

Royal Holloway Students' Union Purchasing Terms and Conditions

Last modified: 2 November 2021

1. Buying Online

When making a purchase from or via Royal Holloway Students' Union ("RHSU") for any product, including joining clubs and societies (membership fees), payments will be processed through Opayo, and Barclaycard Merchant Services. All payments are made to Royal Holloway Students' Union and will appear on your bank account statement as "RoyalHollowaySU".

RHSU does not store credit card details and uses industry standard SSL encryption to ensure the safety of your data.

All payments are made in a live environment - upon clicking 'Pay Now', your credit or debit card will be billed with the agreed amount and your order will be immediately processed.

Once your order has been completed, you should receive a confirmation email from noreply@su.rhul.ac.uk to the default email address associated with your account. This can additionally be viewed at a later date by viewing the Purchase History section of the website.

To edit this address, click on the Edit Your Contact Details link on your profile page when logged into the site.

These terms shall be governed by English law and are subject to the exclusive jurisdiction of the English Courts. Nothing in these terms shall exclude liability for fraudulent misrepresentation.

2. Event Tickets

Royal Holloway Students' Union operates an electronic ticketing system from purchase through to admission.

All tickets purchased online (via the RHSU website or StudentLink app) are automatically assigned to your personal account and then accessed on the door by swiping your College card.

- In the event of a problem with the website/app, or in exceptional cases, we will make it possible to purchase tickets from the Union Helpdesk.

When you have completed a purchase, an email receipt will be sent to your registered email address, generally this is your College email account, within 24 hours. You can check your full purchase history at any time by logging into the SU website and clicking on 'Purchase History' on the account options menu at the top of the screen.

All sales are final, and refunds are not available on tickets once they have been purchased (including duplicates or purchases made in error, tickets bought for the wrong event or non-attendance due to personal choice, illness or injury).

Please note that this is standard practice at every entertainments venue in the UK and complies with The Consumer Protection (Distance Selling) Regulations 2000 – ticket sales are exempt from the 14-day cooling off period.

However, there are certain instances in which a refund may be given:

- The entire event has been cancelled by the SU or affiliated promoter. In this instance, refunds are available to everyone who has purchased a ticket in advance, at face value. Please note that relocation of the event to a different venue will not qualify unless the capacity of the new venue is less than the number of ticket holders.
- The event has been stopped while in progress due to circumstances beyond our control which may be deemed as too unsafe to continue. In this instance, a decision will be made by management as to whether refunds will be offered to those with tickets. However, refunds will only be given in special circumstances and as approved by management.
- For single-headliner gigs, full refunds will be offered when the headline artist has pulled out and this has meant that the event has no longer taken place.
- For events with multiple headline artists, RHSU management reserves the right to change the billing as a result of external circumstances. Where the event has taken place, refunds will not be offered, but all efforts will be made to source an equivalent replacement headliner.
- The event has sold out, and there are people waiting for extra tickets. In this instance refunds may be given, and the tickets then resold to people on the waiting list, once the re-sale cash has been received in full.
- In all instances management's decision is final based on the individual circumstances.
- 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.

There are no other instances in which a refund may be offered.

If you have a question or query, then please ask to speak to the Marketing and Communications Manager. If you are unsatisfied with the outcome, you can raise your complaint by emailing marketing@su.rhul.ac.uk.

3. Members of the General Public

Please note that we do not issue physical tickets for events at the SU. Your tickets are assigned to your personal account and then accessed at the door by quoting either your name or reference number (as noted on the confirmation email you should receive after completing your purchase). If you are able to bring a print-out of this email, it will speed the process along on the door. You can check your full purchase history at any time by logging

into the SU website and clicking on 'Purchase History' on the account options menu at the top of the screen.

4. Bringing Guests to the SU

Students can bring a maximum of three guests to any event – Please note that due to COVID-19 safety measures, no guests are currently allowed within the Union Venue and Medicine is currently limited to one guest.

Generally, the easiest way to do this is by buying all tickets through your own student account. You will need to sign in your guest at one of the following locations on the day of the event:

For Union Venue events:

- Students' Union Helpdesk – Midday to 8pm
- On the door – 10pm onwards

For Medicine events:

- On the door – 10pm onwards

Your guest will need to arrive with you to the event and bring their own photographic proof of age ID. It's also important to be aware that you are responsible for your guests' behaviour while they are in the venue and make be given a sanction should they break the code of conduct.

5. Identification

Students must bring their Royal Holloway College Card and photographic proof of age ID (driving licence, passport, PASS card) to every event they wish to attend for identification purposes. Members of the public must bring photographic proof of age ID (driving licence, passport, PASS card).

6. Age Restrictions

All regular Union Venue and Medicine nightclub events are restricted to those that are 18+ years of age. All attendees and guests are required to provide proof of age if asked by the door staff, and you can be refused entry if you are unable to do this. Please note that any Royal Holloway student who forgets their College card will not be able to enter by quoting their student number unless they can also produce proof of age.

7. Entry Restrictions

All regular Union Venue and Medicine nightclub events are open to Royal Holloway students and guests only, unless specifically noted on the event page. If you are on the banned list, you will not be able to purchase a ticket until your ban has expired nor will you be able to attend any events.

8. Admission

Any tickets to a nightclub event will guarantee you entry to the event until 11pm, after this time entry will be dependent on venue capacity until last entry at midnight. In the event of the entry guarantee time changing this will be specifically noted on the event page.

9. Re-Admission

Re-admission is not allowed once you have attended an event, unless specifically approved by the manager on duty.

10. Right of Admission

Right of admission is reserved by the venue management. Please note that you are still subject to Royal Holloway Students' Union's event admission procedures and can be refused entry if you breach these.

11. Transfers

Your student College card and tickets are not transferrable – i.e. you cannot lend it to anyone else to get into the venue.

12. Queuing

We will make efforts to ensure priority queues are available for advance ticket holders at all of our events – however, please note that this cannot be guaranteed. For busy or sold-out events, it is recommended that you turn up as early as possible to avoid having to queue for longer than is necessary.

13. Sold Out Events

Where there is significant demand for an event that has sold out, we may operate a waiting list. This will be clearly communicated on the event page along with instructions on how to join the waiting list or sell your ticket back to us.

14. Use of Images

All RHSU events may be photographed, filmed, and/or streamed via live webcast by us or our agents. By purchasing a ticket to an 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 will also post signage at our events to make this clear. 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 marketing@su.rhul.ac.uk and identify the specific image(s). Please note you will need to email us separately for each event you will be attending.

If you have any objection to being photographed while at an event, please contact a member of the venue management team or notify the photographer/videographer.

15. Membership Refunds

Membership of societies or sports clubs begin on the day of purchase and this membership is valid for the academic year ending on 31 July. Membership fees are payable in full up front.

You are entitled to a 14-day cooling-off period should you wish to cancel your membership. If you have a genuine reason for wanting to change or cease your membership then please send notification, with reasons in writing to helpdesk@su.rhul.ac.uk.

We aim to refund you as soon as possible however please bear with us whilst we may need to liaise with others including the individual societies and sports clubs.

16. Force Majeure

If an 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 (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.

17. Change Log

Date	Changes
03/11/2021	<ul style="list-style-type: none">- The structure of the document has been updated to provide clearer sections.- The specific guidance around the maximum number of tickets an individual can purchase has been removed due to current COVID-19 guidance around no guests.- Information related to Fast Track Entry has been removed as this service is being discontinued.- Information related to cancellation rights and refunds has been merged into the event ticket section.- The ability to transfer a ticket has been removed.- The ability to receive a refund up to 48 hours before an event has been removed.- Additional contextual information has been added around our payment providers to make the process more transparent.- Addition of membership refunds.- Change of document name from Event Tickets Terms and Conditions to Purchasing Terms and Conditions.