

## Stubbings Events Terms and Conditions

- Please refer to our [FAQs](#) which provide lots more detail on common questions
- Once purchased, tickets are non-refundable and cannot be transferred, exchanged, or returned unless the event is cancelled or moved to another date.
- No duplicate tickets will be issued to replace lost or stolen tickets.
- Customers are advised to check their purchase upon receipt.
- Occasionally, events are cancelled or postponed for a variety of reasons. As soon as we are notified of any amendments, we will contact all customers by email and on our Facebook page [www.facebook.com/stubbingsnursery](http://www.facebook.com/stubbingsnursery). If the show has been cancelled or rescheduled, you will be given the option of retaining your tickets for the new date. The email will contain details on how to transfer your ticket. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date and time, and Stubbings cannot guarantee that they will inform the customer of any changes to the event date and time.
- Please note, in the event of an event being cancelled or postponed, neither Stubbings nor Ticketing Hub can be held responsible for any costs incurred by the customer for travel, accommodation or any other related service.
- It is the responsibility of the customer to inform Stubbings of any change of address, contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.
- The right to admission to an event is reserved by the promoter and event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. We would advise customers that no refunds or transfers will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being (or appearing to be) under age as specified by the event organiser, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.
- Events and ticket types where an age restriction applies are clearly indicated during the booking process. Please ensure that you read all the information that applies to the event/ticket you are booking, and carry proof of age if appropriate. By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.
- If a customer orders more tickets than the maximum allowed, as indicated during the booking process, we reserve the right to cancel the order. The maximum applies per person/card/household.
- In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.
- We reserve the right to cancel any order that, further to investigation, we deem to be possibly of a fraudulent nature. These checks may include, but not be limited to, a request to be provided with an original credit or debit card statement, attempts to contact a customer by telephone, reference to records to check for other fraudulent activity at an address.
- We will not share your personal information for marketing or any other purposes without your consent unless where required by law.

- If you have registered your interest and thereby given your consent, you may be contacted with relevant promotions, offers or information that you have expressed an interest in or that might be of interest to you. If you do not wish to receive further updates please click [here](#).
- We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.
- Advanced booking for most of our events is recommended as availability can't be guaranteed for walk ins
- All children under 15 years old must be accompanied by an adult.
- Please note alcohol will only be served to adults aged 18 and over. Please note we operate a Challenge 25 Policy. Strictly no alcohol can be brought into the venue. Consumption will only be allowed if bought on the premises.
- Advanced notification is required if you or any of your party have any dietary requirements or allergens. Please provide these details in the 'allergen requirements' section when making your booking.
- Should you wish any additional assistance, please speak to a member of staff or email [info@stubbingsnursery.co.uk](mailto:info@stubbingsnursery.co.uk).
- **Outdoor Events - please note that our outdoor events will go ahead even if it rains so please come prepared for forecasted conditions. The events will only be cancelled if the weather is deemed to be a safety concern or government guidelines do not allow the event to proceed.**