

1. WHO YOU ARE BUYING FROM

- a) The People's Box Office is a physical and online transactional infrastructure by which event organisers make their tickets available for purchase by customers
- b) The People's Box Office merely facilitates the transaction between event organisers and customers. We do not set ticket prices or determine availability or location of seating. We simply handle the booking process and collection of payments on behalf of these event organisers when customers purchase tickets.

2. EVENT INFORMATION

- a) All details of events including, but not limited to, performance times, venue, ticket price and seat availability are given to The People's Box Office by the event organiser. The accuracy of all such information is at all times the responsibility of the event organiser

3. ONLINE TICKET SALES PROCESS

- a) Customers can search The People's Box office website by production company or amateur society, venue, location, performance name or date to navigate to the specific event in which they are interested, they may then specify
 - i. The venue section or price category in which they wish to buy seats;
 - ii. The quantity of seats they wish to buy
 - iii. Where relevant the position of those seats

The site will then display the payment due for the seats specified which would include any booking fees or delivery fees (if applicable). The customer will then be asked to select their preferred method of payment and having entered and submitted credit or debit card details the people's box office system will charge the card the appropriate amount. On completion of the transaction, the chosen seats will be registered in the customers name and they will be sent confirmation of purchase.

- b) We recommend that when using the site ensure you are only using one browser window. Using multiple browser windows could result in losing your tickets, duplicate charges or timer expiration. When making payment, do not use the 'go back' key on your browser as this may cause you to lose your booking or make a duplicate booking

4. CURRENCY

- a) Payment for tickets sold through The People's Box Office online or in person are to be made in Great British Pounds (GBP £)

5. ONLINE ORDER CONFIRMATION

- a) Order confirmation will take the form of an e-mail dispatched to the customer. Both contain details of the seats purchased and a unique purchase reference number, which acts as the customer's proof of payment and may be used by the event organiser as an e-ticket
- b) If a customer does not receive a confirmation number (in the form of a confirmation e-mail) after submitting payment, is it their responsibility to confirm with our customer service department whether or not the order has been completed, as only the customer may be aware of any problems that may occur during the purchase process. The People's Box Office will not be responsible for losses (monetary or otherwise) if a customer assumes that an order was not placed because they failed to receive confirmation
- c) Any ticket-holder unable to present confirmation of purchase in the form of a print out of the e-mail and valid identification indicating they are the individual named on the confirmation may not be admitted to the event in question, and will not receive a refund

6. DISPATCH OF TICKETS

- a) Tickets can be issued in three different formats:
 - i. E-tickets, that you will need to print and present at the venue, this will be e-mailed to you after purchasing online
 - ii. Traditional tickets through post, time permitting The People's Box Office will endeavour to dispatch your tickets within 72 hours of your booking. If your tickets have not arrived within 5 days of the booking, please contact us.
 - iii. Traditional tickets given in person, The People's Box office will give you tickets in person at the box office window
- b) Charges may apply to the dispatch of some tickets. Charges will be listed through the purchasing process.

7. EXCHANGES AND REFUNDS

- a) Before placing a booking, carefully review your event and ticket selection. Once purchased tickets cannot be exchanged unless the event is cancelled, moved to another date, or if details of the event are significantly changed after the booking is placed (significant changes being a change of headline act, venue or show time)
- b) The varying exchange and refund policies set forth by our event organisers prohibit the people's box office from issuing exchanges or refunds after a booking is placed or if a ticket is lost or stolen. In the event of such reversal or transaction being desired, you should contact the event organiser directly, as they may, at their discretion, agree your wishes.
- c) Booking fees whether originally represented as a separate item or included within the stated face value of the ticket are non-refundable unless an event is cancelled or significantly changes (see point 8)

8. CANCELLED AND POSTPONED EVENTS

a) EVENT CANCELLATION

- i. If an event is cancelled by the event organiser (i.e. a cancellation due to the circumstances beyond the event organiser's control) The People's Box Office will refund the purchase price of your tickets including your booking administration fee, (but excluding any delivery charge); whether that fee was originally presented as a separate item or was included within the stated face value of the ticket. A £1.00 handling fee (per transaction) will be deducted from the refund.
- ii. Where The People's Box Office has been notified by the event organiser of an event cancellation, we will use the best endeavours to contact customers by e-mail (using the details provided at the time of booking) advising them of the cancellation and initiating the refund process.
- iii. The People's Box Office is normally notified in advance of any pending event cancellation by the event organiser. We then automatically initiate refunds to all tickets purchasers. Customers can also notify The People's Box Office directly if they discover that an event has been cancelled by emailing cancellations@thepeoplesboxoffice.com

b) EVENT POSTPONED or CHANGE OF VENUE

- i. If an event is moved from its advertised venue and / or the date is changed. Tickets already purchased may remain valid should the customer wish to attend the revised event. If not, the people's box office will refund the purchase price of your tickets including our booking administration fee, (but excluding any delivery charge); whether that fee was originally presented as a separate item or was included within the stated face value of the ticket. Customers must contact The People's Box Office no later than the Monday following the event's revised date.

c) SIGNIFICANT CHANGE TO EVENT LINE-UP

- i. Should the headline artist not appear or if the line up or content is substantially changed from that advertised at the time of purchase. Then the people's box office will on request refund the purchase price of your tickets including our booking administration fee, (but excluding any delivery charge); whether that fee was originally presented as a separate item or was included within the stated face value of the ticket. Customers must contact us as soon as possible and no later than the Monday following the events stated date

d) EVENT SPECIFIC REFUND AND EXCHANGE TERMS AND CONDITIONS

- i. Some event organisers will explicitly stipulate that cancellation due to weather, act of god or any other unavoidable eventuality will not result in a refund. If such terms have been applied, they will be displayed on the booking page for customers to read in the course of the booking process and; having been so displayed; shall prevail over the provisions above, meaning that no refund will be due.
- ii. The people's box office will under no circumstances be responsible for any remedy for inconvenience consequential expenses incurred or any other loss or damages resulting from the cancellation of any event.
- iii. Please note, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and the people's box office cannot guarantee that they will inform the customer or any changes to the event date, time or venue customers must notify the people's box office of any event cancellation no later than the Monday following the event date.

9. DONATIONS AND GIFT AID

- a) Some event organisers will provide an option to make a financial donation as part of the booking process. The purchaser is under no obligation to make a donation. Should you add a donation to your booking, the peoples box office will forward your donation to the event organiser
- b) If a donation request is stated to be valid for gift aid, you confirm that you are a UK taxpayer in accordance with the requirements of the Gift Aid scheme. If you choose to make a gift aid donation your personal information may be used by the relevant event organiser so they can reclaim your Gift Aid amount
- c) Should an event be cancelled and you booked via the peoples box office, the donation will be refunded back to you
- d) The peoples box office is not an accounting, taxation or financial adviser, and you should not rely on information given on the website or in person to determine the accounting, tax or financial consequences of making a donation to charity. We strongly recommend that you consult your own advisers about any accounting, taxation or financial consequences that may affect you or refer to the HMRC website www.hmrc.gov.uk/individuals/giving/gift-aid.htm

10. UNLAWFUL RESALE OF TICKETS

- a) The unlawful resale (or attempted unlawful resale) of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation

11. TERMS AND CONDITIONS OF THE EVENT ORGANISER

- a) This ticket is issued subject to the terms and conditions of the event organiser. If applicable, the details of an event organisers terms and conditions will be available through the purchasing process or at the venue box office. Breach of any of these terms and conditions or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the event organiser to eject you from the venue.
- b) It is the responsibility of the ticket purchaser to comply with any age restrictions which apply to the event or the venue where the event is being held

12. YOUR PRIVACY

- a) We believe that the privacy of all our users is important, but we place particular emphasis on the privacy of our end customers. Please refer to our privacy policy for full details

13. DISCLAIMER

- a) The site and it's content are delivered on an "as is" and "as available" basis. The peoples box office disclaims all warranties, express or implied, including also any implied also any implied warrantied of merchantability and fitness for a particular purpose.
- b) The peoples box office does not promise that the website will be error free uninterrupted, or that it will provide specific results from use of the site or any content, search or link on it.
- c) The people's box office cannot ensure that files you download from the site will be free of viruses or contamination or destructive features.
- d) The peoples box office will not be liable for any damages of any kind arising from the use of this site, including without limitation, direct, indirect incidental and punitive and consequential damage. The people's box office makes no guarantee of any specific result from the use of this site or the use of the people's box office service.

14. LIMITATION OF LIABILITY

- a) Whilst we endeavour to ensure that the website is fully operational at all times, on those occasions when there are interruptions to service due to essential maintenance, system upgrades, internet service interruptions or any other factors beyond our control, the peoples box office will not be liable for any indirect, consequential, exemplary, incidental, special or punitive damages, or for lost profits, revenues or business opportunities, even if the peoples box office has been advised of the possibilities of such damages
- b) Neither the people's box office or the event organiser shall have any further liability beyond the face value of the ticket purchased plus the booking fee. Neither the people's box office nr the event organiser shall be liable for any loss of enjoyment or wasted expenditure. Personal arrangements including travel, subsistence and accommodation relating to the event which have been arranged by you are at your own risk
- c) The peoples box office disclaims any and all liability for the acts, omissions and conduct of any third party users, the peoples box office advertisers and or sponsors on the website or in person, in connection with the peoples box office service or otherwise related to you ruse of the box office and / or the box office service. The peoples box office is not responsible for the products, services, actions or failure to act of any venue, performer, promoter or third party in connection with or reference on the site
- d) Notwithstanding the foregoing, nothing in the agreement shall be taken to limit or exclude any liability with the peoples box office may have for
 - i. Death or personal injury arising from the peoples box office negligence
 - ii. Fraudulent misrepresentation
 - iii. Any liability that cannot be excluded or restricted by law

15. TRADEMARKS

- i. The peoples box office website, box office and logo are registered trademarks of The People's Orchestra CIC. All rights reserved