



Ticket Purchase Terms and Conditions

Age Rating: Event Dependant. Under-16s must be accompanied by an adult (18+).

Ticket Purchase Limit: Event Dependant.

Ticket Validity: Resold tickets may be refused. Only tickets purchased through approved agents are valid. Tickets bought via third-party or unauthorised sellers (including auction sites) are invalid. Tickets are sold directly to consumers. Any tickets purchased by businesses, or traders in breach of the ticket sale terms may be cancelled. The venue reserves the right to refuse admission if a ticket is invalid, duplicated, or suspected to be fraudulent.

Refunds and Exchanges: All sales are final. Refunds are only available if the event is cancelled, rescheduled, or significantly changed. Exchanges are not available.

Admission: The venue may refuse admission or remove attendees for unsafe or disruptive behaviour. Tickets are valid only for the event and date stated at purchase.

Safety & Security: Please follow all safety instructions and security checks. Prohibited items and safety information can be found at <https://thealberthall.co.uk/your-visit/safety-and-security>. The venue is not responsible for loss or damage to personal belongings.

Seating & View: The venue is not responsible for restricted views, including those caused by audience movement, late seating, or technical equipment.

Accessibility: Access information can be found at <https://thealberthall.co.uk/your-visit/access/>

Special Effects: Some events may include strobe lighting, haze, loud sound, or other effects that could impact certain individuals.

Photography & Recording: Not permitted unless stated otherwise.

Event Changes & Cancellations:

- **Cancelled Events:** You will receive a full refund.
- **Rescheduled Events:** Your tickets remain valid for the new date. If you are unable to attend, you are entitled to a full refund.
- **Significantly Changed Events:** Your tickets remain valid for the altered event. If you no longer wish to attend due to the changes, you can choose to receive a refund.
- **Please note:** Optional charges, such as postage, telephone service fees, and insurance (XCover), are non-refundable.

Additional details on customer purchase policies can be found on TicketSource's website: <https://ticketsource.com/kb/terms-of-use/customer-purchase-policy>