

WEMBLEY ARENA TICKET TERMS & CONDITIONS

FULL VERSION

Wembley Arena (the "Venue") sells Tickets to events as agent on behalf of the event's promoter (the "Event Promoter"). Tickets are sold by Wembley Arena subject to these terms and conditions and those of the Event Promoter.

YOUR TICKETS

1. Please check your Tickets on receipt.
2. The Venue is not liable for any Tickets that are lost or stolen. Standing tickets usually cannot be replaced.
3. Removing the ticket stub invalidates the Ticket.
4. Tickets are non-transferable. Reselling a Ticket for profit/commercial gain without the express permission of the artist's management or promoter will usually make it void, and the holder may be refused entry to or removed from the Venue.
5. Tickets cannot be exchanged after purchase.
6. Refunds will not be given unless the event is cancelled or in certain other circumstances described, under "The Performance" below.
7. All children must have a ticket. Children under 14 must be accompanied by an adult. Standing areas are not suitable for children under 14 and 14-16 year olds must be accompanied by an adult. Events may be age restricted and it is the responsibility of the Ticket holder to check before purchasing.
8. The Ticket holder has a right only to a seat of value corresponding to that stated on the Ticket holder's Ticket and management reserves the right to provide alternative seats to those specified on the ticket.

ADMISSION

1. You must produce a valid Ticket to gain entry to the Venue and have this Ticket available for inspection throughout the event. If you buy tickets from unauthorised sources, the tickets may not be valid and admission to the event may not be permitted.
2. The Event Promoter may request that latecomers are not admitted until a suitable break in the performance.
3. You may be refused entry or ejected if, in the reasonable opinion of the Venue management, the presence of the ticket-holder in the Venue might be a risk to the safety of, and/or affect the enjoyment of the audience, and/or the running of the concert (for example: if you are (or appear to be) drunk, abusive, threatening, behaving anti-socially, carrying offensive weapons or illegal substances, decline to be searched or are in breach of any of these terms & conditions).
4. To ensure audience safety, we may conduct security searches from time to time and reserve the right to confiscate any item which may cause danger or disruption to other members of the audience/the event.
5. No cans or glass bottles are allowed in the Venue. Bottle tops may be removed. Alcohol may not be brought into the Venue.
6. The consumption of intoxicating liquors is permitted only in authorised places and in accordance with the Licensing Act 1964 and the Sporting Events (Control of Alcohol, etc) Act 1985 and other statutory or regulatory requirements.
7. The following activities are strictly prohibited:-
 - a. Entry onto the performing area and backstage or any other prohibited areas.
 - b. Unauthorised visual or audio recording inside Wembley Arena.
 - c. Standing on seats or in any gangways and climbing any barriers or other structure.
 - d. Throwing of any object onto the performing area.
 - e. Crowd surfing and moshing.
 - f. Excessive noise or the use of abusive language.
 - g. Unauthorised offer for sale or distribution of any leaflets, newspapers, magazines, merchandise or other items.
 - h. Possession of any article, which is or may be used as a weapon or missile. The Venue Manager reserves the right to confiscate such articles, which may not be returned.
 - i. Damage to or interfering with any property of Wembley Arena or Event Promoter.

THE PERFORMANCE

Cancellation right/right to make alterations

1. The Event Promoter reserves the right to make alterations to the advertised event, where the alterations are not material (see para 3 below).
2. The Event Promoter also reserves the right to:-
 - make material alterations (see para 3 below) to the advertised event; and
 - cancel or re-schedule the event,but will only do so for reasons beyond its reasonable control. (This might include, for example, performer's illness or a major power failure.)

Refund policy

1. If an event is cancelled, you will be entitled to a refund from the Event Promoter of the face value of the Ticket.
2. If the advertised event is re-scheduled or subject to a material alteration after the date you brought the Ticket, the Event Promoter will publish notice of this (see 'notification of cancelled/altered events' below) and operate a refund scheme under which, if you choose not to attend the event, you may return your unused Ticket for a refund of the face value of the Ticket. Applications for a refund should be made at the original point of purchase.
3. A "material" alteration is a change which (through the non-appearance of acts) makes the event materially different to the event that purchasers of tickets (taken generally) could reasonably expect. This is judged by reference to the nature and billing of each event but, for example:
 - Where, other than supporting acts, there is only one billed act, the non-appearance of the billed headline act will be material; but
 - The non-appearance of a billed supporting act will not be material, even if it is not replaced.Please note that acts billed as festivals or themed events are judged, for this purpose, by reference to the overall theme rather than individual acts scheduled to appear in them. (This includes all events where the event name does not include reference to any specific act). In these cases, no scheduled acts may be considered as headline acts, whatever their relative fame or prominence in the billing.
4. You will not be entitled to a refund in the event of any non-material changes to the event, or if you do attend the event, nor is there any more general right to a refund for unwanted tickets.

Obtaining a refund

1. For information on the procedure for obtaining a refund, please contact the point of sale from which you purchased your Tickets. Certain conditions to obtaining a refund apply as follows: (i) the Event Promoter will only refund Tickets purchased from

authorized agents; (ii) refunds will only be made on production of the whole unused Ticket; and (iii) refunds will only be made on Tickets that have not been presented to gain entrance into the event.

2. If the advertised event is re-scheduled or subject to a material alteration, refund requests will only be accepted if made as soon as possible after notification of the change and, in any event, prior to 1 week before the revised event.
3. If the advertised event is re-scheduled or subject to a material alteration at short notice (within 1 week of the revised event), or is cancelled, refund requests will only be accepted within 28 days after the original scheduled date of the performance.

Notification of cancelled/altered events

1. It is the Ticket Holder's responsibility to ascertain whether an event has been cancelled, rescheduled, or become subject to material change.
 - (a) Information on such matters will be made available on behalf of the Event Promoter as soon as reasonably possible on Wembley Arena's website at www.wembleyarena.co.uk. However customers are advised that the website cannot always be updated immediately, and that circumstances giving rise to cancellation or material alterations can sometimes arise immediately prior to an event.
 - (b) You may also call 020 8782 5566 for the most recent information available to Wembley Arena on the day of the event.

PRIVACY

1. Customer details are managed in accordance with the Wembley Arena's Data Protection Policy, a copy of which is available if you call 020 8782 5509/ 5505 or at www.wembleyarena.co.uk.
2. CCTV and film cameras may be present at the Venue. Attending an event signifies ticket holders' consent to the filming and sound recording of themselves as members of the audience without payment or copyright.

GENERAL

1. If you experience a problem, please contact a steward so that we can resolve the issue at the event.
2. The Event Promoter may ask the Venue to prohibit the use of all, or certain types of cameras. In general, fixed lenses are acceptable, but please check with the Venue if in any doubt. Video/audio recordings are prohibited. Prohibited items may be confiscated.
3. The entire venue is strictly No Smoking. External smoking areas are provided.
4. Dogs (except Assistance Dogs) are not permitted in the Venue.
5. In seated areas other members of the audience may stand up during the event.
6. Nothing in these terms and conditions (including the next paragraph) is intended to exclude or to limit in any way any liability which the Event Promoter and/or Wembley Arena may have:
 - a. in negligence, for any loss of or damage to personal property brought into Wembley Arena; or
 - b. for death of or personal injury to any person caused by their negligence or other wrongful act or omission.
7. Under no circumstances will the Event Promoter or Wembley Arena be liable for any loss, damage, cost or expense, which was not reasonably foreseeable at the time the Ticket was purchased or which was not directly attributable to any act or omission of the Event Promoter or Wembley Arena. Neither the Event Promoter nor Wembley Arena will be liable for any loss of enjoyment or any wasted expenditure in excess of the Ticket price. This will include any cause materially affecting the performance arising from any act, events, omissions, happenings or non-happenings beyond its reasonable control, including without limitation acts of God, strikes, lockouts or other industrial disputes, war, riot, civil commotion or disturbance, fire, flood, severe gales, interruption of transport, water, electricity or other utility service or any other naturally occurring disaster affecting the Wembley area and/or Wembley Arena.
8. Each of the provisions of these terms and conditions is distinct and severable from the others and if at any time one or more of such provisions is or becomes invalid, unlawful or unenforceable (whether wholly or to any extent), the validity, lawfulness and enforceability of the remaining provisions (or the same provision to any other extent) shall not in any way be affected or impaired.
9. Loud music can damage hearing.
11. Please consider our neighbours and leave Wembley Arena quietly.

Please check event pages for event specific policies requested by the shows production.