



Weymouth Pavilion CIC

The Esplanade, Weymouth, Dorset, DT4 8ED

01305 783225

Terms & Conditions of Ticket Sales

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Tickets advertised and sold by us are done so through SABO (SeatAdvisor Box Office) on a commission basis.

Tickets sold through our website www.weymouthpavilion.com are sold by SABO (SeatAdvisor Box Office) on an agency basis.

1. Our contract with you

1. We are entitled to refuse any order placed by you;
2. We will notify you via telephone, in writing or by online confirmation if we accept your order and that acceptance will be deemed to have been effectively communicated to you when we make that communication to you (whether or not you receive such communication).
3. No order will be accepted until payment is received and confirmed for the whole of the price of the tickets ordered by you.
4. By accepting your order we enter a legally binding contract between ourselves and you;
5. When ordering tickets which you have seen advertised by us, you confirm that you have read and accepted these terms and conditions.

2. Price

1. The price payable for the tickets is as set out on our website, in-house advertisements or on show produced advertisements. We reserve the right to change prices without prior notice.
2. Tickets must be collected from the ticket office at Weymouth Pavilion, The Esplanade, Weymouth, Dorset, DT4 8ED during its normal opening hours or at the time of the performance.
3. Tickets may be e-mailed to a personal e-mail address provided and confirmed by you. This option must be chosen by you at the point of sale.
4. Once you have received your tickets, you should check all details and you must inform us of any errors as soon as possible.
5. Tickets may not be reserved without payment under any circumstances.

3. Performances

1. The taking of photographs or filming of the Performance is expressly forbidden (unless permission is given in writing by the promoter and the Weymouth Pavilion Management). You consent to the possibility of filming and sound recording of yourself in the audience.
2. Management of the Weymouth Pavilion and/or the promoter of the Performance reserve the right to:
 1. Refuse admission to you;
 2. Request latecomers to wait until a convenient break in the Performance before being admitted.
 3. Refuse re-admission to those leaving during the Performance
 4. Request that you leave the Performance without guarantee of a refund
 5. To make alterations to the advertised details of the Performance (including cast members) and make alterations to the content of any Performance at any time up to and including during the Performance.
3. If during the Performance it is postponed, suspended or delayed for any reason, the Weymouth Pavilion will not make any refunds or be held liable for any loss caused by such postponement or delay.

4. Exceptional Circumstances

1. We will exchange tickets for another performance of the same show subject to availability. Please telephone 01305 783225 or e-mail boxoffice@weymouthpavilion.com to request an exchange. Original tickets must be returned to the Box Office before the exchange of tickets can be made.
2. No refunds will be given under any circumstances except in the event of cancellation.
3. We cannot re-sell tickets on your behalf.
4. Tickets which are resold or exchanged for higher than the face value paid will become void and the holder may be refused entry.
5. Tickets which are resold remain the property of the original booker and details of purchase may only be discussed with them.
6. We reserve the right to reallocate your seats from those originally purchased to those of the same or to a higher value.
7. Children under two years old will not be admitted to the Performance unless being so into a family show, in which case a ticket will need to be purchased for every child, including babes in arms. For health and safety reasons all customers must have a ticket including babes in arms even if the ticket is of zero value.

5. Liability

1. Although we will always do our best to correct errors and/or omissions on our part as quickly as possible once notified of them, we do not accept liability for any such errors and/or omissions and we reserve the right to change information, specifications and descriptions of listed performances at the Weymouth Pavilion at any time.
2. We do not accept liability for any losses or consequential claims due to any inability to access our website, failure to complete a booking on our website or with our Box Office where fault can be proven not to lie with our staff.
3. We do not accept any liability for any indirect or consequential loss of any kind arising out of the use of our website, or through purchase of any tickets or other services or goods from us.
4. We will only be liable for direct loss (save in the case of death or personal injury arising from personal negligence) up to a maximum total of the price of the tickets or other goods or services purchased under any circumstances.
5. Nothing in this clause 5 is carries the intention to limit any rights you may have as a consumer that may not be excluded by law.

6. Security on our website

1. Our website uses standard security software to ensure the safety of orders placed on our website. No-one can access any information sent by you as long as it is sent using the secure pages. You must only send debit/credit card details when asked to do so by our website and you must not send debit/credit card details by e-mail.
2. Any losses incurred by customers using our website who transmit information by means of e-mail or other internet links shall be the responsibility solely and exclusively by that customer and in no event can the Weymouth Pavilion accept liability. If you are using a public computer or a computer which others may use, you must sign out of it when you have finished making purchases on our web site.
3. We will not accept any liability for tickets or other goods and services which have been ordered through our website using your credit card by someone not authorised to do so.

7. Continued use of our website or continued course of ordering tickets by other methods

1. We reserve the right to change and amend these terms and conditions. Continued use of our website and/or continued ordering of tickets by any other method after any such change or amendment (without your specific review of our terms and conditions listed on our website) shall be deemed to confirm your acceptance of any such change or amendment. It is your responsibility to check these terms and conditions regularly to determine whether any such amendment has been made.

8. Invalidity

1. If any part of these conditions is shown to be unenforceable (including any condition under which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

9. Force Majeure

1. In the event of any failure to commence and/or complete any Performance, or for damage or loss incurred from tickets purchased caused by any event or arising circumstances beyond the control of the Weymouth Pavilion CIC, we shall have no liability to you for any failure to deliver or supply tickets or other goods or services you have ordered or any delay in doing.

10. Governing Law

1. The contract between us and you shall be governed by and interpreted in accordance with English law, and the English courts shall have jurisdiction to resolve any disputes.

11. Entire Agreement

1. These terms and conditions set out the whole of our agreement relating to the supply of the tickets and any other goods or services to you by us. These terms and conditions cannot be varied except in writing signed by one of our directors. Nothing said by any sales person on behalf of us should be considered a variation of these terms and conditions or an authorised representation about the nature of tickets, goods or services offered by us. We accept no liability for any such representation being untrue or misleading.