

HERTS SU

The End of Year Show Terms and Conditions

In these terms and conditions 'UHSU' refers to University of Hertfordshire Students' Union, 'You' 'Your' refers to you as a student at University of Hertfordshire or a guest using UHSU website.

Purchasing Tickets

1. If you wish to attend the **End of Year Show** at The Forum you are required to purchase a ticket using the Students' Union's website or from the Students' Union front desk on College Lane or De Hav. In the event of a problem with the website/app or in exceptional cases, it is possible to purchase a ticket at the Union Helpdesk.
2. If you or your guests are on the banned list you may purchase a ticket if the ban expires before the end of the night on Thursday 7th May 2026. You cannot purchase a ticket for any person(s) who has a ban that will still be in force on the night.
3. You are eligible to purchase a maximum of three tickets, with two of these assigned to guests.
4. If purchasing online, you will receive confirmation of purchase by email within 24 hours of the purchase to your registered account, this will generally be your university email address. If purchasing at the Students' Union front desk, your tickets will be viewable on the website by logging in and navigating to 'Purchase History' on your account options.
5. An order for tickets is not complete until accepted by us. We try to ensure all prices are accurate but errors may occur. If we discover an error in the price of tickets you have ordered we will inform you as soon as possible and we may either cancel the order (in which case you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid) or give you the option of confirming your order at the correct price.
6. Please ensure you have added the correct ticket into your basket before making payment as we do not refund tickets under any circumstances.

Entering the Venue

1. A ticket will guarantee you entry into the **End of Year Show** until 11pm on Friday 8th May 2026. In the event of the guaranteed time changing this will be clearly communicated on the event webpage.
2. Should you leave the **End of Year Show**, no re-entry is permitted.
3. Anyone attempting entry without a valid ticket will be subject to the venue's Disciplinary Policy and may face disciplinary action including instant banning.
4. Your ticket will automatically be uploaded onto your student ID. You must bring your student ID to the event to gain entry. If you purchase a guest ticket, your guest

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must arrive with you and must have physical ID such as a drivers license or passport to gain entry into the event. All attendees must be over the age of 18.

5. We reserve the right to refuse entry at our discretion, reasons may include but are not limited to intoxication, disorderly behaviour, or failure to provide correct ID. No refunds will be issued in such cases.

Cancellation Rights and Refunds

1. Tickets cannot be exchanged, refunded, re-sold or transferred once purchased.
2. Tickets are non-transferable and cannot be sold on. Any student selling or attempting to sell a ticket will be subject to disciplinary action and risk being banned from the Students' Union venues.

Use of Images

1. The **End of Year Show** will be photographed, filmed, and elements may be streamed via live webcast by us or our agents. By purchasing a ticket to this event you consent to the recording and transmission of images (both still and moving) of you and your guests as members of the audience. We retain all rights in any images, which can be used for publicity purposes and marketing materials. If you'd prefer your image not to be used in materials, please email contact@hertssu.com identifying the image/video.
2. During the event, if you consent to an image being taken by one of our photographers, these will potentially be uploaded to our social media channels for publicity and marketing purposes.
3. If you have any objection to being photographed/recorded while at the **End of Year Show**, please make yourself known to our photographer/videographer.
4. When you are purchasing a ticket for the **End of Year Show** you are agreeing to attend the event and all acts, content, entertainment and date can change without prior notice and no refunds will be given.

Force Majeure

1. If the **End of Year Show** cannot take place or is delayed because of circumstances beyond our reasonable control, we will not be liable for any direct or indirect losses incurred by you or your guests. Examples of such circumstances include (without limitation): war, terrorism, civil commotion, fire, flood, adverse weather, natural disaster, act of God, outbreak of disease, epidemic, pandemic, any strike or labour dispute, interruption or failure of any utility service, any government order, rule regulation, or action by a government or public authority.

Bingo Lingo

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1. Entry to Bingo Lingo is only included in the following tickets: 'EOYS+BINGO LINGO PRE SALE', 'EOYS & BINGO LINGO', and 'EOYS + BINGO- GUEST'. Please note no other ticket includes the Bingo Lingo warm up. There is not the option to add bingo lingo to a ticket that does not already include it.
2. A ticket including Bingo Lingo will ensure your entry into **Bingo Lingo** until 8.30pm on Friday 8th May 2026. In the event of the entry time changing this will be clearly communicated on the event webpage.
3. Bingo Lingo forms part of a single continuous event which is part of the End of Year Show. By entering Bingo Lingo, you are entering the event from an earlier start. Please note that Bingo Lingo is not a separate event and you will not be able to leave and re-enter later. Once you have entered for Bingo Lingo, you have entered the End of Year Show and standard rules of no re-entry apply.