

Orchard Live Ticketing Terms and Conditions

Orchard Live is a trading name of Orchard Live Limited Registered in the United Kingdom, Company No. 07214357

In these terms and conditions:

“Promoter” refers to Orchard Live

“You” refers to the ticket holder

“Venue” refers to the venue stated on the ticket

1. Tickets are issued subject to the terms and conditions of the promoter and/or event. Please read through the terms and conditions prior to purchase. Full terms and conditions and further event details are available on the event website.
2. Alternative terms and conditions may apply to certain events. These will be clearly stated on the event website.
3. It is your responsibility to check your tickets as mistakes cannot always be rectified after purchase. Please contact Orchard Live immediately if there are any issues with your order.
4. Tickets remain the property of the promoter.
5. Tickets may be restricted to a maximum of 10 per transaction to discourage unfair buying practices. We reserve the right to cancel bookings which we expect to be fraudulent.
6. Tickets purchased from the promoter are subject to a non-refundable booking fee per ticket (minimum fee £1.00). This is to cover ticket stock, printing costs and administration.
7. Tickets are for personal use and may not be used for promotions/contests without prior consent from the promoter/agent.
8. Tickets are not for re-sale. The promoter accepts no responsibility for third party ticket sales.
9. A non-refundable postage cost will apply per order.
10. We cannot specify an exact dispatch date however we aim to post tickets as soon as possible. If you have not received your tickets two weeks prior to the event date, please contact the ticketing outlet you purchased from directly. Tickets can only be dispatched to the address specified in the original order.
11. The promoter is not responsible for lost or stolen tickets. No duplicates will be issued. Please keep your address and contact details up to date. Failure to do so may result in tickets being dispatched to the wrong address.

12. Although we try and ensure all prices on our website are accurate, errors may occur. If for any reason this affects your order we will contact you as soon as possible. Please be aware, if we cannot contact you your order may be cancelled.
13. Travel and accommodation relating to the event is booked at your own risk.
14. Decisions to alter or cancel an event are the responsibility of the promoter. If an event is cancelled or rescheduled we will endeavour to notify ticket holders however, we do not guarantee that ticket holders will be informed of such cancellation before the date of the event. Please check the promoter's website for up to date event information.
15. All tickets are non-refundable unless the promoter cancels the event. If an event is cancelled the promoter will issue a refund for the face value of the tickets. Booking fees and postage costs are non-refundable.
16. If an event is rescheduled, the promoter will contact you regarding new event information. Original tickets may remain valid. If you are unable to attend the rescheduled event a refund will be issued.
17. No refunds will be issued if you fail to comply with all the terms and conditions applicable to the ticket, the venue or the event. The promoter and venue have the right to refuse entry or eject a ticket holder from the event if suspected of unacceptable behaviour likely to cause damage, nuisance or injury.
18. Age restrictions are specified for health and safety reasons and no refund will be issued for failing to comply. We recommend carrying proof of age when attending events.
19. The venue may on occasions have to conduct security searches to ensure the safety of the patrons. This is at the discretion of the venue owner.
20. Unless stated at the venue, there is no re-admission.
21. The unauthorised use of professional photographic and recording equipment is prohibited.
22. Ticket holders consent to filming and sound recording as members of the audience.
23. The promoter and event partners accept no responsibility for personal property during an event.
24. Personal information provided by you to the promoter will only be used in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679 and any consents given by you in relation to your personal information.