

## **Standard Terms & Conditions**

### **Your commitment to us**

When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between The Richmond Arts Service and yourself.

### **Prices**

Prices are inclusive of any applicable taxes. There may be a separate booking fee. Once you have paid, we will not increase the price of your tickets.

Prices displayed on the site are subject to change without notice.

### **Cancellations**

Unfortunately we cannot issue any refunds for cancellations.

### **Online Booking**

Once purchased on-line tickets may not be used in conjunction with any other offer. No ticket may be resold.

Any discounts or offers on-line are available for limited quantities and periods only and shall not be available on bookings made by phone or in person.

Please provide a copy of your booking receipt or ticket when attending the activity you have booked for. We will accept a digital copy.

Prices are correct at time of going to press and are subject to change without notification.

### **Event Cancellation**

If an Event is cancelled (i.e. a cancellation due to circumstances beyond the Event Organiser's control), The Richmond Arts Service will refund the purchase price of your tickets and any booking fees.

### **Event Postponed or Change of Venue**

If an Event is moved from its advertised venue and / or the date is changed, tickets already purchased may remain valid should you wish to attend the revised Event. If not, the Richmond Arts Service will refund the purchase price of your tickets and any booking fees. You must request a refund from the Richmond Arts Service no later than 72 hours prior to the events revised date. Please e-mail [artsinfo@richmondandwandsworth.gov.uk](mailto:artsinfo@richmondandwandsworth.gov.uk)

### **Significant Change to Event Line-up**

Should the headline artist (concerts only) not appear or if the line up or content is substantially changed from that advertised at the time of purchase, then the

Richmond Arts Service will on request refund the purchase price of your tickets and any booking fees. You must request a refund from the Richmond Arts Service no later than 72 hours prior to the events. Please e-mail [artsinfo@richmondandwandsworth.gov.uk](mailto:artsinfo@richmondandwandsworth.gov.uk)

**The Richmond Arts Service  
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