

VillaGaiety Terms and Conditions prior to 09 May 2022

1. All tickets are sold subject to availability and subject to these terms and conditions. A copy of these terms and conditions are available upon request from our ticketing outlets.
2. By ticking “**I agree to the Terms & Conditions**” box during checkout, you shall be deemed to have made an offer to purchase a ticket.
3. Upon purchase, please check your tickets carefully as mistakes cannot be rectified at a later stage.
4. Tickets cannot be refunded after purchase (unless an event is cancelled). VillaGaiety cannot be held responsible for any tickets that are lost, destroyed or stolen. Please note that in any event, no cash refunds will be given.
5. The ticket holder has the right only to a seat of a value corresponding to that stated on the ticket and VillaGaiety reserves the right to provide alternative seats to those specified on the ticket. Where seats of a lesser value only are available due to no fault of VillaGaiety, VillaGaiety shall compensate ticket holders affected to a maximum of the difference between the costs of the seats.
6. If a ticket is re-sold or transferred for profit or commercial gain by anyone other than VillaGaiety, promoter or one of their authorised sub-agents, it will become voidable and the ticket holder may be refused entry to the venue without refund.
7. It is general policy that once tickets are purchased, they may not be exchanged for other events/shows, however, tickets may be exchanged for an alternative performance of the same production/film title (this does not include extra performances that have been added due to popularity, or where The Department have been instructed by the hirers to apply a no exchange rule). The Department also reserves the right to refuse exchanges. No action can be taken unless the tickets are returned to the Villa Marina Reception **no later than 48 hours prior** to the performance. An exchange fee of £2.50 will be levied. In the event of a change/cancellation of the performance schedule, ticket holders will be notified via the contact details given at the time of purchase – The venue is not liable for any changes or inaccuracies in these details which may prevent the ticket holder being contacted. In the case of a group booking, the organiser who purchased the tickets is deemed responsible for communicating any changes to the group.
8. If a performance is cancelled, ticket holders will be offered seats at alternative performances (subject to availability) up to the face value of the tickets, or refund in full including booking fee. Tickets may only be refunded to the person who purchased the tickets.
9. If a performance is rescheduled, existing tickets will still be valid for the new event date. If the ticket holder cannot attend the new event date, they are able to request a full refund for a limited time after the reschedule announcement.
10. Where a performance is sold out, VillaGaiety will endeavour to resell any unwanted tickets at the ticket holder’s request. Such tickets will be resold at face value and the original ticket

purchaser or holder (as appropriate) will be reimbursed the face value of the ticket less an administration charge. Please note cash refunds will not be given, ticket holders must be refunded to a card of their choice.

11. Tickets are sold subject to the venue's/promoter's right to alter or vary the venue/programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets.
12. Whilst VillaGaiety will endeavour to notify all customers via email, social media or telephone (if logistically possible) of changes to date or time of an event, it is the responsibility of the ticket holder to ascertain the date and time of any rearranged event.
13. Other than babes in arms, only customers holding a valid ticket may be admitted to the venue. Please note that only 4 persons in total are allowed in a Gaiety Theatre box, inclusive of babes in arms.
14. Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
15. VillaGaiety reserves the right to refuse admission in reasonable circumstances and is entitled to conduct security searches of persons and property to ensure the safety of all patrons at the venue.
16. VillaGaiety reserves the right to remove from the venue, without refund, any ticket holder who disrupts other audience members' enjoyment.
17. For health, safety and operational reasons, VillaGaiety reserves the right to restrict access to parts of the venue.
18. Ticket holders must provide prior notice of any special requirements when booking.
19. Children (ages 2 to 15 inclusive) shall require their own ticket and must be accompanied by an adult. Babes in arms (children under 2 years) shall be admitted free of charge. Some restrictions to the babes in arms rule may apply to special cinema screenings depending on the certification of the scheduled film screening. Parents and/or supervisors are responsible for supervising children in their care at all times. VillaGaiety reserves the right to ask parents/supervisors to remove children if, in the opinion of VillaGaiety, they are causing a disturbance.
20. For student tickets (available at select screenings), a valid student ID is required and will be checked upon entry to the cinema. VillaGaiety reserves the right to refuse entry if a valid student ID cannot be supplied. Only the ID holder is entitled to the use of the student ticket. Student IDs cannot be used for official identification when purchasing alcohol or other restricted products.
21. Live music events in the unreserved/standing section (i.e. downstairs) of the Royal Hall are restricted to those **aged 14 and over** unless otherwise specified. Customers aged under 14 are restricted to Upstairs Circle reserved seating. VillaGaiety reserves the right to refuse admission if anyone under the age of 14 tries to access the unreserved/standing section. For

all venues, children aged under 16 must be accompanied by an adult (18+). The only exception is the Broadway Cinema, where children aged under 10 must be accompanied by an adult (18+) unless the age restriction for the film states otherwise.

22. The following are not permitted within the venue: smoking (vaping and e-cigarettes are also not permitted); unauthorised use of photographic and recording equipment of any kind; dogs (except guide dogs); and ticket holders' own food and drink.
23. VillaGaiety (and, where applicable, the promoter) accepts no responsibility for any personal property brought into the venue. Please ensure that no bags or other items of personal property are left unattended anywhere in the venue, at any time.
24. In accordance with the venue's licensing requirements, ticket holders shall not be permitted to stand or sit in any of the gangways intersecting the seating or any of the other gangways in the venue.
25. Ticket holders consent to filming and sound recording as members of the audience.
26. Ticket holders must comply with all relevant statutes, safety announcements and venue regulations whilst attending an event.
27. Breach of any of these conditions or anything that VillaGaiety considers to be unacceptable behaviour which may cause damage, nuisance or injury shall enable VillaGaiety to remove

VillaGaiety reserves the right to make changes to these Terms & Conditions at any time without prior notice.

These terms and conditions shall be governed by the laws of the Isle of Man.