



## Terms & Conditions

Please read these carefully, making a purchase from this site indicates that you accept these terms.

We only issue electronic tickets, via email, using the TygTickets.com system. You may be asked to present this email and the validation code in the email to gain admission to the event. Failure to do so may result in refusal of admission for which Ripley's Believe-It-or-Not! cannot be held responsible.

TygTickets.com is a trading name of Tyg Limited who provides the platform for this transaction but your purchase and contract is made directly with Ripley's Believe-It-or-Not! who is responsible for resolving any issues with you.

If for any reason you do not receive your email ticket please email [info@ripleyslondon.com](mailto:info@ripleyslondon.com) or [support@tygit.com](mailto:support@tygit.com)

## Ticket Terms and Conditions

The visitor attraction known as Ripley's Believe It or Not! London and situated at 1 Piccadilly Circus, London ("the Attraction") is a franchisee of Ripley's Entertainment Inc. All persons visiting the Attraction are subject to the following Terms and Conditions and by acquiring one or more tickets to The Attraction ("Ticket" or "Tickets") you confirm to Ripley's Believe It or Not! London that you accept these terms and conditions of use. Ticket holders are referred to in these Terms and Conditions as "Visitors"

### 1. Tickets

- 1.1. One Ticket purchased entitles one person entry to the Attraction on a single occasion. Once Visitors have left the Attraction, they will need to purchase an additional Ticket to re-enter the Attraction
- 1.2. All persons entering the Attraction must hold a valid Ticket that must be retained at all times and submitted for inspection if required by any member of staff. Failure to produce a valid Ticket on request may result in removal from the Attraction
- 1.3. Group Tickets for parties of ten or more may be available at discounted rates ("Group Tickets"). Please see the Groups page for details
- 1.4. Where Ticket prices vary according to age, the following provisions apply:
  - 1.4.1. A person of 16 years or older is classed as an adult;
  - 1.4.2. A person aged 5 to 15 years is classed as a child; and
  - 1.4.3. For children under 5 years no admission fee will be charged

- 1.5. The price of Tickets may vary from time to time and the prices advertised are not guaranteed
- 1.6. Once acquired, whether by purchase or on a complimentary basis, Tickets are non-refundable, non-transferable and void if altered and Tickets that Ripley's Believe It or Not! London reasonably suspects have been transferred or altered will not be honoured. If lost, Tickets will not be replaced.
- 1.7. Ripley's Believe It or Not! London will not refund tickets based on customers reconsidering their purchase, or for tickets that have been lost, stolen, damaged or destroyed;
- 1.8. Tickets will include entry all areas of the Attraction, including Mirror Maze and LaseRace, unless unavailable due to unforeseen circumstances outside of the control of the management team.
- 1.9. From time to time, Ripley's Believe It or Not! London may issue Tickets under special promotions ("Promotional Tickets") but Promotional Tickets will be available subject to availability and subject to any terms and conditions affecting the particular promotion

## **2. Pre-Booked Tickets**

- 2.1 Pre-booked Tickets (included Fast Track (as defined below)) should be collected from the main entrance of the Attraction or, in the case of Group Tickets, from the entrance marked "Group Entrance"
- 2.2 Persons wishing to redeem pre-booked Tickets must be able to produce to the Attraction staff the following items:
  - 2.1.1 The booking reference issued when Tickets were booked; and
  - 2.1.2 The credit card used to pay for the Tickets or, if the card holder is not attending, a signed letter of authorisation from the card holder
- 2.2 Pre booked Tickets may not be used in conjunction with any voucher, promotion or special offer
- 2.3 Some tickets booked at the ticket desk may not be used in conjunction with any voucher, promotion or special offer, please ask a member of staff before purchasing tickets

## **3. Fast Track Tickets**

- 3.1 Where available, Visitors will be able to purchase Tickets entitling them to gain entry to the Attraction in priority to holders of standard Tickets ("Fast Track Tickets")
- 3.2 Fast Track Tickets will entitle the Visitor to gain priority access through the admissions queue only and not during any other point in the attraction.

- 3.3 Once purchased, Fast Track Tickets may not be transferred, assigned or re-sold to any third party

#### **4. Children**

- 4.1 Some areas of the Attraction may not be suitable for children of certain ages and Ripley's Believe It or Not! London reserves the right to refuse access to such areas to Visitors under any recommended age limit

#### **5. Health and Safety**

- 5.1 A variety of special effects (including sudden loud effects and strobe lighting) may be used in certain visitor areas of the Attraction. It is recommended that Visitors with high blood pressure, heart conditions or other pre-existing medical conditions ask the Attraction staff for further details and avoid areas of the Attraction at which such special effects are used.
- 5.2 From time to time the Attraction staff may draw Visitors' attention to certain health and safety procedures to which Visitors must adhere

#### **6. Visitors' Conduct**

- 6.1 Visitors are required to observe the following prohibitions while at the Attraction:
- 6.1.1 No smoking;
  - 6.1.2 No pets or animals except for guide dogs and hearing dogs;
  - 6.1.3 No consumption of food or drink without the express permission of Ripley's Believe It or Not! London;
  - 6.1.4 No offensive weapons;
  - 6.1.5 No access to any area of the Attraction other than areas designated for access by Visitors;
  - 6.1.6 No unnecessary noise (whether from mobile phones or personal stereos or otherwise) or behaviour likely to annoy or offend other Visitors or intimidate the Attraction staff;
  - 6.1.7 No use of illegal drugs or consumption of alcohol except in authorised places and in accordance with the Licensing Act 2003

- 6.2 Ripley's Believe It or Not! London reserves the right to refuse entry to or expel from the Attraction any Visitor who fails to observe the prohibitions at condition 6.1 or whom Ripley's Believe It or Not! London considers likely to affect the safety or enjoyment of any other Visitor or member of staff

## **7. Security**

- 7.1 In the interests of safety, Visitors may be asked to submit to a search of their person or belongings and anyone refusing to submit or found to be in possession of materials believed by Ripley's Believe It or Not! London to be dangerous or unsuitable will be denied entry or removed from the Attraction
- 7.2 Visitors must keep their personal belongings with them at all times and Ripley's Believe It or Not! London accepts no responsibility for loss, theft or damage to any personal belongings brought into the Attraction

## **8. Photography**

- 8.1 From time to time Ripley's Believe It or Not! London or other authorised third parties may carry out photography or other recording at the Attraction and any images or recordings may feature Visitors. Visitors consent to the use of such images by Ripley's Believe It or Not! London in connection with advertising, promotions or monitoring and acknowledge that the copyright in such images rests with Ripley's Believe It or Not! London and/or any authorised third party

## **9. Ripley's Believe It Or Not! London' Obligations**

- 9.1 Visitors are reminded that from time to time parts of the Attraction may be closed and certain exhibits may be removed for maintenance or for technical reasons. Tickets will not be refunded and no compensation will be paid in the event of such closures or removals.
- 9.2 Ripley's Believe It Or Not! London will use its reasonable endeavours to be open and operational during published opening hours but reserves the right to close the Attraction on any given day, whether for security or any other reason, without notice. In the event of such closure, any Tickets issued for use only on the day of closure will be exchanged or refunded by Ripley's Believe It or Not! London at the price paid for them but no further compensation will be paid.

## **10. Governing Law**

- 10.1 These terms and conditions are governed by English law and the courts of England and Wales will have exclusive jurisdiction in respect of any dispute