

### ***Discovering Degas: Ticket purchase policy***

Please note: The following are the rules or "Terms" that govern use of the Glasgow Life Tickets Website ("Site") when purchasing tickets for the Discovering Degas Exhibition.

By using or visiting the Site, you expressly agree to be bound by these Terms and to follow these Terms and all applicable laws and regulations governing the Site.

Glasgow Life Tickets ("Us" or "We") is a primary ticket agent, part of Glasgow Life selling tickets for Exhibitions via the Site; or via the Reception Desk counter service at The Burrell Collection, manned by Glasgow Life staff.

"Glasgow Life" is the trading name for Culture and Sport Glasgow, a company which is a Scottish Charity (Scottish Charity Number SC037844) incorporated under the Companies Acts (Company Number SC313851) and having its Registered Address at Commonwealth House, 38 Albion Street, Glasgow, G1 1LH.

### **Purchasing Ticket(s)**

1. Tickets are for personal use. You or anyone in your party must not re-sell or transfer (or seek to re-sell or transfer) tickets. Breach of this condition may result in ticket cancellation without prior notification, refund, compensation, or liability.
2. The price of the tickets plus any fees shall be confirmed at the time your order is accepted. All advertised prices are inclusive of any applicable taxes and a per ticket booking fee (where applicable) but exclusive of any transaction or fulfilment fee(s), which would be added during the ticket purchase.
3. Fees are non-refundable.
4. A contract for the purchase of tickets is formed as soon as your payment has been processed and will expire after the Exhibition Booking Slot for which you purchased the tickets takes place, subject to payment card verification and security checks by the card payment processing company acting on behalf of Us.
5. If any error relating to the ticket price is discovered after an order has been made you will be informed as soon as possible. Your original order may be cancelled (in which case you will be refunded the ticket price and any applicable fees paid if your order is eligible for a refund) or you will be given the option to confirm a new order at the corrected price plus any applicable fees. This will apply regardless of human error or any transactional malfunction of the hosted website or other operated system acting on behalf of Us.
6. If you claim a concession ticket, photographic proof of identity and/or concession entitlement (e.g., age, receipt of benefit or student status) may be requested. Concessions and discounts are

subject to availability and only one concession/discount is applicable per ticket. The concession/discount and can be withdrawn without prior notice.

7. You must inform Us of any change of mobile or phone number or email address and/or postal address, both before and after receipt of the tickets and before the Exhibition for which you purchased tickets, takes place. Our contact details are listed below in the General section paragraph 8. Email is the preferred method of communication so please provide a valid email address and be aware that your email filter settings may treat outgoing emails as spam or direct them to your junk folder therefore your settings may require to be adjusted.

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9. Tickets may not be reissued if they are lost, stolen, or destroyed.

10. Before finalising your order, please read all the information that applies to the Exhibition and ticket purchase. If you or anyone in your party has specific requirements, please raise this when booking and we will endeavour to assist you. There can be no guarantee that requirements can be met if notified at the Exhibition.

11. Our Ticket Purchase Policy does not cover any ticket purchases from third party agents. If you have any queries or complaints regarding your purchase of tickets from a third-party agent, you must contact them directly.

### **Reissue / Exchange**

13. To protect security measures at museums it may not be possible to reissue a ticket. If an electronic or paper ticket is reissued, only the most recent version will be valid, and previous tickets will become void and entry not permitted.

14. Ticket exchanges are not permitted.

### **Gift Vouchers**

15. Glasgow Life Gift Vouchers are valid for 24 months from the original date of purchase. They can be purchased online, by telephone or in-person and can then be redeemed against an Exhibition ticket being sold by us via the Site. The date of expiry on the Glasgow Life Gift Voucher cannot be amended and once an expiry date has passed, Glasgow Life Gift Vouchers cannot be accepted for payment and become void. Glasgow Life Gift Vouchers are treated as cash and cannot be replaced should they become lost.

### **Ticket Dispatch & Delivery**

16. Ticket(s) will be dispatched to you electronically. We will try to dispatch ticket(s) to you promptly by the dispatch method agreed at the time of booking, but we may, where reasonable, make ticket(s) available for collection at The Burrell Collection reception desk if: a) emailing an electronic ticket is impractical due to adverse circumstances (e.g., system malfunction); or b) ticket(s) have not been delivered to your email address. You will be notified by email, text or phone using the contact details provided by you if this becomes necessary.

17. Your ticket(s) will be delivered to the email address you have registered on your customer account. Your e-ticket(s) must be presented on a mobile or tablet device or printed out by you before arriving at the venue. If printed, your e-ticket(s) must be printed on plain A4 paper. Printing will be your responsibility. Unauthorised duplication of your e-ticket(s) may prevent your admittance to the Exhibition. The Burrell Collection management team reserves the right to refuse entry if unauthorised duplicate ticket(s) are presented at the venue and this will also render your original e-ticket(s) null and void.

18. We cannot specify the dates on which you will receive ticket(s). If you do not inform Us of the non-receipt of ticket(s) within a reasonable time (in any event at least 72 hours before your Exhibition Booking Slot) We will have no liability to you.

19. Always check your email booking confirmation and ticket(s) upon receipt and advise Us immediately of any errors. Mistakes when ordering cannot always be corrected on the day of the Exhibition Booking Slot, and any corrections are discretionary.

### **Cancellation, reschedule or postponement of the Exhibition Booking Slot**

20. Ticket(s) cannot be transferred, exchanged, or refunded once purchased unless the Exhibition Booking Slot is cancelled, rescheduled or where there is a material change to the Exhibition as set out in this Ticket Purchase Policy. A material change to the Exhibition is a change that, in our reasonable opinion, makes the Exhibition materially different to the Exhibition that you could reasonably expect.

21. We will try to contact you as soon as a change or cancellation of the Exhibition Booking Slot is known but cannot guarantee to inform you of any change or cancellation of the Exhibition Booking Slot. Contact will usually be made by email to you. In urgent cases or very short notice it may be by text message and/or telephone.

22. We will not be held responsible for refunds or for any resulting costs you may incur for travel, accommodation, any other related goods or service or other compensation.

23. If the Exhibition Booking Slot is rescheduled, changed, or moved, we will give you the option of rescheduling your ticket(s) for another date and time. If you cannot attend a new date and time and if your ticket type is eligible for a refund, you will be refunded the ticket price excluding any fees paid.

24. If your Exhibition Booking Slot is cancelled, you will be refunded the ticket price excluding any fees paid if your ticket type is eligible for a refund.

### **Refunds**

25. Please be aware that we will not refund the amount of any donation made at the time your Ticket was purchased.

26. Paragraph 21 and 22 do not apply to ticket types that include a donation and/or Gift Aid. In this case, neither the ticket nor the donation will be refunded to comply with HMRC Gift Aid rules.

27. For standard (non-Gift Aid) tickets, unless the Exhibition Booking Slot is cancelled, rescheduled, postponed, or materially changed, tickets are non-refundable.

28. If you are entitled to a refund as per paragraph 21 and 22, where the original booking was made using a credit or debit card, the amount due to you, will be refunded to the respective card.

29. No cash refunds will be issued.

30. Refunds will not be issued once the Exhibition Booking Slot has passed due to your non-attendance at the Exhibition. If you do not attend your Exhibition Booking Slot, your tickets are made void.

31. This Ticket Purchase Policy shall not affect your consumer statutory rights.

### **Attending an Exhibition**

32. Museum management reserve the right to refuse you and/or anyone in your party entry in reasonable circumstances including but not limited to health and safety and/or licensing reasons or if a ticket is void.

33. Museum management also reserve the right to request that you and/or anyone in your party leave the venue at any point on reasonable grounds and may take appropriate action to enforce this right and you will not be entitled to any refund. By way of example includes but is not limited to the following circumstances.

a. If behaviour is likely to affect the enjoyment of other customers or visitors; or

b. If threatening, abusive or insulting language or behaviour is displayed towards staff and/or other visitors; or

c. Fail, when required, to produce proof of eligibility to a concession when requested; or

d. In the reasonable opinion of venue management, you are under the influence of drugs or have consumed excessive amounts of alcohol; or

e. Are carrying offensive weapons or illegal or prohibited substances; or

f. Are making unauthorised audio, video, or photographic recordings; or

g. Are carrying out commercial or group activity that you have not received permission for.

34. You must comply with directions and instructions given by museum staff.

35. We will highlight any terms, conditions or rules relating to the Exhibition of which we are aware and consider particularly significant for you to attend the Exhibition. Full details of relevant terms, conditions or rules will be available on the Exhibition information page displayed on the Website.

36. If you have booked a Concession ticket, please carry proof of concession and be prepared to show this to staff when requested.

37. On rare occasions the Exhibition may be filmed or recorded, buying a ticket(s) affirms your consent to the filming and sound recording of yourself as an attendee of the Exhibition. If you have any objection, should this happen when you attend the Exhibition, please ask to speak to the museum management team on duty.

### **Concession Rates**

38. To be eligible for the £5 concessionary rates, you must receive or hold one or more of the following and be able to evidence this when requested:

- Universal Credit
- Disability Living Allowance
- Personal Independence Payment
- Housing Benefit
- Income Support
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Carer's Allowance
- Education Maintenance Allowance
- Working Tax Credit
- Child Tax Credit
- Council Tax Support
- Forward Carers Card
- Young Scot Card

39. The above concessionary rates apply only to the named individual supplied on the evidence submitted and not to the entire party.

40. Multiple members of a party wishing to claim the concessionary rate of entry will need to evidence their receipt of one or more of the above criteria.

41. Free entry is available for members of ICOM, the Museums Association, the National Museum Directors Council, and NLHF Committee Members. Free entry for these concession categories cannot be pre-booked online and are subject to availability on the day and proof of eligibility must be shown.

42. Please note that Glasgow Life Museums reserves the right to ask for evidence of status or receipt of benefits before issuing any such concessionary tickets, when checking tickets and when granting entry to the exhibition.

43. If you are unable to provide evidence of status or receipt of benefits when requested, museum management reserve the right to refuse entry to the Exhibition.

### **Personal Assistant Tickets**

44. By accepting this ticket, your companion must be aged over 16, and accepts responsibility for providing additional support required for you to access our venues and services, including in an emergency or evacuation situation and must be capable and available to provide this support throughout your visit.

45. Although support provided by young carers is recognised, our policy is that young people aged 15 and under must be supervised on our premises, and we must be confident that Personal Assistants can assist effectively in any emergency.

46. Where a child under 16 is presented as Personal Assistant we reserve the right to refuse the party admission.

47. Personal Assistant tickets can only be booked alongside a paid Disabled Visitor ticket.

48. A Personal Assistant cannot attend an Exhibition without the Disabled Visitor attending the Exhibition. If a Personal Assistant is found in attendance at the Exhibition, without the Disabled Visitor, the Personal Assistant will be refused admission or asked to leave the Exhibition.

49. Anyone found to be misusing Disabled Visitor tickets and/or Personal Assistant tickets may not be permitted into the museum for future Exhibitions and Exhibitions.

## **Privacy**

50. For information on how we use information please see the Glasgow Life General Privacy Notice. [glasgowlife.org.uk/the-small-print/general-privacy-notice](https://glasgowlife.org.uk/the-small-print/general-privacy-notice)

51. Data for the purpose, in accordance with the terms of any Data Sharing Agreement will not be disclosed in a way that is incompatible with the purpose of the Data Sharing Agreement. Any processing of the Data shall be on a data controller to data controller basis. Data will be processed fairly and lawfully in accordance with Data Protection Law and each Disclosing Party warrants to the other Party in relation to any Data disclosed, that such disclosure is justified by a Legal Basis.

## **General**

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

53. A ticket(s) cannot be used for advertising, promotions, contests, or sweepstakes unless formal written permission given by us, provided that even if such consent is obtained, use of our trademarks and other intellectual property is subject to our prior consent.

54. You agree not to obtain or attempt to obtain any ticket(s) through unauthorised use of any robot, spider, or other automated device or any other illegal or unauthorised activity. We reserve the right to cancel any ticket(s) which we reasonably suspect to have been made in breach of these provisions without any notice to you and all ticket(s) in the order will be void.

55. You can contact us by:

- email to [burrellmanagementteam@glasgowlife.org.uk](mailto:burrellmanagementteam@glasgowlife.org.uk)
- calling 0141 287 2550 Monday, Tuesday, Wednesday and Saturday 10:00 – 17:00, Friday and Sunday 11:00 – 17:00.

- In person at The Burrell Collection Monday, Tuesday, Wednesday and Saturday 10:00 – 17:00, Friday and Sunday 11:00 – 17:00.

56. The purchase by you of ticket(s) and this Ticket Purchase Policy (and any contractual or non-contractual matters arising in relation to these terms and conditions) are governed by and construed in accordance with the law of Scotland and any disputes arising out of any transaction between you and Us are subject to the exclusive jurisdiction of the Scottish Courts.