

## Commonwealth War Graves Commission ("CWGC") and Commonwealth War Graves Foundation ("CWGF") Ticketed Event Terms and Conditions

These terms and conditions relate to ticketed events organised and run by the CWGC and CWGF ("us", "we" "our"). By requesting tickets for our events, you agree to be bound by these terms and conditions. If you are booking on behalf of a party, you accept these terms and conditions on behalf of all people in the party.

### Tickets and Payment

1. Tickets may only be booked through Eventbrite. To book events with us, you must register and use Eventbrite. Eventbrite's terms of service can be viewed here: [www.eventbrite.com/tos](http://www.eventbrite.com/tos)
2. Payment for ticket(s) will be processed by Eventbrite ([www.eventbrite.com](http://www.eventbrite.com)). Eventbrite charge for administering this service, further details will be shown during the booking process.
3. CWGF Supporters who have paid their membership fees ([Join the Commonwealth War Graves Foundation | CWGC | CWGC](#)) "Supporters" may have early access to our events. You must be a Supporter to take advantage of any member offers. We will make reasonable efforts to let Supporters know where tickets are available to them for early release.
4. For the event "The Commonwealth War Grave Commissions Carol Service in aid of the CWGF" on 16 December 2021 at the Royal Military Chapel, 100% of the profits made from ticket sales will be given to CWGF. A maximum of ten tickets may be purchased per household.
5. You must produce your valid ticket to gain entry to the event. This can be printed, or to save paper, we encourage you to show your ticket via your smartphone.
6. Tickets are non-transferable and are personal to you and your party for security reasons and you may be asked to produce valid identification to access the event.
7. If the event is being held at certain venues, there may be additional security requirements in order for you to access the event. We will notify you of these, in advance.
8. Tickets are limited and subject to availability on a "first come – first served" basis.
9. We accept no responsibility for errors or omissions caused by the Eventbrite booking system.
10. Where there are different types of tickets available for one event, we will do our best to ensure access to the event at the level of ticket purchased, but we cannot make any guarantees.

### Personal data

11. All information provided by you or collected by Eventbrite is governed by Eventbrite's Privacy Policy which can be found here: [www.eventbrite.com/privacypolicy](http://www.eventbrite.com/privacypolicy)

12. By acquiring a ticket for the event, you consent to us processing your personal data in accordance with data protection laws and our privacy policy which can be found here: [Privacy Policies | CWGC](#). We may contact you about the event. We may also contact you about other events that may be of interested to you if you opt into such communications during the booking process.

### **Refunds**

13. We are unable to process any refunds for tickets. However, if for any reason the event cannot take place, we will make every effort to reschedule the event and provide you with details of the new event information.

14. We will only be able to refund the purchase price of your tickets if the event is cancelled and not rescheduled by us.

15. In any event, our total liability if the event is cancelled and not rescheduled , is the face value of the ticket. Only the original purchaser of the ticket is entitled to a refund.

### **Suitability**

16. Unless otherwise specified, our events are suitable for ages 18 and over. Under 18's must be accompanied by an adult. If you are unsure if an event is suitable, please contact us.

### **Health and safety**

17. You will comply with any relevant health and safety announcements and regulations when attending the event, including but not limited to:

- a. Wearing a face covering (if not exempt), if required; and
- b. If you are experiencing any covid-19 symptoms or have tested positive for covid-19 and/or have been told to self-isolate by the NHS, you should not attend the event.

### **Event content**

18. We reserve the right to make any alteration to the event content (including as relates to speakers, performers or artists, as well as the event timing, dates and/or venue). We will make reasonable efforts to contact you to inform you of any changes, where possible. We will not be liable for any changes to the event.

### **Admission**

19. We reserve the right to refuse you admission to the event, or request you leave an event, if, in our reasonable opinion, your admission to the event might:

- a. be a risk to the safety of others and/or yourself;
- b. effect the enjoyment of other attendees and/or effect the running of the event.
- c. Otherwise at the discretion of those representing us at the event

For example, if you act aggressively towards us and our staff and/or volunteers or other members of the public, or you appear to be under the influence of alcohol or drugs, we may not allow you to enter the event, or if you are already at the event, we may require you to leave.

### **Late arrivals**

20. We will do our best to allow you access to the event if you are late arriving to the venue. However, we are not able to guarantee access to the event if you are late. We are unable to refund the tickets if you are late arriving and cannot access the event or if you miss part of the event.

### **Filming, recording and electronic equipment**

21. By attending events with us, you and your party consent to be filmed, livestreamed, recorded and/or photographed. You and your party grant us the right to use recordings of any means and type on any media or promotional materials about our work or the event.
22. Unauthorised use of recording equipment, including cameras and camera phones is strictly prohibited unless explicitly advised by us at the event.
23. Please ensure your electronic equipment, especially mobile phones, are switched off or set to silent before entering the event.

### **Smoking**

24. We have a strict non-smoking (which includes vaping) policy at our events.
25. You must also adhere to any specific venue policies.

### **Limitation of liability**

26. We are not liable for any loss or damage of any kind whether direct or indirect, including but not limited to travel expenses, or other out of pocket expenses. In any event, our total liability to you is the face value of the ticket purchased.

### **General**

27. We reserve the right to change or amend these terms and conditions from time to time.
28. These terms and conditions shall be construed in accordance with English Law and the exclusive jurisdiction of the courts in England and Wales.