

Booking Terms & Conditions

1. Definitions

- Event: The event(s) for which You have purchased a Ticket, such as The Gem & Mineral Shows UK Ltd
- Promoter / Us / We: Refers to The Gem & Mineral Shows UK Ltd
- Venue: The site where the Event occurs.
- Ticket: Any valid ticket that allows You entry to the Event. You / Your: Refers to you as the Ticket holder.

2. Agreement to Terms

- All Tickets are sold subject to these Terms and Conditions, which may change from time to time at our discretion. By purchasing a Ticket, You accept these Terms on behalf of yourself and any others for whom You are buying Tickets.
- Amendments to these Terms will be posted on this website. Please review them periodically.

3. Tickets, Availability, and Refunds

- Ticket Validity: Only customers with a valid Ticket may attend the Event. Ticket availability is limited, and types of Tickets vary by Event.
- Loss or Theft: The Promoter is not liable for lost, stolen, or destroyed Tickets. Ticket holders are responsible for safe-keeping.
- Non-Transferable: Tickets are personal and cannot be resold, transferred, or used for commercial purposes. If a Ticket is found to be resold or transferred for profit, it will be void, and You may be denied entry.
- Changes to Event Programme: The Promoter reserves the right to alter Event details, including line-ups and start times. No refunds will be provided if there are programme changes, except in the case of Material alterations (see below).
- Cancellations and Refunds: In case of Event cancellation, postponement, or Material alteration, You may be entitled to a partial or full refund as determined by the Promoter. Personal arrangements made by You (such as travel or accommodation) are at Your own risk.

4. Ticket Limitations and Conditions

- Unauthorised Agents: Tickets purchased from unauthorised sellers are void. Only buy Tickets from authorised outlets.
- Resale Restrictions: Tickets are restricted per person, household, or credit card as noted at booking. Exceeding this limit may result in cancellation without notice.

5. Age Restrictions

Suitability: It is Your responsibility to determine the suitability of the Event for children, regardless of any official age restrictions. Refunds will not be issued for dissatisfaction regarding the audience or environment.

6. Venue Entry and Conduct

- **Entry Rights:** We may refuse or eject You from the Venue for reasons including health and safety concerns, inappropriate behaviour, or violation of these Terms.
- **Recording and Photography:** By attending, You consent to being filmed or photographed for promotional purposes. Entry with audio/video equipment beyond standard cameras is not permitted unless expressly authorised.
- **Event Risk:** Participation is at Your own risk. The Promoter will take reasonable steps to ensure safety but is not liable for risks inherent to Event participation.

7. Accessibility

- We welcome all attendees, including those with access requirements. Please notify us in advance to discuss and arrange accommodations where possible. Email info@thegemandmineralshowuk.com to confirm arrangements.

8. Merchandise and Purchases

- **Merchandise Responsibility:** The Promoter is not responsible for merchandise sold by third-party vendors at the Event. Issues should be directed to the vendor.

9. Liability and Force Majeure

- **Limitations:** The Promoter is not liable for any loss, injury, or damage except in cases of Promoter negligence. Liability does not extend to indirect or unforeseen costs, nor to personal arrangements such as travel and accommodation.
- **Force Majeure:** We are not liable for Event disruptions due to causes beyond our control, including but not limited to acts of God, war, or government intervention.

10. Webinars & Online Events

- **Access and Confidentiality:** Tickets and registration details are for personal use only. Recording of sessions may occur; by attending, You consent to this. Ensure Your device is compatible with any required software.
- **Event Cancellation:** Standard cancellation terms apply. In case of presenter unavailability due to illness, we may provide a digital alternative.

11. National Mourning Policy

- Event Adjustments: In case of national mourning, We may reschedule the Event or provide a digital alternative if rescheduling is not feasible.

12. General Provisions

- Assignment of Rights: We may assign our rights and obligations under these Terms, provided this does not affect Your rights.
- Waiver: Delay in enforcing any term shall not constitute a waiver of that term.
- Entire Agreement: These Terms constitute the entire agreement between the Promoter and You.
- Governing Law: These Terms are governed by the laws of England and Wales.