

## GENERAL TERMS AND CONDITIONS

These general terms and conditions are provided by HISTORALIA UK Limited, with its registered office at Lakeside Oast, French Street, Westerham TN16 1PW, company number 15189229 (hereinafter referred to as "HISTORALIA"), the organiser/producer of events.

### 1- General and Practical Information

- **Doors Open:** Doors will open no earlier than 6pm.
- **Catering:** Catering services will also open no earlier than one hour before the event starts.
- **Print@Home Tickets:** Your print@home ticket must be of good quality. Ensure the barcode is clearly printed.
- **ID Verification:** You may be asked to show identification to verify that you are the ticket holder.
- **Ticket Validity:** The ticket is only valid for the date and time stated on the ticket.
- **Weather Conditions:** In case of heavy rain, outdoor events may be affected. In cases of severe weather, force majeure, unforeseen circumstances, or technical issues, the event may be temporarily suspended (and resumed as soon as possible) or rescheduled to another evening, subject to organisational and regulatory considerations (e.g., COVID-19 measures). If rescheduling is not feasible, the event will be cancelled, and at the organiser's discretion, the unused ticket may be exchanged for a ticket to the next event of the same type at the same location.
- **No Refunds:** Tickets are non-refundable under any circumstances, including illness, accidents, or reduced fare tickets.
- **Lost or Stolen Tickets:** Tickets will not be replaced if lost, stolen, or damaged.
- **Ticket Resale:** Reselling tickets is prohibited.
- **Timeliness:** It is mandatory to adhere to the scheduled time. For some performances, numbered seats may no longer be accessible once the event has started. If you are late for a performance, alternative arrangements may be made on-site for the next available performance, subject to seat availability. Due to safety reasons, exceeding the maximum number of visitors is not permitted.
- **Ticket Pricing and Quality:** The event organiser is solely responsible for the pricing categories of sold tickets and for the quality of the performance, which will be performed to the best of their ability.
- **Liability:** The event organiser is not liable for theft of personal belongings of attendees or for accidents occurring on the premises.
- **House Rules:** The "house rules" are considered an integral part of these general terms and conditions and must be adhered to at all times. The organiser reserves the right to refuse access to the facilities to anyone who does not comply with the house rules. The house rules may be changed at any time without prior notice.
- **Visitor Liability:** Attendees are liable for any damage caused by them or any third party as a direct or indirect consequence of a breach or unlawful act, including violations of the house rules.
- **Online Ticket Sales:** Online ticket sales are subject to the terms and conditions of the online provider (e.g., EventSquare) as indicated at the time of purchase.
- **Jurisdiction:** Any disputes are subject to the exclusive jurisdiction of the courts in England and Wales.

## 2- VIP Dinners and Media Packages

Special terms and conditions apply to VIP dinners and media packages in addition to the general terms and conditions and the house rules. More detailed information can be found on the reverse side of our order forms.

## 3- Website Usage Terms

The following terms apply to the use of the HISTORALIA website. Each visitor to the website is bound by these terms. The visitor expressly agrees to take responsibility for regularly reviewing these terms to ensure they are aware of the most current version.

**Website Content:** All information provided on the website, whether in text, files, images, or any other form, is provided by HISTORALIA for informational purposes only.

**Liability:** HISTORALIA cannot be held responsible for inaccuracies or omissions in the information on the site. Incorrect information or omissions do not entitle visitors to financial compensation.

**Intellectual Property, Copyright, and Trademarks:** The user acknowledges that all content such as texts and graphic elements are protected by intellectual property rights and remain the property of HISTORALIA. Full or partial reproduction, adaptation, or commercial use of the HISTORALIA website is prohibited without prior written permission. Electronic distribution or storage of this information, except for automatic caching by the browser, is also prohibited. Names, marks, and logos on the website or linked sites may be protected trademarks. To avoid infringement of trademark laws, please consult the relevant firm first.

**Notifications and Amendments:** HISTORALIA reserves the right to change these terms of use at any time.

**Choice of Law and Jurisdiction:** Any disputes arising from the use of the website fall under the jurisdiction of the courts of England and Wales and are governed by English law.