

THE CHURCH VENUE – TICKET TERMS & CONDITIONS

1. General

1.1 These Terms & Conditions apply to all ticket purchases for events held at The Church Venue, Church Street, Kidderminster, Worcestershire, DY10 2AR (“the Venue”).

1.2 By purchasing a ticket, you agree to be bound by these Terms & Conditions.

2. Tickets & Entry

2.1 All tickets must be presented on entry (digital or printed).

2.2 Each ticket admits one person unless otherwise stated.

2.3 The Venue reserves the right to refuse entry or remove any person without refund for reasons of safety, licensing, or misconduct.

2.4 Late arrival may result in delayed entry or no admission, depending on the nature of the Event.

3. Age Restrictions

3.1 Certain events may be age-restricted (e.g. 18+).

3.2 Valid photographic ID may be required.

3.3 Under 18s must be accompanied by an adult where permitted.

4. Refunds & Exchanges

4.1 Tickets are non-refundable except in the event of cancellation or significant change to the Event.

4.2 If an Event is cancelled, a full refund of the ticket face value will be issued.

4.3 If an Event is rescheduled, tickets will remain valid for the new date. If you are unable to attend, a refund may be offered within a specified timeframe.

4.4 Booking fees and third-party charges may be non-refundable.

4.5 Tickets may not be exchanged unless agreed by the Venue.

5. Event Changes

5.1 The Venue reserves the right to make changes to the advertised line-up, timings, or programme.

5.2 Such changes do not automatically entitle the ticket holder to a refund unless deemed a material change by the Venue.

6. Resale & Transfers

6.1 Tickets must not be resold for commercial gain without prior consent.

6.2 The Venue reserves the right to cancel tickets suspected of unauthorised resale.

6.3 Tickets may be transferred to another person for personal use unless otherwise stated.

7. Security & Prohibited Items

7.1 Bag checks and security searches may be conducted on entry.

7.2 Prohibited items include (but are not limited to):

- Illegal substances
- Weapons or items that could be used as weapons
- Outside food or drink

7.3 The Venue operates a zero-tolerance policy on drugs.

7.4 Intoxicated individuals may be refused entry without refund.

8. Behaviour

8.1 Attendees must behave in a respectful and safe manner.

8.2 Aggressive, abusive, or disruptive behaviour will result in removal without refund.

9. Health & Safety

9.1 Attendees must comply with all safety instructions and steward directions.

9.2 The Venue may impose additional measures where required by law or guidance.

10. Photography & Recording

10.1 Professional photography, audio, or video recording is prohibited unless authorised.

10.2 By attending, you consent to being photographed or filmed for promotional purposes.

11. Liability

11.1 Attendance is at your own risk.

11.2 The Venue is not responsible for loss, theft, or damage to personal property.

11.3 Nothing in these Terms excludes liability for death or personal injury caused by negligence.

12. Accessibility

12.1 The Venue will make reasonable efforts to accommodate accessibility requirements.

12.2 Customers are encouraged to contact the Venue in advance to discuss specific needs.

13. Force Majeure

13.1 The Venue shall not be liable for cancellation or disruption due to events beyond its control, including but not limited to severe weather, government restrictions, or technical failures.

14. Contact ;

The Church Venue

Church Street, Kidderminster, Worcestershire, DY10 2AR

Email: tickets@thechurchvenue.com

Phone:

01562 320420

15. Governing Law

15.1 These Terms & Conditions are governed by the laws of England and Wales.