

Ticket Purchase Terms & Conditions

01/07/2024

Morecambe Winter Gardens (MWG)

If you book Tickets on behalf of others, you accept these terms and conditions on behalf of all members of the group and are responsible for all payments due from the party.

If there are any changes to your details once your booking has been concluded, then it is your responsibility to inform the box office.

It is your responsibility to check that any Tickets issued to you are accurate.

Keep your Tickets safe. Your Ticket may be invalidated if any part of it is removed, altered or defaced. Morecambe Winter Gardens will not be liable for any lost or stolen Tickets.

Any purchase of Tickets is only valid when processed by MWG or an agent authorised by MWG

Morecambe Winter Gardens (or the relevant Third Party) shall be entitled to make changes as to speakers, performers, running times and such other matters as it thinks fit in the case of any event.

By purchasing a Ticket, you shall be deemed to consent to you and any members of your group being filmed where the event or performance is being filmed and that Morecambe Winter Gardens has complete discretion as to use of any film without any recourse to you or any member of your group

The number of Tickets purchased may be subject to a cap. Ticket Agents will notify you of this before you make your booking. We reserve the right to request that Ticket Agents cancel any Tickets which we reasonably believe were bought in excess of this cap or were otherwise purchased in breach of these Venue Terms.

Tickets may not be used for promotions, competitions, sweepstakes or for other commercial purposes without the prior written consent of Morecambe Winter Gardens management team.

Refund Policy

Morecambe Winter Gardens operates a no refund policy.

Where Morecambe Winter Gardens or the relevant Third Party is unable to perform a Contract on the date agreed because the performance in question is no longer available or viable, or is abandoned when less than half the performance has taken place, Morecambe Winter Gardens will offer you a credit voucher or refund of the face value of the Tickets purchased. Morecambe Winter Gardens will endeavour to issue a refund to you using the same method of payment you used to purchase the Tickets.

Morecambe Winter Gardens staff cannot resell an unused ticket on a customer's behalf.

Safety and Security

The safety and security of customers and staff is of paramount importance. As a security measure, we may undertake bag checks upon entry to our buildings which can occasionally cause a slight delay for customers gaining entry into the venue. We ask that customers don't bring any suitcases or large holdalls with them as there is not space to store them. Exceptions may be made for those with medical requirements and/or special needs (contact should be made with the venue ahead of the customers visit.) Wand searches and or pat downs may be carried out on customers by a trained security officer.

Age restrictions and young persons

All standing areas are restricted to over 14s only.

under 18s must be accompanied by a responsible adult at all times.

All children must have a Ticket in order to attend an Event – unless otherwise specified on the Event details page, during the booking process or on the Ticket Terms.

Events may be age restricted. It is the responsibility of the purchaser of the Tickets to check before purchasing the Tickets that they and the persons for whom they purchase the Tickets can comply with such age restrictions.

It is your responsibility to check the suitability of an Event for any children in your party regardless of official age restrictions. This includes considering the type of audience the Event is likely to attract and whether such an audience is a suitable environment for children in your party. Refunds will not be issued if any aspect of an Event, including the behaviour of other audience members, causes offence to you or any children on whose behalf you have purchased Tickets.

We do not recommend subjecting children to loud music over a sustained period of time. Hearing protection is advised for Events taking place at Morecambe Winter Gardens and is advisable for any other Events where loud music is involved. A concert environment is not suitable for very young children.

Except for shows specifically aimed at children, accompanying adults should be confident that children within their party will not cause disruption to other audience members. Any disruption may result in you and your children being removed from the Venue.

Prohibited Items

In order to comply with our Licensing Objectives, the terms of our license and to ensure customer safety there are certain items (listed below) that we will not allow into the venue. If any of these items are found during the outlined security checks they will be confiscated, disposed of and not returned. We advise customers to check they do not have any of these items upon their person before trying to enter

the venue.

Prohibited Items Include but not limited to:

- Weapons of any kind (Real or Replica)
- Firearms (with or without permit)
- Pocketknives, multi-tools, or knives of any size
- Pepper Spray or Mace
- Flares or Fireworks
- Illegal Substances
- Alcohol
- Outside Food and Beverage [unsealed]
- Laser Pointers/ flashlights greater than 3"
- Professional or flash photography, tripods, monopods, selfie-sticks
- Audio or Video recording devices
- Skateboards, hoverboards, rollerblades, scooters, or bicycles
- Balloons, permanent markers, spray paint, silly string
- Noisemaking devices (e.g. Air Horns, drums, whistles)
- Large or pointed umbrella

To conform to our licensing objectives only alcohol purchased in our bars can be consumed on the premises. Alcohol brought into the venue will be confiscated.

Behaviour

In order to ensure the security, safety and comfort of all visitors, we reserve the right at our reasonable discretion to refuse your admission to, or to eject you from, the venue without compensation or refund.

Should you experience any problems while in Morecambe Winter Gardens please contact the nearest steward so that every reasonable effort can be made to resolve the issue prior to, or during the Event you are attending. Complaints are very difficult to resolve after the Event.

In relation to seated Events, other members of the audience may stand up during the Event. This may block your view if you choose to remain seated or if they are taller than you. Refunds and compensation will not be offered if your view is restricted in this way or otherwise disturbed by members of the audience entering/exiting their seat.

Should you wish to dance we do ask that you consider other audience members and find an appropriate area, there is often plenty of space at the sides of the stage.

There will be no admission to the Event before the designated door opening times.

For some specific Events, and at the request of the artist, latecomers may not be admitted into the Venue until a suitable break in the performance (if any). We will not refund Tickets if you miss all or part of an Event due to your late arrival.

All advertised times are approximate and subject to change. It is your responsibility to make appropriate arrangements to ensure that you arrive at the Venue in sufficient

time in case the Event starts early and to ensure that you are able to stay until the close of the Event, should you wish to if it overruns. If an Event does not run to the precise times advertised, refunds will not be payable on Tickets and we will not be responsible for the cost of alternative travel arrangements or for any other loss you suffer (including loss of enjoyment).

We reserve the right to refuse to serve you alcohol if, in our reasonable opinion, we believe that you are intoxicated or likely to become intoxicated if we serve you further alcoholic beverages.