



## Event Terms and Conditions

Throughout this document, the following definitions will be used:

- 'Hertfordshire Students' Union' refers to the University of Hertfordshire Students' Union
- 'Website' refers to [www.hertssu.com](http://www.hertssu.com)
- 'We', 'Our' or 'Us' refers to Hertfordshire Students' Union
- 'You' or 'Your' refers to the person accessing or using the Website
- 'UH student' refers to a University of Hertfordshire student. A University of Hertfordshire student is defined as those enrolled on a postgraduate or undergraduate course, or those enrolled at HIC. Students joining the University of Hertfordshire must have accepted a place on a course in readiness for the start of that academic year

### Purchasing Tickets or Wristbands

1. If you wish to attend an event hosted by Hertfordshire Students' Union, you are required to purchase a ticket using the Website or one of Hertfordshire Students' Union's Welcome Desks.
2. If the event is advertised as student only, only UH students over the age of 18 may attend.
3. If you are not a UH student and purchase a student ticket, you will not be permitted to attend any student only event and no refund will be issued.
4. Where specified that guests may attend an event, they must be signed in by the UH student purchasing the ticket on their behalf. This must occur before 5pm on the day of the event.
5. If you or your guests are on the banned list, you may purchase a ticket if the ban expires before the night of the event. You cannot purchase a ticket for any person(s) who has a ban that will still be in force on the night as they will be denied entry.
6. When guest tickets are available, Hertfordshire Students' Union retains the right to increase, decrease or set a limit on availability.
7. If purchasing tickets online, you will receive confirmation of purchase by email within 24 hours of the purchase to your registered account email address. If purchasing at one of Hertfordshire Students' Union's Welcome Desks, your tickets will be viewable on the Website by logging in and navigating to 'Purchase History' on your account options.
8. 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. 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.

## **Collecting Tickets and Wristbands**

1. For events where wristbands are required, tickets must be exchanged for a wristband before entry.
2. Wristband exchange will take place prior to events where required. You will be notified when and where by email and/or through Hertfordshire Students' Union and/or The Forum Hertfordshire's social media channels.
3. Your guest(s) must be present with you to exchange their ticket(s) as wristbands,
4. All guests will be required to sign in at the time of exchange of wristbands, in line with Hertfordshire Students' Union's membership regulations. Members must present a valid UH student ID card when exchanging their tickets.
5. Your guest(s) must present a valid photographic ID (driving licence, passport, PASS accredited card) when exchanging their ticket.
6. You must be in possession of a valid event ticket at the time of wristband exchange. Tickets will not be on sale at the collection point.
7. No duplicate wristbands will be issued to replace wristbands that have been lost or stolen after they have been collected by you, and nor will such tickets associated with these wristbands be refunded.

## **Contacting You and Your Data**

1. By purchasing a ticket, you consent to us processing your data for the purpose of the event or ticket fulfilment.
2. We may contact you via email, text or phone, for the purpose of the event or ticket fulfilment.
3. All of your data will be utilised in agreement with Hertfordshire Students' Union's privacy policies.
4. To adhere to official government guidance, Hertfordshire Students' Union may be required to pass on your contact information, as well as dates and times of your visit, to NHS Track & Trace or Public Health departments. Hertfordshire Students' Union will only share your details if they are requested.

## **Entering the Venue**

1. In order to gain entry to events where alcohol is being served, you must show one of the following forms of 18+ age verification:
  - a. Driving licence; or
  - b. Passport; or

- c. PASS accredited card (see [www.pass-scheme.org.uk](http://www.pass-scheme.org.uk) for details). Failure to present one of these forms of ID at the venue will result in you not being able to attend the event.
2. Should you leave event premises, no re-entry is permitted.
  3. Anyone attempting entry without a valid ticket or wristband will be subject to the Venue's Disciplinary Policy and may face disciplinary action including instant banning.
  4. Hertfordshire Students' Union reserves the right to refuse entry to the venue for students and guests.
  5. Hertfordshire Students' Union will be adopting any government legislation required on the venue. This may include proof of vaccine passport and/or track & trace monitoring.
  6. Some tickets and wristbands may require entry before a certain time to be valid. Please check specific tickets T&Cs.
  7. All events have limited capacities so space cannot be guaranteed.
  8. The venue may on occasion have to conduct security searches to ensure the safety of attendees. Refusal to be searched may result in non-entry to the venue.
  9. Any patrons deemed too drunk, to have taken drugs, to have drugs in their possession or to attempt to bring in alcohol on their person, will be refused entry. If you are refused entry for any reason, or you breach our rules and regulations, your ticket is not refundable.

## **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 Hertfordshire Students' Union's venues.
3. Hertfordshire Students' Union will endeavour to notify you of any event cancellation in good time. However, we cannot guarantee this will be in advance of the day of the event.
4. If Hertfordshire Students' Union is no longer able to offer an event or programme of events due to government restrictions, you will be contacted with your options per ticket or wristband. We will contact you via email and/or details will be posted on the events page of the Website.
5. If a Hertfordshire Students' Union event 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, but are

not limited to: war, terrorism, civil commotion, fire, flood, adverse weather, natural disaster, an act of God, an 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.

## Use of Images and Video

1. Hertfordshire Students' Union events are to be photographed and/or filmed. Elements may be streamed via live webcast by us or agents.
2. By purchasing a ticket to a Hertfordshire Students' Union event, you consent to the recording and transmission of images (both still and moving) of you and your guests as members of the audience.
3. 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.
4. If you have any objection to being photographed or recorded while in our venues, please make yourself known to your photographer or videographer.
5. 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](mailto:contact@hertssu.com) identifying the image or video.
6. When you are purchasing a ticket for a Hertfordshire Students' Union event, you are agreeing to attend the event and all acts, content, entertainment and date can change without prior notice. No refunds will be given.