

QUARTER CONDITIONS OF SALE
Terms and Conditions should be read in conjunction with Ticket Quarter's full Terms and Conditions of Sale which can be found at www.ticketquarter.co.uk/online/terms, and with the Venue and/or Event Promoter terms, conditions and regulations, copies of which are available on request from the Venue and/or Event Promoter. Details of the Venue and Event Promoter are made available on the front of the ticket where possible, otherwise details are available on request from Ticket Quarter.

Tickets are issued on behalf of the organisation responsible for the performance or event to which it relates (the "Event") with Ticket Quarter acting as a disclosed agent on behalf of the Event Promoter.

1. The original purchaser may be asked to present ID and/or the actual credit/debit card used for the purchase along with their tickets to gain entry to the venue.
2. Please check all your tickets on purchase, as mistakes cannot always be rectified.
3. Please check before travelling that an Event has not been cancelled or rescheduled. Ticket Quarter, the Venue and/or Event Promoter will not in any circumstances reimburse travel costs incurred in travelling to an Event.
4. Ticket Quarter, the Venue and/or Event Promoter may, at its discretion, conduct searches of any person, bag, item of clothing or any other item at any time. Refusal or failure to co-operate in any search may result in refusal of entry to the Event or being ejected from the Venue without refund.
5. Ticket Quarter, the Venue and/or Event Promoter will not be responsible for any ticket that is lost, stolen or destroyed and tickets cannot be replaced.
6. Tickets are non-refundable unless the Event is cancelled or Ticket Protection has been purchased at time of sale.
7. Tickets cannot be exchanged, transferred, or resold for personal profit or commercial gain. Ticket Quarter, the Venue and/or Event Promoter reserves the right to cancel the relevant tickets with immediate effect, refuse admission to the Event, or eject the ticket holder from the Event, without refund, if Ticket Quarter, the Venue and/or Event Promoter has reasonable grounds to believe that such activity has taken place.
8. Ticket Quarter, the Venue and/or Event Promoter reserve the right to refuse entry to an Event, without refund, in reasonable circumstances, including but not limited to health and safety, licensing reasons or where a ticket is void.

9. Late entry to an Event is at the discretion of Ticket Quarter, the Venue and/or Event Promoter. Re-admission is not allowed unless otherwise clearly specified.

10. Ticket Quarter, the Venue and/or Event Promoter reserve the right to provide alternative tickets at the Event should the staging of the Event so require e.g. due to unavoidable seating changes.

11. For Events at M&S Bank Arena, Children under 14 years must be accompanied by a responsible adult. The standing area of the Arena Bowl is not suitable for children under 14 years of age. Ticket Quarter reserves the right to remove any person who appears in the opinion of ACC Liverpool to be under 14 years of age from the standing area of the Arena Bowl for safety reasons. Age restrictions may apply for Events at other venues, customers are advised to check with the specific Venue and/or Event Promoter prior to the Event.

12. For Events at M&S Bank Arena, no food or drink items are to be taken into the Venue. Only food and drink purchased from authorised vendors in the Venue may be consumed in the Venue. All other food or drink items must be disposed of before entry to the Venue. Food and drink restrictions may apply for Events at other venues, customers are advised to check with the specific Venue and/or Event Promoter.

13. If a Customer experiences any problems with their seating or enjoyment prior to or during the Event the Customer must inform Venue staff immediately as issues cannot always be resolved after the Event.

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Ticket Quarter is a trading division of The ACC Liverpool Group Ltd, registration number 5204033.

