**Warning - Unauthorised Ticket Sales**

Genuine tickets for Ghost Walks Hull are obtainable only from the Ghost Walks Hull website or its authorised agents. Ghost Walks Hull hereby gives notice of its policy to identify tickets being illegally re-sold or transferred to unauthorised agents or other third parties. Holders of such tickets, which may be stolen, shall be refused admittance to the Accommodation or Shows and removed from the Premises and/or interviewed by the local Police.

**Terms and Conditions for Ticket Purchase**

**Your use of this site is subject to the following terms and conditions.**

* Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled, moved to another date, or if details of the event are significantly changed after an order is placed (significant changes being a change of headline act - concerts only - venue or show time).
* If tickets are being collected at the box office, we ask that the purchaser or cardholder presents the receipt or card that the tickets were booked on as identification.
* Acceptable forms of ID include an up to date; Passport, drivers licence or valid government invoice. Any other forms of id or letters of authorisation are taken at your own risk and may result in the tickets being withheld at the box office.
* No duplicate tickets will be issued to replace lost or stolen tickets.
* Customers are advised to check their purchase upon receipt.
* A ticket must not be re-sold or transferred, save that if more than one ticket is allocated to a customer, those tickets may be used only by the customer and the person or persons intending to accompany such customer to Ghost Walks Hull. A customer may transfer or re-sell a ticket at face value to a person who intends to accompany him or her, but no person shall re-sell or attempt to re-sell any ticket or tickets for an amount of money greater than the value printed on each ticket.
* All customers and the persons intending to accompany them must fully understand that their tickets are otherwise strictly non-transferable and that such tickets may not, under any circumstances, be auctioned, offered for sale or re-sale in any manner whatsoever or used in contravention of these Conditions
* Any ticket which is allocated to any customer shall not be used for commercial hospitality by any person or company trading for that purpose; and without prejudice to the generality of the foregoing the holder of such a ticket shall not, as part of a hospitality package or for any other reason, purvey, advertise, auction, or otherwise offer for sale, or use as a competition prize, the ticket or tickets allocated to that person without the written permission of Psychic rendezvous
* 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 purchaser or cardholder upon production of the receipt or card that was used to make the booking.
* Occasionally, events are cancelled or postponed by the promoter, team, performer or venue for a variety of reasons. Venues are also subject to change. As soon as we are notified of any amendments we will contact all customers by letter or email, depending on your method of booking, or by phone if it is urgent. If the show has been cancelled, you will be entitled to a face value refund, as the booking and transaction fees are non-refundable. If a show is rescheduled or moved venue, you are usually given the option of retaining your tickets for the new date/location, or claiming a face-value refund. The letter or email will contain details on how to obtain this refund, or you can contact us via our contact form for more information.
* 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 Ghost Walks Hull cannot guarantee that they will inform the customer of any changes to the event date, time or venue.
* When returning tickets for a refund due to cancellation or postponement, tickets need to be sent to the address on the claim refund form.
* We advise the use of secure mail when returning tickets as we cannot guarantee refunds without the tickets being returned to us. You should also include a copy of the email or letter if requested, or a covering note containing your order reference number and contact information. On receipt, See will refund the customer the face value of the tickets using the same method as used to purchase them.
* Please note, in the event of an event being cancelled or postponed, Ghost Walks Hull cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service. Decisions to move or cancel events are not made by Ghost Walks Hull, therefore we are not liable and will not offer compensation or refunds of any costs incurred.
* Should the headline artist not appear or if the line up or content is substantially changed from the advertised line up or content (concerts only), then Psychic Rendezvous will refund the face value of the tickets.
* If Ghost Walks Hull 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:
	+ Ghost Walks Hull dispatch your order to the wrong address and cannot provide replacement tickets
	+ Ghost Walks Hull do not dispatch your order and do not arrange for the tickets to be available for collection
	+ Ghost Walks Hull dispatch the wrong order, i.e. wrong event / wrong type of tickets
	+ Any other similar circumstances where Ghost walks Hull has acted with negligence or where we may have acted in breach of contract
* It is the responsibility of the customer to inform Ghost Walks Hull 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, Ghost Walks Hull 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. Ghost Walks Hull 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.
* 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 dispatched are returned Ghost Walks Hull 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 reserve the right to cancel any order that further to investigation we deem to be possibly of a fraudulent nature. These checks may include, but not be limited to, a request to be provided with an original credit or debit card statement, attempts to contact a customer by telephone, reference to records to check for other fraudulent activity at an address.
* 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 Ghost Walks Hull 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 notify us immediately.
* 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.
* Ghost Walks Hull Ticket purchase Terms & Conditions.
	+ Ghost Walks Hull reserves the right to alter or cancel tickets if required, due to operational circumstances.
	+ Ghost Walks Hull cannot be held responsible for delays due to unforeseen circumstances including traffic delays or vehicle breakdowns.
	+ Ghost Walks Hull cannot be held responsible for the loss or damage of personal belongings in any venue.
	+ Ticket and Accommodation Packages: customers must book in 2 hours before an event to receive their event ticket. Customers who do not book in 2 hours before the event are not guaranteed entry to the show.
	+ Tickets purchased as part of the ticket and Accommodation packages will not be sent out to customers in advance under any circumstances..
	+ If a time is changed, Ghost Walks Hull will endeavour to notify all purchasers by phone, email or in writing (using the information given at the time of booking). Please note, however, that it is the customer’s responsibility to check that the show and accommodation packages are going ahead at the scheduled time and point.