

# TERMS AND CONDITIONS



Torfaen  
Leisure Trust  
Ymddiriedolaeth  
Hamdden Torfaen

## Fireworks at Cwmbran Stadium

### 1. Contract

1.1 Your contract for purchase of Tickets starts as soon as we have confirmed your purchase order by confirmation email and ends immediately after the Performance ends. All Ticket purchases are subject to payment card verification and other security checks and your transaction may be cancelled if it has not passed our verification process.

1.2 We reserve the right not to accept any order, or to cancel any transaction or booking, which we reasonably suspect to have been made fraudulently.

1.3 You consent to the data you have supplied to us to be used for future mailings from Torfaen Leisure Trust.

### 2. Tickets

2.1 All Tickets are sold subject to availability and as set out expressly in these Terms.

2.2 Where a concession is claimed, proof of identity and concession entitlement may be required.

2.3 Every member of the audience must be in the possession of a valid Ticket to gain entry to the event.

2.4 Tickets are sold subject to our right to make alterations to the advertised time, programme or participants.

2.5 When purchasing Tickets from us there may be a restriction as to the maximum number you can purchase. Any such restriction will be notified to you at the time you place your order with us. We reserve the right to cancel Tickets purchased in excess of this number without prior notice unless the purchase of excess was due to our error.

2.6 Tickets are sold on the basis that we cannot guarantee a specific viewing location in the spectator field.

2.7 Refunds cannot be made if you arrive after the advertised start time of the event.

2.8 Please check your Tickets carefully upon receipt as it is your responsibility and mistakes cannot always be rectified after purchase. Contact us immediately if there is a mistake.

### 3. Price/Payment

3.1 The price of the Ticket shall be the price set at the time we accept your order, except in the case of obvious error. If we discover the price of a Ticket is obviously wrong we will inform you as soon as possible and give you the option of confirming your order at the correct price, or cancelling your order.

3.2 All prices set are inclusive of VAT and a booking fee is applied.

### 5. Cancellation/Refunds/Exchanges

5.1 Tickets cannot be exchanged or refunded.

5.2 It is your responsibility to ascertain whether the event has been cancelled or re-scheduled. We will use reasonable endeavours to notify you using the details you provided to us at the time of ordering, or via social media. We do not guarantee that you will be informed of such a cancellation before the date of the event.

### 6. Liability

6.1 We do not accept responsibility for the loss, theft or damage of any personal property.

6.2 Nothing in these Terms seeks to exclude or limit our liability for death or personal injury caused by our negligence, fraud or other type of liability which cannot be excluded by law.

## 7. Admission and Attendance

7.1 We reserve the right to refuse admission to Ticket holders in reasonable circumstances including for health and safety, licensing reasons or where a Ticket is void.

7.2 We reserve the right to refuse admission to and to remove audience members displaying aggressive behaviour and to remove Ticket holders behaving in a violent or unreasonable manner.

7.3 Security searches may be conducted to ensure the safety of all audience members and your cooperation in conducting these is appreciated.

7.4 Ticket holders consent to the filming and sound recording of themselves as members of the audience.

7.5 Ticket holders must comply with all relevant statutes, safety regulations and announcements whilst attending the event.

7.6 Ticket holders may only leave and re-enter the event at the discretion of the event organisers and their representatives on site

## 8. Queries/Complaints

8.1 If you have any comments or complaints regarding your purchase from us, contact us on 01633 627100 or [enquiries@torfaenleisuretrust.co.uk](mailto:enquiries@torfaenleisuretrust.co.uk)

8.2 If you have any comments or complaints during the event performance, including the ability to view or hear the displays, you should speak to our representative at the Cwmbran Stadium.

## 9. General

9.1 No one other than a person who is a party to these Terms has any rights to enforce these Terms.

9.2 If any part of these Terms cannot be enforced for any reason, the other provisions will continue to apply.

9.3 If we delay or fail to enforce any of these Terms it does not mean that we have waived our right to do so.

9.4 We will try to resolve any disputes quickly and efficiently. If you are unhappy with the way we deal with any dispute and you want to take court proceedings, the relevant courts of England & Wales will have exclusive jurisdiction in relation to the Terms. Relevant law will apply to these Terms.

9.5 We may change these Terms from time to time by amending this page. By continuing to use this Site you accept the current version of the Terms at the time of your use.

