

See Tickets – Consumer Terms and Conditions

In these terms and conditions "SEE" refers to SEE Group Limited and/or The Way Ahead Group Limited (as applicable). SEE sells all tickets as an agent on behalf of the organisers, promoters, artists, venues or producers of an event (referred to as a "Promoter") or members of the public under our Fan to Fan programme on these terms and conditions and subject to any other terms, conditions or rules applicable to that event.

Purchasing tickets

1. Tickets you purchase are for personal use. Except as we may agree, you and your party must not re-sell or transfer (or seek to re-sell or transfer) the tickets in breach of the applicable terms. A breach of this condition will entitle SEE or the Promoter to cancel the tickets without prior notification, refund, compensation or liability.
2. In addition to the ticket price your order may require payment of a booking fee per ticket, a transaction fees per order and/or other supplementary fees which may apply to the event. Those fees are not refundable except as set out in paragraphs 3, 4, 6, 16, and 35 below.
3. If you order or buy more tickets than the maximum permitted per person, per card or per household, we may cancel all of the order or tickets, in which case you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid.
4. To prevent fraud and protect SEE and you, we may carry out checks and/or you may be asked to provide additional information (such as a copy of a credit or debit card statement) after your booking so we can verify your purchase. If we suspect fraud, we may cancel any order or tickets.
5. You must inform SEE of any change of address, contact phone number or email address, both before and after receipt of the tickets. Our contact details are below. Our preferred method to contact you is email, so you should take care to provide a current, valid email address and be aware that your email filter settings may treat our emails as spam or direct them to your junk folder.
6. An order for tickets is not complete until accepted by us. We try to ensure all prices are accurate, but errors may occur. 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.
7. Whilst we allocate specific seats to you, we have the right to change these seats to others of equal value.
8. On rare occasions the show or event may be filmed or recorded. Buying a ticket affirms your consent to the filming and sound recording of yourself as a member of the audience. If you have any objection, should this happen when you attend a show or event, please contact a member of the Theatre or Venue Management.

Delivery and collection

9. Tickets may be despatched to you electronically or by post (including secure, registered, recorded and regular post) or made available for collection at the venue box office. For despatch arrangements for tickets purchased as part of a package with SEE coach travel services please also see paragraph 38 below.
10. We will try to despatch tickets to you promptly by the despatch method agreed at the time of booking, but we may, where reasonable, make tickets available for collection at the box office instead of posting them to you if:
 - posting is impractical due to timing or circumstances beyond our control (e.g. strikes); or
 - necessary for reasons of identification; or
 - your tickets are lost in the post
 - we are otherwise unable to post tickets to you for any reason.

You will be notified by phone, email or in writing (using the contact details provided by you) if this becomes necessary. Please note the conditions for box office collection at paragraph 13 below.

11. For tickets delivered by post, if you have provided an email address you will receive an email confirming despatch of your order. We cannot usually specify the dates on which you will receive tickets. If you do not inform us of the non-receipt of tickets within a reasonable time (in any event at least 72 hours before the event) we will have no liability to you.
12. If tickets sent by post are returned to us marked "addressee gone away", "addressee unknown" or similar words indicating that you do not reside at the address, your order may be cancelled and the ticket price and any supplementary charges (but not the booking fee or transaction fee) refunded, or your order may be made available for collection at the box office.
13. To collect tickets at the box office the cardholder must present the card used to book the tickets as identification. Other identification or letters authorising collection may not be accepted and the tickets may be withheld at the box office.
14. Always check your tickets upon receipt and advise us promptly of any errors. Mistakes when ordering cannot always be corrected, and any corrections are discretionary.

Cancellation Rights and Refunds

15. Tickets cannot be transferred, exchanged, or refunded once purchased other than for the reasons set out in these terms and conditions. This is subject to any rights you may have pursuant to Ticket Plan Protection purchased when you bought the tickets.
16. If the event takes place but you do not receive the tickets you have purchased for any of following reasons you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid:
 - SEE does not receive the tickets from the Promoter and cannot arrange for duplicates to be collected at the box office; or
 - the tickets have been sent to an address different to the one you specified, and you tell us within a reasonable period, as set out at paragraph 11 above, but replacement tickets are not provided; or
 - your tickets are not despatched, and no arrangements are made for the tickets to be available for collection at the box office
17. No duplicate tickets will be issued to replace tickets that have been lost or stolen after they have been delivered to you, and nor will such tickets be refunded.

Cancellation, change or postponement of an event

18. Decisions to change or cancel events are the responsibility of the Promoter. SEE cannot guarantee to inform you of any change or cancellation of any event or be held responsible for refunds or for any resulting costs you may incur for travel, accommodation, any other related goods or service or other compensation.
19. You should always check that an event is going ahead at the scheduled date, time and venue.
20. If a Promoter cancels an event or makes significant changes to the venue, date, show time or (concerts only) headline act and confirms this to SEE, SEE will try to inform you. This will usually be contacted by letter for phone bookings or email for online bookings. In urgent cases it may be by phone.
21. If an event is rescheduled, changed or moved, the Promoter will usually give you the option of either retaining or exchanging your tickets for the new date/location, or alternatively claiming a refund. If an event is cancelled by the Promoter, you will normally be offered a refund. Please note that the Booking Fee and any Transaction Fees are not refundable in these circumstances.

Refunds

22. If for any reason you are entitled to a refund, in most cases you must return any tickets you have:

- follow the refund instructions otherwise you may not receive a refund. If these require you to return the tickets, do so promptly and within the timeframe communicated to you.
 - tickets should be returned (with copy of the email or letter entitling you to a refund, or a covering note containing your order reference number and contact information) to the specified address by registered post (or an equivalent secure postal method). Please note that the return postage cost is non-refundable.
23. Any refund will usually be paid, using the same method you used to buy the tickets, within 30 days of the original date of the event or the date that we receive your returned tickets, whichever is later.
24. For more information about refunds, please contact our [customer service page](#).
25. No refunds will be offered under any circumstances if you fail to comply with the all terms and conditions applicable to those tickets, the venue or the event (see paragraph 26 below).

Attending an event

26. Events are not the responsibility of SEE. SEE does not organise events and has no responsibility whatsoever for any loss or damage of any kind suffered at or in connection with any event (including loss, damage or theft any personal property at an event).
27. Admission to an event is at all times subject to any terms, conditions or rules of the Promoter and the venue operator. If you breach those terms, conditions or rules then the Promoter or venue operator may refuse admission or require you or other ticket holders to leave the venue.
28. Amongst other things you will need to comply with health and safety rules and any security requirements (including security searches for the safety of those attending the event). The venue or the Promoter will have rights to refuse admission or eject you in certain circumstances and these are likely to include if you are involved with abusive, threatening, drunken or other anti-social behaviour, or carry offensive weapons or illegal or prohibited substances or make unauthorised audio, video or photographic recordings. There will often also be rules restricting or preventing the admission of latecomers.
29. SEE will highlight any terms, conditions or rules relating to the event of which it is aware and which it considers particularly significant, onerous or unusual. This will generally include age restrictions, ticket types etc. *Information on where you can find full details of relevant terms, conditions or rules will be available from the Promoter or venue operator via the box office or their website or during the online booking process.*
30. Before you finalise your booking, please read all the information that applies to the event and/or ticket. If you or any member of your party has particular requirements, please raise these when booking and we will endeavour to address your query. There can be no guarantee that requirements can be met if notified at the event.
31. When you receive your tickets check the details carefully. When attending the event, carry proof of age if appropriate.
32. Specific seats may be allocated to you at the time of booking, but the Promoter or venue operator reserves the right to change these seats to others of equal value.

SEE coach travel

33. Items 33 to 38 apply where SEE offers coach travel in conjunction with a ticket. Unless stated otherwise on booking, whilst SEE sells tickets only as the Promoter's agent, it supplies the coach travel itself.
34. SEE may alter or cancel the coaches which it runs for operational reasons. Whilst SEE will endeavour to notify you (using the contact details you provided) of any changes to your journey it cannot guarantee to do so. You should always check that the journey is going ahead at the scheduled time and departure point and you must advise your party of any changes.
35. If SEE makes changes to coach availability in a way which means you can no longer attend the event, you will be entitled to a full refund of the cost of your coach travel, your ticket price and

any booking fee, transaction fee or supplementary fee. This does not include changing the time of the coach within the day the coach has been organised for.

36. SEE will take all reasonable precautions to ensure coaches arrive on time but is not responsible for delays due to circumstances which are unforeseen or beyond its control (e.g. traffic delays or vehicle breakdowns).
37. You should take care of any personal property that you may have with you on any coach, and in no circumstances should you leave it unattended. SEE is not responsible for the loss, damage or theft of such personal property.
38. Event tickets purchased as part of a ticket and coach package will not be posted to you in advance unless otherwise specified by SEE. Unless otherwise advised:
 - you and your party must travel on the designated coach to receive your tickets. If you or any member of your party do not travel on the designated coach, you are not guaranteed entry to the event;
 - the coach ticket must be produced in order to collect the ticket for the event. If you or members of your party lose their coach ticket, the credit or debit card used to make the purchase must be presented to collect the event ticket.

Privacy

39. We may share your personal information with Promoters, venue operators, coach operators and others as necessary only for the purposes of the event. We will not otherwise share that information for marketing or any other purposes without your consent (as part of the booking process or otherwise) unless required by law.
40. See will share your information with 3rd parties only if you have given consent for us to do so. These 3rd parties may use your information to contact you with regards to the specific event or other relevant events you may be interested in, based on your purchase history.
41. We will always respect your privacy and any personal communication between you and ourselves. We will always comply with United Kingdom data protection legislation.
42. We may receive information that you submit to any third-party website that you access from a link contained in this website or from which you linked to this website. Both SEE and the owner or operator of that third-party website will be the data controller in respect of any such information, and you should check the privacy policy of that website to find out how they will use your data. We will only use that information in accordance with this Privacy Policy.

General

43. SEE cannot be liable in any way for the acts or omissions of others (including Promoters and venue operators). However, SEE does not seek to exclude its liability to you for death or personal injury caused by its negligence, fraud or any other liability which cannot be lawfully excluded or limited.
44. These terms and conditions do not create any rights or obligations enforceable by or against anyone other than SEE, you and, as SEE contracts as the Promoter's agent, the Promoter who has direct rights and obligations under these terms and conditions.
45. The purchase by you of tickets and these terms and conditions (and any contractual or non-contractual matters arising in relation to these terms and conditions) are governed by English law and any disputes arising out of any transaction between you and SEE are subject to the exclusive jurisdiction of the English Courts.

Contact SEE

Still confused? Then please contact SEE Customer Services using the details set out below, quoting the order number you were given at the time of purchasing your tickets (if applicable), and we'll see what we can do to help.

For West End Theatre booked by phone only:

Address: 5th Floor, Amadeus House, 27b Floral Street, London, WC2E 9DP.

To email click on the link: <https://www.seetickets.com/customerservice>

For all other bookings in the UK & Europe:

Address: Norfolk House, 47 Upper Parliament Street, Nottingham NG1 2AB

To email click on the link: <https://www.seetickets.com/customerservice>

Supplementary Ticket Terms and Conditions

By procuring one or more complimentary tickets and attending the Event, you have read and agree to these Supplementary Ticket Terms and Conditions, on behalf of yourself and your guests, as follows:

The purchase of tickets for and entry to the “Rekorder-Land” experience (“Event”) organised by Molson Coors Brewing Company (“MCBC”) is subject to the following Supplementary Terms and Conditions, in addition to the Ticket Seller’s terms and conditions [here](#) (“Ticket Seller’s Terms”). Underbelly, Southbank – London is the designated Venue (“Venue”).

The Event

For your own safety and enjoyment, we advise you to follow the below:

1. You are participating in a multi-sensory installation, placing you and up to three others inside an immersive and interactive virtual and mixed reality environment.
2. The Event is a fully immersive experience, including visuals, touch, sound and scent, utilising multiple technologies to further your experience, including light and sound simulations.
3. The Event utilises a headset technology. If you are a spectacles wearer, your experience may be affected by the wearing of large rimmed spectacles. If you are able to wear contact lenses or small rimmed spectacles, this will optimise your experience.
4. The experience is strictly for guests aged 18+. Anyone under the age of 18 will be denied entry. Proof of age may be requested upon entry. MCBC and the Venue operate a Challenge 25 Policy. If you look under 25 please do not be offended if we ask you for proof of age when you arrive at the experience, as it is related to an alcohol brand this is necessary. Please bring proof of ID to show you are over 18. Please don’t be offended if you are asked for ID.
5. The venue reserves the right to refuse the purchaser entry to the Event without their ticket. You acknowledge that MCBC cannot be held responsible for Tickets that are lost or stolen.
6. You will abide by the rules and regulations of the venue which are available at the venue and may be changed at the venue’s discretion and any other rules or regulations which may be included in the Ticket.
7. You will comply with all reasonable safety and other announcements and/or directions whilst attending the Event.
8. During your experience you will be free to roam the limited space. Due to the unique and personalised nature of the event, each consumer may have a differing experience. Audiences are completely active in the Event, and their journey is solely dictated by the choices they make within.
9. MCBC has the right to alter or vary the programme for the Event or to reschedule or cancel all or part of the Event.
10. The ability to take personal photo or video may be restricted to health and safety reasons. Please abide by such rules on site.
11. MCBC or the Venue has the right to refuse entry to the Event to any person without reason or to require them to cease participating in any activity. If you are found to be behaving in a manner deemed unsociable or potentially dangerous, in breach of these terms & conditions, the rules and regulations of the venue or any instructions or directions given to you by any official at the Event, you will be ejected from the Event without refund.
12. MCBC and/or the Venue has the right to search all persons and personal property and refuse admission to, or eject from, the site any person who refuses to be searched by a security official.
13. With the exception of guide dogs, you are not permitted to bring any animals to the Event.

14. The Event is wheelchair accessible, but please advise of this at the time of booking so we can ensure an optimum experience.
15. The Event requires some physical interaction, and activity.
16. You can arrive at any time during the Venue opening hours, but guests should arrive at The Event at the beginning of their scheduled 30-minute ticket slot.
17. If there is only the option to purchase 1 ticket, it means that there is only one left for the time you have selected. If you want more than 1 ticket, please select a different time.
18. The Event is approximately 5 minutes and will take place during the 30-minute window, if you arrive at the start of the 30-minute window. The Event takes place in a Venue with seating (subject to availability), food and drink (subject to purchase).
19. If you arrive after the start of your 30-minute slot, it may not be possible for you to experience the Event.
20. Guests will enter the experience in groups of up to 4, most commonly 3. During peak periods we cannot guarantee that your group will all be able to enter together, even if booked this way.

Ticket Purchase

21. The purchase of the Ticket is subject to the Ticket Seller's Terms.
22. Tickets are subject to availability.
23. The purchaser of the Ticket represents and warrants that the Ticket is purchased for personal use only, and that it is not purchased as part of any form of business or commercial activity (unless expressly authorised by MCBC and its agents) and in particular the Ticket may not be resold or offered for resale by anyone, whether at a premium or otherwise, and may not be used for advertising, promotion or for any other trade purposes. Resale or attempted resale of a Ticket will render the Ticket void and the holder of any resold or transferred Ticket may be ejected from or refused entry to the Event.
24. The zero-value ticket price for the Event does not include anything other than entry to the Event. See the rules and regulations of the Venue to find out whether you may bring your own food and drink on site, but food and drink is available for purchase on site within the Venue's operating hours and regulations.
25. Tickets have no cash value and will be VOID and invalid if transferred to parties other than the applicant.

Ticket Refunds

26. All tickets are subject to any cancellation or refund provisions in the Ticket Seller's Terms.

Liability

27. In the event of cancellation or rescheduling, MCBC shall not be liable for any losses you suffer as a result of the cancellation or rescheduling, including but not limited to, ticket price, accommodation costs or travel expenses.
28. Neither the Venue nor MCBC has any responsibility for lost or stolen property.
29. Attendance of the Event is at your own risk. MCBC will be held liable for any loss, cost, expense, injury or damage sustained at the Event except in respect of death or personal injury caused as a result of negligence by MCBC, as applicable.

Publicity

30. You give your express consent to the use of your likeness in connection with the production, exhibition, advertising or exploitation of any photograph, film, video and/or audio recording of the Event and/or any element thereof in any/all media throughout the world. Recordings may be used for promotional and marketing purposes by MCBC.

Health and Safety

31. The experience may include total darkness, varying lighting, loud noises, scents. For your own safety, the experience is not suitable for:
 - Persons who suffer from any type of medical condition affecting the senses of smell, vision or hearing.
 - Persons with sensitivity to scent, loud noises or flashing lights.
 - Persons prone to motion sickness.
 - Persons with sensitivity to enclosed or confined spaces.
32. The following articles are not permitted within the venue – illegal substances, weapons, dangerous or hazardous items, political or offensive materials, glass or bottles, petrol generators, BBQ's and such other items as MCBC or the venue may deem to be prohibited from time to time. Any person found in possession of such items may be refused entry into, or ejected from the Venue.
33. All guests are advised to wear comfortable, close fitting clothing they can easily move in. We advise flat shoes as the floor may be uneven in places and your vision will be impaired.
34. When wearing the Magic Leap head set guests will be required to wear the battery pack over their shoulder on a shoulder strap which will be supplied.
35. Please follow steward/staff instructions in relation to the Event at all times.
36. To ensure the safety of patrons, the venue and MCBC may refuse entry to individuals with large items of luggage without refund or compensation. Belongings may not be taken inside the experience, other than a light jacket. Other belongings may be held outside the Event but are not the responsibility of MCBC or the Venue.

Sampling

37. Free samples of Rekorderlig cider may be given to guests when they exit the experience, subject to availability.
38. Flavours given to guests will rotate and will be subject to availability. Guests cannot request specific flavours.
39. One sample per person will be distributed to guests exiting the experience. Guests may decline the sample if desired.

General

40. These terms and conditions shall be governed by English law and you submit to the exclusive jurisdiction of the English courts.
41. These terms and conditions may be enforced by the venue and MCBC's affiliates, successors and assigns but may not otherwise be relied or enforced under the Contracts (Rights of Third Parties) Act 1999 by any party that is not a party to these terms and conditions.
42. If any provision of these terms and conditions is found to be invalid or unenforceable by a court, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provisions and remainder of the agreement valid or enforceable.
43. MCBC reserves the right to alter or amend these terms and conditions without prior notification and you will abide by such amended terms and conditions. It is your responsibility to check the website for the latest terms and conditions.

Event Promoter: Molson Coors, 137 High Street, Burton-upon-Trent, Staffordshire, DE14 1JZ
