

St Marys Students' Union - Ticket Terms & Conditions

Version – 1.2 | Last Updated: 20 April 2026

These Ticket Terms & Conditions apply to all tickets and event bookings made through St Mary's Students' Union ("SMSU", "we", "us" or "our") using our official ticket sales channel only, being the Union Cloud ticket platform on our website, for events promoted, organised or sold by SMSU or an SMSU affiliated club or society.

These terms apply whether a ticket is:

- purchased for a fee;
- issued free of charge; or
- required for entry to a free-to-attend event for attendance management, capacity control, safety, security or operational purposes.

By reserving, booking or purchasing a ticket, you agree to these terms and any event-specific conditions published on the relevant event webpage. Where there is any conflict between these terms and the event-specific information, the event-specific information will take priority.

Attendance at SMSU events is also subject to the SMSU Code of Conduct / Student Code of Behaviour where applicable.

Nothing in these terms affects your statutory rights.

1. Buying Tickets and Making Bookings

1.1 Tickets for SMSU events may only be obtained through our official sales channel, being the Union Cloud ticket platform on the SMSU website.

1.2 Payment must be made in full at the time of booking where a ticket is paid for. A booking is only confirmed once payment has been successfully processed or, in the case of a free ticket, once the booking has been successfully completed through the platform.

1.3 It is your responsibility to check all booking details carefully before completing your booking, including the event, date, time, ticket type and price where applicable.

1.4 SMSU reserves the right to refuse, cancel or void any booking where we reasonably believe that:

- a ticket has been obtained fraudulently.
- a ticket has been obtained in breach of these terms.

- false or misleading information has been provided; or
- a ticket has been obtained for unauthorised resale or transfer.

1.5 References in these terms to a “ticket”, “booking” or “purchase” include free tickets or free-entry event registrations unless the context requires otherwise.

2. E-Tickets

2.1 SMSU operates an e-ticketing system. Tickets will usually be issued electronically and sent to the email address associated with the booking.

2.2 You must present a valid e-ticket for entry where required. SMSU may accept either a mobile ticket or a printed copy unless otherwise stated on the event webpage.

2.3 A booking confirmation email alone may not be sufficient for entry. You may still be required to show the e-ticket or scannable QR code issued as part of your booking. Each ticket is valid for one entry only unless otherwise stated. Duplicate or copied tickets may be refused entry.

2.4 It is your responsibility to ensure your e-ticket is available and accessible on arrival, including ensuring your phone is charged if you intend to use a mobile ticket.

3. Prices and Fees

3.1 All prices are shown in pounds sterling (£) where applicable.

3.2 Any ticket price, booking fee or other compulsory charge will be clearly displayed before you complete your booking.

3.3 If we discover an error in the advertised price of a ticket, SMSU reserves the right to cancel the booking and refund you in full, or contact you to confirm whether you wish to proceed at the correct price.

4. Refunds and Cancellations

4.1 All ticket sales are final unless otherwise stated in these terms, on the relevant event webpage, or where required by law.

4.2 Tickets for events taking place on a specific date do not usually qualify for the standard cooling-off period that applies to many online purchases.

4.3 Refunds will normally only be issued where:

- the event is cancelled by SMSU.
- the event is rescheduled and you are unable to attend the new date, provided you request a refund within any deadline we set.
- we make a material change to the event and choose to offer refunds; or

- there has been a duplicate transaction or clear administrative error on our part.

For the purposes of these terms, a “material change” means a significant change to the event which substantially alters its nature or value.

4.4 Refunds will not normally be given for:

- change of mind;
- accidental purchase;
- purchasing the wrong ticket type;
- failure to attend;
- late arrival;
- refusal of entry for failing to meet entry requirements; or
- personal circumstances outside our control, including illness, injury, exam commitments or travel disruption.

4.5 Where a refund is approved, SMSU will usually refund the face value of the ticket and any compulsory booking fee paid directly to us. Refunds will be made to the original payment method where possible.

4.6 If an event is stopped, interrupted or ended early for safety, security, licensing, operational or other reasons beyond our reasonable control, any refund or partial refund will be at SMSU's discretion as set out in Section 14

4.7 Changes to line-up, performers, timings, attractions, room layouts or other minor elements of an event do not automatically entitle a ticket holder to a refund.

4.8 Where a free ticket is issued for a free-to-attend event, SMSU reserves the right to cancel, withdraw or refuse that booking in the same circumstances as apply to paid tickets, including where these terms are breached, false information is provided, or entry requirements are not met.

4.9 Any request for a refund must be submitted within a reasonable timeframe and, where applicable, within any deadline communicated by SMSU in relation to that event.

5. Event Changes, Postponement and Cancellation

5.1 SMSU reserves the right to make reasonable changes to an event where necessary. This may include changes to venue, room, timings, format, entertainment, attractions, performers, or other event details where reasonably required for operational, safety, security or licensing reasons.

5.2 If an event is postponed, rescheduled or materially changed, we will aim to contact ticket holders using the contact details provided at the time of booking.

5.3 Where an event is moved to another suitable space or venue, tickets will usually remain valid unless we state otherwise.

5.4 SMSU is not responsible for any travel, accommodation or other consequential costs incurred by ticket holders in connection with an event.

6. Student Tickets and Guest Tickets

6.1 Most SMSU events are student-only events. Where guest tickets are permitted, this will be stated clearly on the relevant event webpage and will be considered on a case-by-case basis.

6.2 SMSU operates within the terms of a premises licence held by St Mary's University. Entry conditions, including student and guest access, are applied in line with those licence conditions and any requirements set by the licensing authority or responsible authorities.

6.3 The student host must attend the event in person and may be required to sign in their guest on entry. The student host remains responsible for the conduct of their guest for the duration of the event.

6.4 Guest tickets must not be purchased on behalf of another current student. For example, a current student must not attempt to attend using a guest ticket or be presented as a non-member guest.

6.5 Tickets are strictly non-transferable. Tickets may not be transferred:

- from one student to another student;
- from a student to a guest; or
- from a guest to any other person.

6.6 Where guest tickets are permitted, all required guest details must be provided to SMSU in advance of the event. This information will be held and processed in accordance with our Privacy Policy and applicable data protection law.

6.7 SMSU reserves the right to refuse entry or cancel a ticket without refund where:

- a guest has not been properly registered in advance.
- the host student is not present.
- a guest ticket has been purchased or used in breach of these terms; or
- we reasonably believe that the guest process is being misused.

7. ID, Eligibility and Entry Requirements

7.1 It is your responsibility to ensure that you obtain the correct ticket type and that you meet the entry requirements for the event.

7.2 Students attending student-only events may be required to show a valid St Mary's student ID card.

7.3 For age-restricted events, valid physical photo ID may be required. Acceptable forms of ID may include a passport, driving licence or PASS-approved card.

7.4 SMSU reserves the right to refuse entry where:

- the ticket holder cannot provide the required ID;
- the ticket holder is not the person named on the booking where identity checks are in place;
- the ticket holder does not meet the event eligibility criteria; or
- there is concern that a ticket has been misused, duplicated, altered or obtained improperly.

7.5 No refund will be due where entry is refused because you fail to meet the advertised entry requirements.

7.6 Event webpages may include additional event-specific rules, including but not limited to age restrictions, ID requirements and last entry times.

8. Admission and Re-Admission

8.1 Admission is always subject to venue capacity, licensing requirements, health and safety requirements, and SMSU's right of admission which is exercised at the discretion of venue management

8.2 SMSU may operate a last entry time for certain events. Where this applies, it will be stated on the event webpage.

8.3 If you arrive after the advertised last entry time, admission may be refused and no refund will be given.

8.4 Re-admission is not guaranteed and may be refused unless expressly authorised by venue management.

8.5 SMSU reserves the right, where lawful and appropriate, to search persons and their belongings as a condition of entry.

9. Refusal of Entry and Removal

9.1 SMSU reserves the right to refuse admission to, or remove from, an event any person where it is reasonable to do so.

9.2 This includes, without limitation, where it is necessary to uphold licensing objectives, safety, security or the proper management of the event, including where a person:

- is abusive, threatening, violent or discriminatory.
- appears excessively intoxicated or under the influence of drugs.
- refuses to comply with staff or security instructions.
- acts in a way that may endanger themselves or others.
- breaches venue rules, licensing conditions or these terms.
- attempts to gain unauthorised access; or
- uses a ticket that has been resold, transferred, duplicated, tampered with or obtained fraudulently.
- breaches any conditions relating to the responsible consumption of alcohol or licensing requirements.

9.3 No refund will be due where entry is refused, or a person is removed in these circumstances.

10. Ticket Transfers and Resale

10.1 All tickets are strictly non-transferable and may not be resold.

10.2 Tickets must not be transferred between students, from students to guests, or between any other individuals.

10.3 SMSU reserves the right to cancel or void any ticket that has been:

- resold.
- advertised for resale.
- transferred in breach of these terms; or
- used or intended to be used in a way that circumvents student-only or guest-entry restrictions.

10.4 Duplicate, altered, defaced or copied tickets may be treated as invalid.

10.5 SMSU may, at its absolute discretion, operate an official ticket resale or reallocation process for specific events. Where such a process is provided, it will be the only permitted method of transfer.

11. Accessibility

11.1 SMSU is committed to making its events as accessible as reasonably possible.

11.2 Where an event offers a companion, personal assistant or other accessibility-related ticketing arrangement, this will be subject to the process and eligibility requirements set out by SMSU for that event.

11.3 Requests for accessibility support should be made as early as possible.

11.4 SMSU reserves the right to request reasonable and proportionate information to administer accessible ticketing arrangements fairly, safely and in line with our published accessibility processes.

12. Photography and Filming

12.1 SMSU events may be photographed, filmed or otherwise recorded by SMSU or its appointed contractors for promotional, marketing, security or archival purposes in accordance with applicable data protection law.

12.2 By attending an event, you acknowledge that you may appear in crowd shots or incidental footage.

12.3 If you have a concern about being photographed or filmed, please speak to a member of staff at the event. SMSU will take reasonable steps where possible but cannot guarantee that all incidental capture can be avoided in a live event environment.

13. Personal Property

13.1 You are responsible for your personal belongings at all times.

13.2 Where a cloakroom is provided, any separate cloakroom terms, charges and collection procedures will apply.

13.3 SMSU accepts no responsibility for loss of or damage to personal property except where caused by our negligence or where liability cannot be excluded by law.

14. Circumstances Beyond Our Control

14.1 SMSU will not be liable for any failure or delay in performing its obligations where this is caused by circumstances beyond our reasonable control.

14.2 This may include severe weather, flood, fire, utility failure, industrial action, public safety concerns, terrorism, civil disorder, transport disruption, government action, venue evacuation or other similar events.

15. Liability

15.1 Subject to clause 15.2, SMSU shall not be liable for any indirect or consequential loss, including travel, accommodation or other out-of-pocket expenses connected with an event.

15.2 Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability that cannot be excluded by law.

16. Data Protection

16.1 Personal data provided when obtaining tickets will be processed in accordance with SMSU's Privacy Policy and applicable data protection law.

16.2 This may include processing personal data for the purposes of ticket administration, event entry, guest management, safety, security, customer service and related event communications.

16.3 Where a student provides guest details to SMSU, they confirm that they have the authority to provide that information for the purpose of event administration.

17. Complaints and Contact

17.1 Any questions regarding tickets, refunds or event entry should be sent to smsu@stmarys.ac.uk, or any updated contact address published on the SMSU website

17.2 Any complaint will be handled in accordance with SMSU's relevant complaints or customer service procedures in force at the time.

18. General

18.1 SMSU may update these terms from time to time. The version published on our website at the time of booking will apply to your ticket or booking.

18.2 These terms are governed by the law of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.