

Royal Holloway Students' Union Purchasing Terms and Conditions

Last modified: 29 February 2024

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 scanning the QR code on your e-ticket.

When you have completed a purchase, you will receive two emails. The first is your receipt of payment - we won't need to see this, but you may wish to keep it as it includes your reference number. Your e-ticket will follow as a PDF in a separate email - you'll need to show us this on the door so we can scan you in. We advise you to lock your screen in portrait mode and turn up the brightness to make scanning easier. If you don't have access to a mobile device, we kindly ask that you print your e-ticket.

- 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.

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, please email marketing@su.rhul.ac.uk. If you are unsatisfied with the outcome, you can raise a complaint via our online [Complaint Form](#).

3. Members of the General Public

Please note that we do not issue physical tickets for events at the SU.

Your tickets are automatically assigned to your personal account and then accessed on the door by scanning the QR code on your e-ticket.

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 one guest to ticketed events taking place at the SU Venue and Medicine.

Guest tickets must be purchased in advance of the event via your student account, and you will need to sign in your guest on the door from the event start time. Your guest will need to arrive and queue with you at the event and bring their photographic proof of age ID.

At the point of purchase, you will be asked to provide the name and date of birth of your guest. Please note, these details cannot be changed once submitted. If the guest you present doesn't match the details provided, they will be denied entry to the venue.

It's also important to be aware that you are responsible for your guest's behaviour while they are in the venue and may be given a sanction should they break the code of conduct.

All guests will be required to purchase a ticket at the higher guest tariff for the event and this purchase will provide them with temporary membership of RHSU for the duration of that single event.

5. Identification

Students must bring their Royal Holloway Student ID 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 SU Venue and Medicine nightclub events are restricted to those who 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.

7. Entry Restrictions

All regular SU 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 ID Card and tickets are not transferrable – i.e. you cannot lend them 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 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 queueing for longer than necessary.

13. Cloakroom

A cloakroom will be available for events at Medicine and the SU Venue with a charge of £2 per item.

Mobile phones, wallets, purses, cash, bank cards or any other items of monetary value must be removed from any item(s) before depositing them within this cloakroom.

Maximum value of any item deposited should be no more than £60. We cannot accept responsibility/liability for items of higher value.

Although every effort is made to ensure the safety of items within this cloakroom, the Students' Union cannot accept responsibility for any loss, damage or errors regarding the property contained within. Items are deposited at the owner's own risk.

A valid ticket must be shown to collect items from the cloakroom. Any person who has lost or mislaid their ticket must wait until all other items have been issued. Photographic ID must then be shown in order to collect the deposited item(s). You will be required to complete a claim record for your item(s). Any fraudulent claims are liable to prosecution.

All items must be collected during the event at which the property is deposited. Any items not claimed within this period may be collected from the SU Helpdesk between 10am - 4pm, Monday - Friday (for SU Venue events) or Medicine between 7pm - 9pm (for Medicine events), Monday, Wednesday & Thursday. All lost property will be subject to a £2 administration charge.

Items left in any other areas of the building may be considered a health and safety and/or fire risk and may subsequently be removed. Any such items found in the SU Venue will be stored at the SU Helpdesk and may be collected between 10am - 4pm, Monday – Friday. For events at Medicine, lost property will be kept at the venue until the following Monday when it will be moved to the SU Helpdesk.

Any items that remain unclaimed for a period in excess of two weeks will be sold and the proceeds will go to charity.

14. Sold Out Events

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

15. 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 to 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.

16. Membership Refunds

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

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 as we may need to liaise with others including the individual societies and sports clubs.

17. 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.

18. Change Log

Date	Changes
29/02/24	- Added Cloakroom T&Cs, only previously communicated within the venues.
11/01/24	- Event Tickets and Members of the Public sections updated to reflect e-ticketing and the event entry process. - Complaints procedure updated to direct to online Complaint Form. - Union Venue now referred to as SU Venue.
10/10/23	- Removed ability to gain entry by quoting student number and producing proof of age, in line with updated entry requirements.

22/09/23	- Removed reference to 'College' and replaced with 'University'. - College Card now referred to as Student ID Card.
19/10/22	- The maximum number of guest tickets that can be purchased for events taking place at Medicine has been updated to one. - The ability to purchase guest tickets on the door has been removed. - Information around guest entry has been updated to include reference to data collection at point of purchase and the requirement for this information to match up with the guest who is presented on the door.
25/08/22	- The maximum number of guest tickets that can be purchased for events taking place at the Union Venue has been updated to one.
03/11/21	- 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.