

Terms and Conditions for Ticket Purchase

- When tickets are being collected at the box office, we ask that the cardholder presents the card that the tickets were booked on as identification. Any other forms of i.d. or letters of authorization are taken at your own risk and may result in the tickets being withheld at the box office.
- In the event that your tickets are lost in the post and duplicates are arranged for collection at the box office, these will only be given out to the cardholder upon production of the card that was used to make the booking.
- Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled.
- In the event of the cancellation of an event by the organiser/promoter (ie a cancellation due to circumstances beyond Star EFX's control), Star EFX will only refund the face value of the ticket. Star EFX Limited will use best endeavours to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Star EFX cannot guarantee that they will inform the customer of any changes to the event date, time or venue.

For West End Theatre booked by phone ONLY:

Star EFX Limited
1st Floor, Venture House
6 Silver Court
Watchmead
Welwyn Garden City
AL7 4TS

Telephone 0800 298 4360

We advise the use of secure mail when returning tickets. On receipt, Star EFX will refund the customer the face value of the tickets using the same method as used to purchase them.

- If an event is moved from its advertised venue and / or the date is changed, tickets already purchased may remain valid should the customer wish to attend the revised event. If not, Star EFX will refund the face value of the tickets. Star EFX will notify all purchasers by phone, email or in writing (using the details provided at the time of ordering) to advise on the validity of the tickets and the procedure for obtaining a refund. Refund requests will usually be accepted up until 1 week prior to the revised event, or 3 days after notification of the change (whichever is the later) unless otherwise notified. In the event of a change at short notice (within 1 week of the event) Star EFX will notify purchasers of the conditions that apply, and offer a refund if these are not agreeable. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Star EFX cannot guarantee that they will inform the customer of any changes to the event date, time or venue.
- If Star EFX is unable to fulfil an order for any of the reasons below the customer will be entitled to a full refund, including any booking fee charged:
 - Star EFX do not receive the tickets for your order from the event organiser, and cannot arrange for the tickets to be collected
 - Star EFX despatch your order to the wrong address and cannot provide replacement tickets
 - Star EFX do not despatch your order and do not arrange for the tickets to be available for collection
 - Star EFX despatch the wrong order, ie wrong event / wrong type of tickets
 - Any other similar circumstances where Star EFX has acted with negligence or where we may have acted in breach of contract
- No duplicate tickets will be issued to replace lost or stolen tickets.
- Customers are advised to check their purchase upon receipt.
- It is the responsibility of the customer to inform Star EFX of any change of address, contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.
- The right to admission to an event is reserved by the promoter and event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. Star EFX would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being (or appearing to be) under age*, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

18

**Events and ticket types where an age restriction applies are clearly indicated during the booking process. Please ensure that you read all the information that applies to the event/ticket you are booking, and carry proof of age if appropriate.*

- If it becomes impractical to post tickets out, due to the proximity of an event or circumstances beyond our control, we reserve the right to make tickets available for collection at the venue immediately prior to the event. Customers will be notified by phone, email or in writing (using the details provided at the time of ordering) if this becomes necessary.
- By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.
- If a customer orders more tickets than the maximum allowed, as indicated during the booking process, we reserve the right to cancel the order. The maximum applies per person/card/household.
- If tickets that are despatched are returned to Star EFX as "addressee unknown", we reserve the right to cancel the order.
- In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.

We will not share your personal information for marketing or any other purposes without your consent unless where required by law. If you have registered your interest with starefx.com and/or any of our associated companies, and thereby given your consent, you may be contacted with relevant promotions, offers or information that you have expressed an interest in or that might be of interest to you. IF YOU DO NOT WISH TO RECEIVE FURTHER UPDATES PLEASE [CLICK HERE](#). We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.