

ARKHAM ASYLUM

Arkham Asylum T&C's

To view our privacy policy please visit www.arkhamasylum.com

The following terms and conditions apply to all IE LDN Ltd events ("Events") provided by IE LDN Ltd trading as IE LDN (the "Event Provider" and its affiliates).

Arkham Asylum is produced by Department Studios, Inc, and IE LDN LTD ("the Event Provider"). By purchasing a ticket for this experience via this website, the box office, or a third-party website, you accept the Terms & Conditions on behalf of yourself and your guests at the event. Entry to the experience is deemed acceptance of the Terms & Conditions and you thereby expressly accept the risks associated and participate at your own risk. The Terms & Conditions do not create any rights or obligations enforceable by or against anyone other than the Event Provider and you. Personal information provided as part of the booking process will be used by the Event Provider to administer the Event you are attending and to provide you with information. More information about how we handle personal data is available in our privacy policy at www.arkhamasylum.com.

Event Specific Terms & Definitions

See Tickets

See Tickets is an industry-leading ticketing provider designed to deliver a carefully curated, world class ticketing solution for the entertainment and hospitality industries. For more information, visit [See Tickets](#).

See Tickets sell tickets for a variety of events with different policies. Most productions do not require paper tickets and run an electronic guestlist, however your email confirmation will contain all the information you need about how to access the event. Please take the debit or credit card you used for payment, or photo ID.

Ticketmaster

Ticketmaster is an industry-leading ticketing provider designed to deliver a carefully curated, world class ticketing solution for the entertainment and hospitality industries. For more information, visit

[Ticketmaster](#)

Tickets & Booking (Delivery & Collection) - Online/In-Person/Phone, Booking with Specific Requirements, Return Tickets, Ticket Purchase

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- Tickets are priced according to demand.
- The Event Provider reserves the right to change performance times without prior notice.
- The price paid at the time of booking is final and non-negotiable. The Event Provider reserves the right to amend ticket prices at any time, without prior notice.
- Payment cards used to purchase tickets will be charged on the same date of the order.
- Tickets are sold via an online booking agent and are subject to the agent's terms and conditions of sale and to the agent's handling and administrative fees levied at the point of sale. The Event Provider is not responsible for and does not process, handle or receive the handling and administrative fees and any complaints and/or queries relating to handling and administrative fees – or the booking process should be directed to the booking agent.
- Where the Booking Information states that an age restriction applies to the Event, the Event Provider will operate a strict ID policy. To gain access to the Event, ticket holders must produce a valid form of photographic identification. Accepted forms of identification are UK/EU/International Passports, National Identity Cards and Valid Driving Licenses. Please note that only original documents will be accepted as proof. Refunds will not be provided to those who are not admitted to the Event as a result of failure to provide acceptable identification or who do not comply with the applicable age restriction.
- Where the Booking Information states that a health restriction applies to the Event, for example in the case of a pandemic, the Event Provider may operate an appropriate health check system, subject to UK law at date of performance. Refunds will not be provided to those who are not admitted in the event the Event ticket holder fails to pass the Event Provider's health check or fails to comply with stipulated conduct and behavior at the Event. It is the responsibility of the ticket holder to ensure appropriate health check procedures are followed in line with government and event advice.

Online - To use our on-line booking you must enable Cookies on your browser.

Bookings with specific requirements - Our booking path has been designed to enable customers to specify any accessibility requirements if you should encounter any problems, please contact us on info@arkhamasylum.com

SEE Tickets Exchanges, Cancellations, COVID-19 & Refunds Policy (Payment & Concessions)

EXCHANGES, CANCELLATIONS AND REFUNDS ARE SUBJECT TO THE TICKETING OUTLET YOU HAVE CHOSEN TO BOOK WITH, PLEASE REVIEW POLICIES CAREFULLY.

- **Please note See Tickets operate an online support center which allows you to exchange like for like tickets free of charge up to 72 hrs. before your planned performance.**

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- Where you are not able to exchange your tickets via See Tickets online support center, we will endeavor to assist. If you can no longer attend the performance, you can exchange like-for-like tickets anytime up to 72 hours in advance of your experience for an alternative date by emailing info@arkhamasylum.com. Please note a £2.50 admin fee will be charged per ticket. The Flexible Exchange Policy is only available on orders booked directly via the website and therefore is not applicable to bookings made through third party ticket companies.
- No Refunds. Once purchased, tickets are non-refundable except, subject to these terms and conditions, on cancellation of the Event by the Event Provider. Tickets cannot be exchanged or returned except in the case of manifest error by us or our agents. It is your responsibility to check that the information contained in the acknowledgement of order and the tickets is accurate. Tickets may not be resold, reissued, or transferred to any other person unless via the Ticket Providers own fan to fan / fan share network. They specifically may not be used as rewards or competition prizes. Unauthorized resale (or attempted unlawful resale) of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation. Tickets remain the property of the Event Provider and are a personal revocable license which may be withdrawn, and admission refused at any time upon refunding the printed purchase price.
- Event cancellation. In the unlikely event of our having to cancel an Event entirely due to licensing or other legal restrictions or for safety reasons then the Event Provider will provide notification of the cancellation to the contact information provided by the ticket purchaser. On cancellation, the Event Provider will offer ticket holders the opportunity either; (i) to exchange their tickets for subsequent Arkham Asylum performances; or (ii) to a refund equal to the face value of the tickets. This option must be exercised within 2 weeks of notification by the Event Provider of the cancellation. Handling fees or other charges levied by the ticket agent are not refundable. This is the Event Provider's sole liability to ticket holders in the event of cancellation. Event Provider and ticketing agent are not liable to reimburse customers the cost of any related travel, accommodation or other charges incurred around your visit.
- Any changes or amendments to a booking must be completed prior to the performance originally booked. It is not possible to exchange or refund tickets for a performance that has passed (a performance is considered 'passed' once the start time on the date of the booking has been reached).
- There may be an admin fee payable by the customer for changes made to tickets.
- Any applicable handling fees may be retained by the Ticket Provider
- The Ticket Provider cannot accept payment by cheque or Theatre Tokens.
- Disruption. No ticket exchanges or refunds will be given if the Event or the opening or start of the Event is disrupted or delayed for reasons such as security or safety alerts, traffic incidents, adverse weather

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conditions and strike action. The Event will commence or continue as soon as the Event Provider is reasonably able to do so.

Changes or Postponements of Event

- Decisions to change or cancel events are the responsibility of the Event Provider. The Ticket Provider 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.
- You should always check that an event is going ahead at the scheduled date, time, and venue.
- If the Event Provider cancels an event or makes significant changes to the venue, date, or show time and confirms this your ticket provider 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.
- If an event is rescheduled, changed, or moved, the Event Provider will usually give you the option of either retaining or exchanging your tickets for the new date/location. Please note that the Handling Fee and any Transaction Fees are not refundable in these circumstances. If you opted for Ticket Refund Protection this is also a non-refundable fee.

Attending an Event, Location & Venue

- Tickets are issued subject to the rules and regulations of the venue which are available from the venue when advised. Breach of the venue's rules and regulations, breach of these terms and conditions or the Booking Information or any unacceptable behavior likely to cause damage, nuisance or injury shall entitle the venue or Event Provider to refuse admission or eject you from the venue without refund or compensation.
- You will need to comply with health and safety rules and any security requirements. The Event Provider will have rights to refuse admission or eject you in certain circumstances: If you are involved with abusive, threatening, drunken or other anti-social behavior, or carry offensive weapons or illegal or prohibited substances or make unauthorized audio, video, or photographic recordings. There will often also be rules restricting or preventing the admission of latecomers.

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- Before you finalize 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 endeavor to address your query. There can be no guarantee that requirements can be met if notified at the event.
- When you receive your tickets check the details carefully. When attending the event, carry proof of age if appropriate.
- The venue may conduct security searches to ensure the safety of patrons and may refuse entry to individuals or to large items of luggage without refund or compensation. A copy of the search policy for Arkham Asylum will be available upon request at the entry point to the venue.
- Food and/or drink may not be brought into the Event. Only items purchased at the venue may be consumed.
- No trading or promoting is allowed within the venue without the express prior written permission of the Event Provider
- Strictly no smoking outside the designated smoking areas.
- No animals, unfortunately the nature of the performance is not suitable for guide dogs at this moment in time. Accessibility carer tickets are available, please contact info@arkhamasylum.com for any more support around this.

Accessibility

- Where the Booking Information sets out guidance and information regarding any health checks or controls at the Event it is the Event ticket holder's responsibility to ensure they will be able to comply. In the event there are any changes or updates to the health checks or controls, arising from guidance or advice issued by the Government, Public Health England, or local or judicial authorities, this will be communicated by us through the website, by email and/or by notices at the Event as appropriate.
- Some elements of the Event experience may require physical activity. Haze, strobe lights, and flashing lights may also be in use.
- Patrons holding a valid Blue Badge, or equivalent (including PIP/DLA recipients) are entitled to one free carer ticket and will be asked to provide evidence via the official Ticket Agent: See Tickets upon ticket purchase. Alternatively, please contact the Event Provider on info@arkhamasylum.com for more

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information before booking to confirm the accessibility of the venue and to reserve a carer ticket. Please allow a minimum of 72 hours for your enquiry to be processed.

- On request, the Event Provider will make a COSHH list available to event visitors from the date of the first show. The list may be subject to change during the Event term and will list only to substances used in the public areas.
- On request, the Event Provider will make ingredient lists of all food & drink menu items available to visitors from the date of the first show. All ingredient lists are supplied by the individual traders at the Event and may be subject to change over the course of the Event term. Visitors are advised to ask the individual traders at the Event to enquire about ingredients and make them aware about allergies.

General Terms (Terms & Conditions)

- The Event Provider reserves the right to ask for proof of age prior to serving any alcohol, and to refuse to serve alcohol, to anyone who appears to be underage or inebriated.
- Only food and drinks purchased within the venue can be consumed on the premises. Food, drinks or chewing gum are not permitted inside the experience.
- Smoking on the premises (including the use of e-cigarettes) is strictly prohibited outside of designated areas.
- Guests arriving later than their scheduled ticket time will be refused admission without a refund.
- Cloakrooms are available at the venue to store any bags and mobile phones. Personal belongings are stored at the owner's risk and the Event Provider will not be held responsible for any lost or stolen items.
- All electronic equipment must be switched off or otherwise disabled whilst inside the experience. Phones are not permitted in the experience, and you will be asked to turn off and stored in cloakrooms provided.
- Forms of light are not permitted inside the experience; this includes laser pointers and torches.
- All venues reserve the right to refuse admission and request any ticket holder to leave the venue.
- From time-to-time events are cancelled without notice and the Ticketing Provider does not accept liability to pay any person compensation for damages other than a refund of the ticket price and any handling fees.
- There is a £1.50 transaction fee on all tickets purchased online or over the phone.
- If you arrive late to a performance, we cannot guarantee admission. Each production has different policies regarding latecomers and readmission.
- These terms and conditions are subject to the laws of England and Wales and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-

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contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

Safety & Security (Housekeeping/Banned Items)

- Guests must not remove anything from the experience, this includes props and sets.
- The climbing of sets, walls, doors, or props is not permitted.
- Anyone failing to comply with instructions and ignoring safety warnings given either by signage, or verbally by a team member, may result in being removed from the experience without a refund.
- In the event of inappropriate behavior, guests may be liable to pay for the cost of repairing any damage caused to the property, equipment, contents, sets or grounds of the experience.
- Anyone found to be in possession of alcohol, illegal substances, or who are appearing to be intoxicated may be refused admission or be removed from the experience without a refund.
- Any behavior such as shouting, drunkenness, violence or abusive conduct which may constitute an annoyance to other guests or team members is prohibited.
- Anyone displaying lewd, offensive, or threatening behavior to other guests or team members may be removed from the experience without a refund.
- Naked flames of any kind are strictly forbidden inside the experience. This includes, but is not limited to, matches, lighters and sparklers.
- The possession of full head masks, imitation/actual weaponry, or other item to cause damage or injury to persons or property is strictly forbidden. The misuse of, or interference with equipment or devices which are there in the interests of safety is a criminal offence. Offenders will be removed from the experience without a refund and may be subject to prosecution.
- The Event Provider reserves the right to refuse admission and/or remove guests from the experience, at its own discretion, any guest failing to comply with the Terms & Conditions.
- The Event Provider will endeavor to ensure the experience is open for guests during normal operating hours. However, the Event Provider reserves the right, at its own discretion, whether for safety reasons, mechanical breakdown, operational reasons or otherwise, and with or without prior notice, to close the experience or any part of it.
- The Event Provider reserves the right to evacuate the experience in the event of an emergency, irrespective of whether it is a genuine emergency or not. In this event, the Event Provider does not accept any liability for any delay or cancellation nor is it liable to refund part or all of the ticket.
- For your comfort and security, you may be subject to additional checks on your visit to Arkham Asylum – we appreciate your patience and understanding while these are taking place.
- Banned from the Event are: aerosols, airhorns, balloons, bicycles, blowtorches, chairs, drones, drugs and other illegal substances, gas canisters, food hampers/cool bags/boxes, fireworks, flags on poles,

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flares, items which may be regarded as weapons including secured blades, legal highs, laser equipment and/or pens, alcohol-based liquids or gels over 100ml (e.g. hand sanitizer), megaphones, pyrotechnics, smoke bombs, sound systems (including personal speakers), spray cans.

- Visitors' phones, cameras, and other recording equipment will be stored in a cloakroom for the duration of the Event and must not be used.

Photography & Video Recording (Publicity)

- From time to time the Event Provider and other authorized parties carry out photography and/or video recording within the experience, which may feature guests. Entry to the experience is deemed acceptance of these Terms & Conditions and you therefore agree that the Event Provider or any authorized party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever across the UK and Internationally.
- You further agree that copyright on these materials rests with the Event Provider or such authorized party (as the case may be). Any pictures and/or recordings of any kind are owned by the Licensor. If you have any objections to being filmed or recorded, please speak to a member of our team before entering the experience.
- CCTV is in operation across the venue for the purposes of crime prevention and public safety.
- Cameras and laser pens are prohibited, and together with mobile phones with cameras, may be confiscated for the duration of the Event. The Event Provider accepts no responsibility for any personal property.
- The use of photographic or recording equipment of any kind is strictly prohibited in the experience. The Event Provider reserves the right to delete any unauthorized recordings and any guests who are suspected of making recordings may be removed from the experience without a refund. Mobile phones and any other electronic equipment must be switched off unless otherwise stated by the event organizer.

Dress code

- The Event Provider will provide details of any specific dress code to ticket holders via email and/or our online registration system. Guests are expected to be appropriately dressed at all times for movement within the performance.

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- Guests are advised to wear comfortable clothing and sensible footwear. High heels or open toed shoes must not be worn.

Liability

- The Event Provider is not holding itself out as an authority on public health regarding the incidence and transmission of any virus. We will follow guidance from the Government and Public Health England (or local or judicial authority) and take such steps as we consider appropriate in the circumstances, and we shall look to comply with such guidance, for example social distancing.
- However, it is each Event ticket holder's sole decision whether to attend any Event knowing the risks associated with how easily a virus may be spread and knowing the health advice and recommendations issued by the Government, Public Health England, or any local or judicial authority. The Event ticket holder is responsible for their own health and safety and cannot solely rely on the measures put in place at the Event by the Event Provider.
- The Event Provider's liability to any person in relation to the purchase of tickets for any Event or in relation to the attendance of that person at any Event shall be limited to direct loss and/or damage actually incurred. In addition, the Event Provider's total liability to such person shall not in any circumstances exceed the value of the ticket for the relevant Event purchased by or on behalf of that person. We shall not be liable for any special or indirect loss or damage irrespective of whether we have been informed of circumstances where such losses might be incurred. The Event Provider does not attempt to limit or exclude its liability for death or personal injury caused by our negligence or that of our employees or agents and any other liability that may not be limited or excluded by applicable law.
- The Event Provider accepts no responsibility for loss or damage to persons or property, however sustained, on its premises and shall in no circumstances be liable for any loss, damage, cost, or expense or any consequential or indirect loss or damage of any kind.
- From time to time the Event Provider may cancel experiences without notice and shall in no circumstances be liable for any loss, damage, cost, or expense or any consequential or indirect loss or damage of any kind.
- The Event Provider cannot be liable in any way for the acts or omissions of others. However, the Event Provider does not seek to exclude its liability to guests for death or personal injury caused by its negligence, fraud or any other liability which cannot be lawfully excluded or limited. Guest statutory rights are not affected.
- The Event Provider reserves the right to amend these Terms & Conditions at any time without notice.

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Contacting Us (Complaints)

For any issues raised within the event please contact info@arkhamasylum.com

For any issues raised with ticketing, please contact the ticketing provider directly.