

Terms and Conditions

The following terms and conditions are accepted by the customer upon purchase of ticket(s) for the King Richard III Visitor Centre.

- All Tickets are sold subject to availability and subject to these Terms and Conditions.
- Purchase of any Ticket constitutes acceptance of these Terms and Conditions.
- Upon purchase, please check accuracy of Ticket information as mistakes cannot always be rectified after purchase.
- Removing any part of, altering or defacing the Ticket may invalidate a ticket holders' ticket.
- Tickets are sold subject to the Management's right to make any necessary change in the visitor centre or event owing to unforeseen or unavoidable circumstances. The Management will not be responsible for any ticket that is lost, stolen or destroyed. Duplicates may be issued at the Management's discretion.
- The Management reserves the right to refuse admission and/or delay entry of latecomers.
- Only customers holding a valid Ticket will be admitted into the visitor centre or event.
- If you arrive after your time slot, the visitor centre will re-book you on to the next available time slot. Tickets can be exchanged for an alternative date, subject to availability.
- Only tickets which are purchased from the visitor centre or official ticket agents will entitle you to enter the visitor centre or event. Entry using forged or unauthorised tickets will not be permitted.
- Tickets remain the property of the Management and subject to these Terms and Conditions. If a ticket is re-sold, transferred or advertised for profit or commercial gain by anyone other than the Management or an authorised ticket agent, it will become voidable and the ticket holder may be refused entry to, or ejected from, the visitor centre without refund.
- Tickets obtained in breach of these Terms and Conditions shall be null and void and the Management may refuse to admit such ticket holder into the visitor centre. Any person seeking to use such a void or fraudulent ticket in order to gain or provide entry will be considered to be a trespasser and will be ejected and liable to legal action. Void tickets are non-refundable.
- It is your responsibility to inform the visitor centre of any change to the contact address, telephone number or email address you provide it with at the time of ticket purchase.
- The Management reserves the right to refuse admission in reasonable circumstances including, without limitation, for health and safety, licence restrictions or where a ticket is void. The Management reserves the right to remove any ticket holder from the visitor centre, without refund, on reasonable grounds including, without limitation, where the ticket holder breaches these Terms and Conditions, disrupts other visitors' enjoyment or does anything that the Management considers to be unacceptable behaviour which may cause damage, nuisance or injury.
- Visitors must comply with instructions and directions given by the visitor centre staff.
- Visitors consent to filming and sound recording as visitors. The visitor centre may use such films and recordings (including any copies) without payment to visitors.
- Mobile telephones and messaging equipment must be silenced or switched off during your time at the visitor centre.

- The Management is entitled to conduct security searches of persons and property to ensure the safety of all visitors and confiscate any item which in the opinion of the Management may cause danger or disruption to other visitors or the visitor centre.
- Ticket holders may only leave and then re-enter the visitor centre as required by the visitor centre's health and safety obligations or at the discretion of the Management. Otherwise there shall be no re-admissions or pass-outs of any kind. Every effort to admit latecomers will be made, but admission cannot always be guaranteed.
- Unless otherwise stated, anyone under 16 must be accompanied by an adult, and up to four under 16s can be looked after by one adult.
- Parents and/or supervisors are responsible for supervising children in their care at all times and supervision of children shall be by not less than 1 adult per 10 children. The Management reserves the right to ask parents/supervisors to remove children if, in their opinion, they are causing a disturbance.
- The following are not permitted within the visitor centre or outdoor seating area: smoking (including electronic cigarettes); laser pens; animals (except registered assistance dogs); ticket holders' own food and drink; bottles, cans or glass containers; any item which may be interpreted as a potential weapon (including sharp or pointed objects such as knives); and illegal substances. Alcohol may only be consumed in the cafe and other authorised areas.
- It is against the law to smoke on these premises. Our policy does not permit electronic cigarettes to be used within the visitor centre or outdoor seating area. Smoking within the visitor centre will lead to ejection without a refund.
- The obstruction of gangways, access-ways, exits, entrances or staircases or congregating in non-designated areas is strictly forbidden.
- Ticket holders must comply with all relevant statutes, safety announcements and visitor centre regulations whilst visiting. For health and safety reasons, the Management reserves the right to restrict access to parts of the visitor centre.
- If ticket holders have any special requirements or concerns about any special effects (for example lighting or sound effects) which may be featured as part of the attraction or event, prior notice should be provided.
- Except to the extent that the Management is required or permitted by law, personal information provided by you to the Management will be used for all purposes reasonably connected with the operations of the visitor centre including (but not limited to): supplying you with the goods that you request and transferring or disclosing the information provided to the Management's professional advisors and such other parties as it considers necessary in the administration of its business. The Management will not use or disclose your personal information to any other party or for any other reason other than as set out in these Terms and Conditions without your prior consent. If you have any queries about this, please write to the Management.
- The Management shall not be liable for any loss, damage, cost, or expense, except in respect of death or personal injury resulting from any act or omission on the part of the Management.
- Any ticket offers are not available retrospectively.
- The Management will not be responsible for any loss, theft or damage of ticket holders' personal belongings, other than caused as a result of the negligence or other breach of statutory duty of the Management. Any such liability shall be limited to the reasonable cost of either replacing or repairing such property (subject to fair wear and tear). Please ensure that no bags or other items of personal property are left unattended anywhere in the visitor centre.
- For the purposes of these Terms and Conditions, "Force Majeure" means any cause beyond Our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments. The Management will not be liable to you for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.