



Walled Garden Cinema terms and conditions.

Force majeure

Please note that this is an outdoor event and will go ahead even in light rain so please come prepared for forecasted conditions.

Rainy Day guarantee

Rainy Day Guarantee can only be used once per original ticket transaction. If the Met Office deems the rain to be heavy and for over 30 minutes, we will offer a new date for the screening or access to other cinema dates if available. Weather conditions will be recorded by Stubblings Group and our decision will be final.

No cash alternative is available and tickets cannot be sold or exchanged. Rainy Day Guarantee cannot be used in conjunction with any other offer or promotion and booking on a different film is subject to availability at time of rebooking. We will email all ticket holders 24 hours before the event to let them know if the screening is being postponed.

Rubbish

We kindly ask, for the safety of our staff, that you take all your rubbish home with you.

Alcohol

Please do not bring alcohol into the venue. Drinks can be purchased from our licensed bar.

Dogs

Please do not bring dogs to this event. We occasionally run dog-friendly screenings so watch out for this special event on our what's on page.

GENERAL TERMS & CONDITIONS

- Once purchased, tickets are non-refundable and cannot be transferred, 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. 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. Children under 15 need to be accompanied by an adult.
- Strictly no alcohol can be brought into the venue. Consumption will only be allowed if bought on the premises.
- 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.

- Events are brought to by either Stubbings Group Ltd or Stubbings Nursery Ltd. These terms & conditions are applicable to both.
- For further information or enquiries, please don't hesitate to contact us at info@stubbingsnursery.co.uk