

Disneytickets.co.uk – Terms & Conditions of Sale

Please read these Terms and Conditions carefully before you submit your order to us. These terms tell you who we are, how we provide your tickets and merchandise to you, how the contract may be changed or ended, what to do if there is a problem and other important information.

These Terms and Conditions incorporate, and should be read in accordance with, the venue's and/or event producer's terms, conditions and regulations, copies of which are available upon request from the venue. In the event of any inconsistency between the terms then these terms shall prevail.

Please be aware that once your order has been processed by us your right to return, refund or exchange, is set out in section 6 and section 12 below.

1. Who you are buying from

- A. Other than tickets to events at Disneyland Paris or performances at the Mayflower Theatre in Southampton, all tickets and merchandise purchased on disneytickets.co.uk (**“Disney Tickets”**) are sold by The Walt Disney Company Limited of 3 Queen Caroline Street, London, W6 9PE (**“Disney”**).
- B. All tickets to events held at Disneyland Paris (**“Paris Event Tickets”**) purchased on Disney Tickets are sold by Euro Disney Vacances S.A.S. a French "Société par Actions Simplifiée" having its registered office 1 rue de la Galmy, 77700 Chessy, France, registered under the number 383 850 278 with the Registry of Commerce and Companies of Meaux (**“Euro Disney”**). Disney acts as an agent for Euro Disney for the sale of all Paris Event Tickets. You will be sent an email confirming payment by Disney but your tickets and all information concerning the event will be supplied to you by Euro Disney.
- C. All tickets to performances at the Mayflower Theatre in Southampton (**“Southampton Event Tickets”**) purchased on Disney Tickets are sold by The Mayflower Theatre Trust, a company registered in England and Wales under company number 2026445 and whose registered address is located at Empire Lane, Southampton SO15 1AP (**“MTT”**). Disney acts as an agent for MTT for the sale of Southampton Event Tickets. You will be sent emails confirming payment, your tickets and all information concerning the event by Disney.

You can contact us by telephoning our Guest Services team on 0800 640 8101 or by writing to us at help@disneytickets.co.uk or Disney Theatrical Group, Lyceum Theatre, 21 Wellington Street, London, WC2E 7RQ.

2. Key terms

In order to purchase tickets on Disney Tickets you must be over 18 years old and have a valid credit or debit card issued in your name.

All purchases are subject to credit or debit card verification (if applicable), other security checks, and collection of payment by us. Your order may be cancelled if it has not passed our verification process or if payment is not received in full.

Once your order has been processed by us you have no right of return, refund or exchange, other than as set out in section 6 and section 12 below.

It is prohibited to obtain or attempt to obtain any tickets through use of any robot, spider or other automated device or software, or any other illegal or unauthorised activity. We reserve the right to cancel any order(s) that we reasonably suspect to have been made fraudulently or otherwise in breach of these Terms and Conditions, without any notice to you, and any and all tickets obtained as part of such order(s) will be void.

3. Age and other restrictions

As an advisory to adults who might bring young people, Disney recommends The Lion King and The Greatest Showman for ages 6 and up. Children under the age of 3 will not be admitted into the Lyceum theatre for The Lion King and children under the age of 4 will not be admitted into the Bristol Hippodrome for The Greatest Showman. All persons aged 16 or under must be accompanied by an adult and may not sit on their own within the auditorium. All persons entering the theatre, regardless of age, must have a ticket. For other events, the applicable age restrictions or recommendations can be found on each event [information](#) page. Shows available for younger audiences can be found under the 'Family Shows' section on www.disneytickets.co.uk.

Tickets may be sold to you subject to certain restrictions on entry or use, such as restricted, obstructed or side view or a minimum age for entry. Any such restrictions will be displayed or otherwise notified to you before or at the time you book the tickets. It is your responsibility to ensure that you read all notifications and other important information displayed or notified to you as part of the purchase process.

Admission to all events is subject to the terms of admission of the relevant venue, and certain things may be prohibited. Please check with the venue directly. Please note that

you may be required to bring a passport or driver's licence with you to confirm your identity when attending an event at Disneyland Paris. The unauthorised use of photographic and recording equipment at events is also prohibited. Any unauthorised photos, videos and/or recordings may be destroyed or deleted.

Breach of any of the venue's Terms and Conditions or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the organiser or owner to eject you from the venue.

4. Guest data

Disney is responsible for the operation of the Disney Tickets website and is the data controller for all personal data collected on Disney Tickets, including data relating to your purchase of tickets. Disney will handle all your personal data in accordance with [Disney's UK & EU Privacy Rights Notice](#), [Disney's Privacy Policy](#) and [Cookies Policy](#). Disney reserves the right to make changes to these policies from time to time to accommodate new technologies, industry practices, and/or regulatory requirements and for any other legitimate and lawful purpose.

5. Pricing

All prices are inclusive of legally applicable VAT unless otherwise stated. Ticket prices on Disney Tickets are subject to change at any time prior to placing your order. Any additional booking fees, delivery fees, service charges and venue facility fees will be indicated to you on the Disney Tickets website prior to placing your order.

No order will be accepted until we have received full payment. Where a concession is claimed, proof of identity and concession entitlement (for example of age or student status) may be required at the venue.

Please note that if you require a VAT invoice, we will only issue an invoice once we have received payment. For example, if you are making a group booking reservation we will issue a proforma invoice as a demand for payment upon confirmation of the reservation. However, we will not issue tickets until we have received payment in cleared funds. Once we have received payment in cleared funds we will issue tickets and provide you with a VAT invoice. If there are any changes to your booking and/or refunds required following payment, we (or the legal seller of tickets) will issue credit notes or additional invoices where appropriate.

6. Cancellations and Refunds

In the event of cancellation or rescheduling of the applicable event, the producer, promoter and/or Disney shall not be required to issue you a refund, provided that you are given the right to attend a rescheduled performance of the same event, or to exchange your ticket(s) for a

ticket that is comparable in price and location with another similar event within 12 months of the originally scheduled event, as available and as designated by venue management and/or Disney. Terms relating to your right of refund or exchange are set out in section 12 below.

7. Alterations

Performance dates, times, prices and cast are subject to change without notice. The seat allocated at the time of placing your order is subject to change and Disney and/or venue management are entitled to issue a new seat of equivalent value and quality. It is your responsibility to ascertain whether an event has been cancelled or re-scheduled and the date and time of any re-scheduled event. Where an event is cancelled or re-scheduled, we will use our reasonable endeavours to notify you using the details you provided us with at the time of ordering. We do not guarantee that you will be informed of such cancellation before the date of the event. It is your responsibility to inform us of any change to the contact address, telephone number or email address you provide us with at the time of ordering.

8. Ticket resale

The unauthorised resale or attempted resale of any ticket is grounds for seizure and cancellation without compensation and/or refusal of entry to the venue.

9. Delivery and use of ticket

Any purchase of a ticket or merchandise on Disney Tickets is subject to these Terms and Conditions of Sale, the Terms and Conditions for the Disney Tickets website, and the Terms and Conditions of the applicable venue owner.

We aim to send all mobile tickets and e-tickets 14 days prior to scheduled performances, except for tickets to The Greatest Showman which we aim to send 7 days prior to scheduled performances. For events with postal tickets this time may vary. Details of an event's delivery method can be found in the FAQ section at the bottom of the event's web page on www.disneytickets.co.uk. Please be aware your tickets may arrive close to the date of the event. If your tickets have not arrived by 48 hours before the event, please contact us at help@disneytickets.co.uk or 0800 640 8101.

Unless otherwise stated on Disney Tickets, delivery estimates are just that and should not be treated as guaranteed delivery dates.

Ownership or possession of a ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the ticket.

We reserve the right to make tickets available for collection by you at the venue box office or at another designated ticket collection point.

Unless otherwise stated by Disney Tickets Guest Services, tickets cannot be replaced if lost, stolen or destroyed and are valid only for the event, timed entry (for non-seated events) and allocated seat for which it is issued. Tickets are not redeemable for cash.

10. Liability

You voluntarily assume all risks and danger incidental to the event for which the ticket is issued, whether occurring prior to, during or after the event. You voluntarily agree that the venue management facility, promoter, Disney, Euro Disney, and each of their respective parents, affiliates, subsidiaries, agents, officers, directors, owners and employees (collectively, the “Released Parties”) are expressly released by you from any claims arising from such causes, other than liability for death or personal injury caused by the Released Parties’ negligence. Liability for the cancellation or rescheduling of an event, or for material changes to an event, will be limited to the refund as set forth in Section 6 and Section 7. The Released Parties will not be responsible for any loss, theft or damage of your personal belongings, unless it is caused as a result of the Released Parties’ negligence or breach of statutory duty.

11. Conditions of admission

The management of the venue reserves the right to refuse ticket holders admission to the venue in reasonable circumstances including for health and safety, licensing reasons or where a ticket is void. Euro Disney may require you to present a passport or driver’s licence for admittance to events at Disneyland Paris.

The management of the venue also reserves the right to request that ticket holders leave the venue at any point on reasonable grounds and may take any appropriate action to enforce this right. By way of example, the venue may remove a ticket holder who: (i) has behaved in the venue in a manner which, in the reasonable opinion of the venue has, or is likely to affect the enjoyment of other visitors; or (ii) uses threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace; or (iii) in the reasonable opinion of the venue is acting under the influence of alcohol or drugs; or (iv) fails, when required, to produce proof of identity or age. You must comply with instructions and directions given by venue staff and stewards.

No refunds will be given to ticket holders who are refused entry or ejected due to their own behaviour as suggested in, but not limited to, the examples above.

You agree not to transmit or aid in transmitting any description, account, picture or reproduction of the event to which this ticket is issued. You grant permission to the organisation sponsoring, presenting and/or producing the event for which the ticket is issued, to utilise your image or likeness in connection with any live or recorded video or other transmission or reproduction of the event for which this ticket is issued, in perpetuity, throughout the universe, in all languages, and in all media now known nor hereafter devised.

In addition to the above, all Disneyland Paris Tickets are sold to you by Euro Disney subject to the following conditions of sale:

- a) You will be emailed an e-ticket by Euro Disney that must be printed before you arrive to be scanned at the gate;
- b) Children under 12 must be accompanied by an adult at all times;
- c) For safety reasons, certain elements of the events may be subject to restrictions such as height, health and physical conditions (including but not limited to: expectant mothers, those with heart conditions, spinal problems, pace makers, travel sickness, people with reduced mobility, people wearing neck braces, ...);
- d) The information given at the event entrance must be strictly observed;
- e) Some elements of the event at the area surrounding the event such as shows, attractions, locations within the Disney® Parks, animations, shops and restaurants are opened only to certain seasons and can be closed, modified, delayed or deleted without advance notice;
- f) Valid personal photo identification (passport, ID card or driver's licence) of the named lead person indicated on the ticket may be requested at the entrance;
- g) Unless otherwise specified, all tickets are non-exchangeable and non-refundable;
- h) The tickets may not be copied or duplicated and may only be used once, any such misuse may result in confiscation of the tickets;
- i) Euro Disney shall only accept the unused tickets that have not undergone any alteration and for which the validity period has not expired;

- j) The validity periods may not be extended without Euro Disney's prior written agreement; and
- k) All attendees must comply with the internal regulations in force at Disneyland Paris and all instructions or notices set forth on the www.disneylandparis.com website or in any other document issued by Euro Disney.

12. Ticket Types and Exchanges

It is your responsibility to check your tickets, and email confirmation are correct, if you have made a mistake, it cannot always be rectified after placing your order. Please check your tickets on receipt carefully and contact us immediately if your order has been processed incorrectly.

- a) Tickets purchased on Disney Tickets for performances of The Lion King at the Lyceum Theatre are Flexi-Tickets, there is no additional charge for purchasing a Flexi-Ticket.
- b) Other than as set out in this section or section 6, we do not offer exchanges or refunds for tickets to any of the other events offered for sale on Disney Tickets. Tickets not marked as 'Flexi-Ticket', tickets for events not listed in section 12a, Magical Mondays tickets, or those purchased as part of a promotion, special offer or with a discount may have separate terms.
- c) Flexi-Tickets may be exchanged only for tickets to different performances of the same production (e.g. if you have bought a ticket to The Lion King you cannot exchange it for any other production, subject to availability of performances and seats).
- d) Exchanges for The Lion King at the Lyceum Theatre must be made no later than 24 hours prior to the start time of your ticketed performance.
- e) Exchanges may be for any other single performance on sale at the time the exchange is made, subject to blackout dates and other restrictions.
- f) Exchanges will be valued at the same price as the original value of your order in full.

- g) Where no tickets of the same value are available for a performance then additional tickets of a lower value can be selected if the new order value matches the original order. Additional tickets can also be purchased during an exchange.
- h) Complimentary tickets are not eligible for exchanges or refunds.
- i) Other restrictions may apply.

Ticket exchanges are only available for tickets purchased on Disney Tickets. Please contact Disney Tickets Guest Services on 0800 640 8101 or help@disneytickets.co.uk.

13. Disney Tickets Guest Credit

- a) Tickets for The Lion King at the Lyceum Theatre in London, Mary Poppins at the Milton Keynes Theatre and Liverpool Empire Theatre can be exchanged for Guest Credit which can be used for redemption against the purchase of tickets and/or merchandise of the same production, in the same country and currency, at a later date on Disney Tickets.
- b) Your Guest Credit will be confirmed electronically via the email address provided to us when purchasing the tickets and/or merchandise that we are crediting by way of Guest Credit. You must ensure that you provide the correct email address. We will not be responsible for the incorrect delivery of Guest Credit due to your error (such as a mistyped address). We will not be responsible for any Guest Credit that cannot be delivered due to the recipient's junk filters, firewalls, mailbox capacity mailbox, or any other factors outside of our reasonable control.
- c) **IMPORTANT NOTE: Guest Credit expires at the end of the calendar month 24 months from the originally ticketed performance.**
- d) Exchanges into Guest Credit must be made no later than 24 hours prior to the start time of the ticketed performance (48 hours for Mary Poppins).
- e) A redemption of Guest credit must be made for a new order valued at the same price as the original value of your order in full. If the new order is of a higher value then an additional payment may be made by credit or debit card.
- f) If performances or seats to an event are no longer available, or the performance has been rescheduled to a date greater than 12 months of the originally ticketed event,

the terms detailed in Section 6 may apply or tickets can be exchanged into Guest Credit and redeemed for another production.

- g) Guest Credit cannot be gifted. It can only be redeemed by the person who purchased the original tickets.
- h) Guest Credit can only be redeemed by contacting Disney Tickets Guest Services on 0800 640 8101 or help@disneytickets.co.uk.

14. Disney Tickets Gift Vouchers

- a) In this section, "you" and "your" refers to the person who purchases a digital gift voucher ("**Gift Voucher**"), any person who has been allocated a Gift Voucher by Disney Tickets and any other person who uses a Gift Voucher to purchase from Disney Tickets either tickets for a live event in the United Kingdom and/or merchandise for collection in the United Kingdom. By purchasing or using your Gift Voucher, you agree to the Terms and Conditions, including without limitation this Section 14.
- b) You will receive your Gift Voucher electronically via the email address confirmed to us upon purchase of the Gift Voucher. You must ensure that you provide the correct email address. We will not be responsible for the incorrect delivery of Gift Vouchers due to your error (such as a mistyped address). We will not be responsible for any Gift Vouchers that cannot be delivered due to the recipient's junk filters, firewalls, mailbox capacity mailbox, or any other factors outside of our reasonable control.
- c) The Gift Voucher is not valid for use until it is purchased or allocated by Disney Tickets and you have received an email confirmation of the purchase or allocation of the Gift Voucher including the alphanumeric Gift Voucher code, value and expiry date of the Gift Voucher. Any discrepancies on the Gift Voucher must be notified to us immediately.
- d) Gift Vouchers may only be used to make online purchases from Disney Tickets of tickets for live events in the United Kingdom and/or merchandise for collection in the United Kingdom. Gift Vouchers may not be used at any other ticket or merchandise retail outlet or on any other website.

- e) A Gift Voucher may be purchased or allocated to any of the following values: £25, £50, £100, £250 or £500.
- f) The balance on a Gift Voucher can be checked by contacting Disney Tickets at help@disneytickets.co.uk or 0800 640 8101.
- g) Gift Vouchers shall expire 24 months after the date of purchase or allocation by Disney Tickets. Any unused balance will be forfeited on the expiry date.
- h) Gift Vouchers can be redeemed in full or part payment of tickets and/or merchandise. If the total price of goods and/or services purchased from Disney Tickets exceeds the value of the Gift Voucher, you must pay the remaining balance by any payment method accepted by Disney Tickets at the time of purchase. If the total price of goods and/or services purchased from Disney Tickets is less than the value of the Gift Voucher, the remaining balance shall remain available for redemption until the expiry date.
- i) The standard Terms and Conditions of Sale will apply in respect of any item purchased via the redemption of a Gift Voucher. Any such item will be returned or exchanged in accordance with those standard Terms and Conditions of Sale and not the terms of sale of the Gift Voucher set out under this Section 14, except that any amount owed to you after the return or exchange will be credited as a Gift Voucher.
- j) A Gift Voucher is not redeemable for cash.
- k) A Gift Voucher is not returnable or cancellable after purchase other than in accordance with section l) below.
- l) If you decide you do not want the Gift Voucher before it has been redeemed then you have 14 days in which to cancel your order by emailing us at help@disneytickets.co.uk, including your Gift Voucher code, name, email address and proof of purchase. Once redeemed, you are not entitled to cancel the ticket and/or merchandise redeemed with the Gift Voucher unless set out in the applicable Terms and Conditions of Sale.
- m) The risk of loss for a Gift Voucher passes to the purchaser or recipient upon our electronic transmission of the Gift Voucher to the purchaser or recipient. We are not responsible if any Gift Voucher is lost, stolen, deleted or used without your

permission. If the details of a Gift Voucher are lost, a Gift Voucher will not be replaced by Disney without such proof of purchase and identification as Disney may require. Please contact help@disneytickets.co.uk with this information to request a replacement.

- n) You may not resell a Gift Voucher.
- o) We reserve the right to cancel your Gift Voucher if we reasonably suspect it has been used fraudulently, has been stolen or is otherwise being used in breach of this Section 14.
- p) The Gift Voucher is issued by The Walt Disney Company Limited, 3 Queen Caroline Street, Hammersmith, London, W6 9PE, United Kingdom.
- q) None of the provisions this Section 14 shall affect any of your statutory rights that have mandatory application to the purchase or use of a Gift Voucher and that are incapable of being disapplied by contract.

15. Purchase of merchandise

If you purchase any merchandise on Disney Tickets then you will be sent a Merchandise Voucher together with your tickets. In order to collect your merchandise you must present that Merchandise Voucher together with valid ID (driver's licence, passport, credit or debit card) at the merchandise concession within the venue. You will only be able to redeem the Merchandise Voucher for the merchandise on the day of the performance for which you have booked tickets.

16. Your right to cancel or return merchandise (not applicable to tickets)

If you decide you do not want the merchandise before you collect it or you are not happy with the merchandise you purchase then you have 14 days in which to cancel your order or return the merchandise to us. You are not entitled to cancel the ticket associated with the merchandise.

To cancel your order of merchandise please call us on 0800 640 8101 or email us at help@disneytickets.co.uk. Alternatively, you may use the model cancellation form set out at the end of these Terms and Conditions of Sale, but it is not obligatory. To return merchandise you must either return it in person to where you bought it or post it back to us at Disney Theatrical Group, Lyceum Theatre, 21 Wellington Street, London WC2E 7RQ. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract.

We will give you a full refund (please note that CDs and DVDs must be returned with their seals and packaging intact) and pay for the reasonable cost (i.e. via Royal Mail posted from within the UK) of return if: (a) the merchandise is faulty or misdescribed; (b) you are ending the contract because we have told you of a change to the product as described when you purchased it such as an error in pricing or description; or (c) there has been a delay in delivery due to events outside our control. In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return. We will only accept returned merchandise and offer refunds for merchandise that has not been used and is in a pristine condition (please note that CDs and DVDs must be returned with their seals and packaging intact). For qualifying returns, we will refund you the price you paid for the products including reasonable delivery costs, by the method you used for payment.

17. Applicable law

These terms of purchase shall be governed by and construed in accordance with the laws of England and Wales. The courts of London, England shall have exclusive jurisdiction in respect of any actions or claims under these terms of use and you hereby consent and submit to the personal jurisdiction of such courts; provided that nothing herein shall prevent the application and enforcement of mandatory and applicable law. If any of these Terms and Conditions of Sale are deemed invalid, void, or for any reason unenforceable, that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

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