

Terms & Conditions

We are entitled to refuse any order by you. The contract for the purchase of ticket(s) is formed as soon as the Rubyz has processed your payment and will expire immediately after the performance of the event for which ticket (s) have been purchased. Full payment must be made at least two weeks prior to the performance.

The purchase is subject to and governed by these Terms and Conditions.

Tickets are non-refundable and cannot be exchanged. In the event of cancellation of the event, an alternative performance will be offered or a refund will be made. All orders are subject to credit card approval and verification of billing address. Your credit card will not be charged until the end of the transaction.

Tickets sold or transferred for commercial gain by anyone other than the Rubyz management or one of its authorised ticket sellers make the ticket void and the holder will be refused entry.

Rubyz will not be held responsible for any tickets purchased through unauthorised methods

Tickets are sold subject to Rubyz right to make alterations to the cast, or advertised arrangements, discounts and prices rendered necessary by an unavoidable cause.

Only one concession, per person, per transaction, is applicable and proof of eligibility for the concession will be required. Concessions are not always available - refer to the specific performance for details.

Concessions and offers apply only to full price tickets and are at the discretion of Rubyz. Each offer may only be used once per person, per performance, not in conjunction with any other offer/concession and not used retrospectively.

Rubyz reserves the right to introduce or withdraw prices and discounts without notice.

Instructions on how to redeem offers should be followed carefully. Not following instructions will cause delays on arrival and may result in entry being refused.

Only food, drinks purchased at the venue may be consumed in the building.

By purchasing a ticket, you consent to be photographed or filmed as part of a group.

Strobe lighting, smoke effects, loud bangs, gunshots, loud sound effects and smoking are sometimes used in Rubyz productions.

Ticket holders must comply with all relevant statutes, safety announcements and venue regulations whilst in the building.

If ticket holders have any special requirements or concerns about any special effects which may be featured at the Event, prior notice should be provided when ordering Tickets. Special effects may include, without limitation, sound, audiovisual, pyrotechnic effects or lighting effects.

Personal arrangements including travel, accommodation or hospitality relating to the event which has been arranged are at your own risk. Rubyz will not be responsible for any loss, injury or damage to any person or property howsoever caused : (a) in any circumstances where there is no breach of a legal duty of care owed; (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury resulting from

Our negligence); or (c) to the extent that any increase in any loss or damage results from breach by you of any of these Terms and Conditions

Nothing in these Terms and Conditions seeks to exclude or limit liability for death or personal injury caused by negligence, fraud or another type of liability which cannot by law be excluded or limited.

Rubyz will be under no liability whatsoever in the event of any damage arising through force majeure which means any cause beyond our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lockout, weather, third party injunction, national defence requirements, acts or regulations of national or local governments.

Rubyz reserves the right to refuse admission and reserves the right to request that ticket holders leave the venue at any point on reasonable grounds and may take any appropriate action to enforce this right. By way of example, Rubyz may remove a ticket holder who:

- 1) has behaved in the venue in a manner which, in the reasonable opinion of the management has, or is likely to affect the enjoyment of other visitors; or
- 2) uses threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace; or
- 3) in the reasonable opinion of the management is under the influence of drugs or has consumed an excessive amount of alcohol; or
- 4) fails, when required, to produce proof of identity or age; or
- 5) obstructs gangways, access-ways, exits, entrances or staircases, congregates in non-authorised areas
- 6) is in breach of these Terms and Conditions

No one under 17 will be admitted to the venue except where specifically stated at the time of booking.

These Terms and Conditions, and any specially agreed terms constitute the entire agreement between the parties in connection to, its subject matter and supersede any previous terms and conditions, agreement or arrangement between the parties.

Each of the parties agrees that it has not entered into these Terms and Conditions in reliance on, and shall have no remedy in respect of, any statement, representation, covenant, warranty, undertaking or indemnity (whether negligently or innocently made) by any person (whether party to these Terms of Conditions or not) other than as expressly communicated by Rubyz before completion of the purchase or set out in these Terms and Conditions. Nothing in this clause shall operate to limit or exclude any liability for fraud.

These Terms and Conditions shall be governed by and construed in all respects in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English courts.

Online dispute resolution

If we are unable to resolve any of your concerns regarding your purchases, the European Commission has set up an online dispute resolution service <http://ec.europa.eu/odr>.