

HertsPass Terms and Conditions

- HertsPass is non-refundable, non-transferable, and non-exchangeable. No refunds will be issued for incorrectly purchased tickets.
- HertsPass may only be purchased by students registered at the University of Hertfordshire. HertsPass tickets will not be refunded if purchased before your place at the University is confirmed.
- You must be at least 18 years old to purchase the HertsPass.
- All students must have valid University of Hertfordshire Students ID for entry. We accept both physical photo ID (passport, driving licence, citizenship card) or the Herts Mobile App. Photocopies or screenshots will not be accepted.
- HertsPass is only valid on Wednesday nights when the Forum is open. It is not valid during university holidays, exam periods, or when the SU is closed.
- HertsPass is only valid for Freshers Week, and Loft and Loaded events. HertsPass holders will still need to purchase tickets to all other events.
- HertsPass admits the pass holder only, it does not include entry for additional students or guests.
- Entry is subject to venue capacity.
- The Forum Management team reserves the right to refuse entry or remove anyone who breaches our conditions of entry, or whose behaviour is deemed inappropriate or disruptive.
- HertsPass holders must be in the venue by 11pm for Freshers Events, and 11.30pm for all other Events the HertsPass can be used for. Entry after this time is not guaranteed and will be subject to a late arrival fee.
- HertsPass holders can only use their HertsPass to gain entry to a Loft and Loaded event before 11.30pm. This means they must have scanned into the event and be inside the venue by 11.30pm. Entry after this time is not guaranteed and will be subject to a late arrival fee. HertsPass holders who join the queue at 11.30pm will be subject to a late arrival fee.
- Sharing or reselling the HertsPass is strictly prohibited and will result in a ban.
- If a HertsPass holder shares their ID with another student in order for them to use it to gain entry, both the HertsPass holder and the student fraudulently using the pass will receive a lifetime ban from the Forum.
- Hertfordshire Students Union reserves the right to modify event dates, times, and content at any time.
- Hertfordshire Students Union reserves the right to modify policies relating to the HertsPass at any time.
- If a Freshers or Loft and Loaded event included in the pass is cancelled, no refund will be issued.
- If a HertsPass holder is removed from the Forum or banned from attending events, no refunds or compensation will be provided.