds can be applied for any time before and up to 60 days after the event date.*
- *Ticketsolve Protect is non-refundable unless the entire booking is cancelled and qualifies for a refund under the service terms.*
- *Refunds can be requested for part of a booking (e.g. 1 of 4 tickets), allowing the remaining tickets to remain valid.*
- *In the instance of event cancellation, Ticketsolve Protect is not applicable.*

Want to apply for a refund?

If you are unable to attend the event for a covered reason, you can apply for a refund by clicking the link in your confirmation email or visiting: <https://form.refundable.me/forms/refund> (Your booking reference is your order number.)

Refund applications are handled directly by Protect Group via their secure refund portal.

Secure My Booking – for orders before 30 May 2025

- From August 2023 we now offer 'Secure My Booking' for selected concert and events.
- For a worry-free ticket purchase, you may choose to opt into the SecureMyBooking ticket refund program to obtain a refund if you're unable to make it to your event for the reasons set out in the terms. You can add booking protection and feel safe knowing you can claim a refund.
- Protection must be brought at the same time as your tickets.
- Secure My Booking is unfortunately not available for any classes or workshops run by Landmark Arts Centre.
- Secure My Booking protection is non-refundable in the event of event cancellation.
- Secure My Booking is a per ticket protection item and therefore should be added to match the number of tickets brought i.e. 6 x tickets – 6 x Secure My Booking items.

What's covered?

Accident, injury, or illness including COVID-19, severe weather preventing travel to the venue, travel delays due to breakdown or public transport breakdowns & strikes - Plus much more!

For full terms & conditions visit securemybooking.com/terms/uk/

Looking to apply for a refund?

If you're unable to attend a performance, you can apply for a refund at: www.ticket-refunds.com

Contact Secure My Booking at www.securemybooking.com which offers live chat during the daytime, call 0330 057 1803 or email at help@securemybooking.com

Landmark Arts Centre gift vouchers and credit notes

- Available in denominations over £10, Gift Vouchers are valid for two year from the date of issue.
- Credit Notes are valid for one year from the date of issue
- Gift vouchers and credit notes can be used online, over the phone or in person at our Box Office. They may be exchanged wholly or partly for events, workshops or purchases from the Landmark Shop.
- Gift vouchers may not be exchanged for cash.

We're here to help with any queries that you may have regarding events or tickets, please contact the Box Office on 020 8977 7558 or info@landmarkartscentre.org

For additional policies and procedures please view www.landmarkartscentre.org/policies-procedures