

JAPAN HOUSE LONDON

Event Tickets: Terms and Conditions

These are the terms and conditions on which we sell tickets for Japan House London exhibitions and events.

Please read these Terms and Conditions carefully before you order tickets.

1. These terms

These are the terms and conditions (**Terms**) on which we sell or otherwise provide tickets for Japan House London exhibitions and events (**Events**).

Separate terms and conditions apply to the sale of products by the Japan House London Shop, which are available here: <https://shop.japanhouselondon.uk/terms-and-conditions/>.

By purchasing a ticket or attending an Event you are entering into an agreement with Japan H L Limited trading as Japan House London (**JHL, we, us, our**) on these Terms. Our registered office is at 101-111 Kensington High Street, London W8 5SA. Our VAT number is 269 3076 76. Our company number is 10207107.

Please note that if you breach any of these Terms we may refuse to allow you to enter an Event and/or require you to leave an Event. We will not refund your ticket in these circumstances.

2. Your ticket

Each ticket is valid only for the Event, the number of persons and the date and entry time slot stated (where applicable).

It is your responsibility to check that the information you have provided about your order and your ticket requirements is accurate.

Subject to these Terms, tickets are non-refundable and may not be exchanged or transferred.

3. Payment

Where tickets are purchased in-person, we accept payment by Mastercard, Visa, American Express, China UnionPay, Apple Pay and Google Pay.

Where tickets are purchased online, you must pay via Stripe Payments. Stripe Payment's terms and conditions are available here: [Stripe Payments: Complete Online Payment Platform Toolkit](#).

4. Online ticket purchases

Once your purchase has been confirmed an order confirmation will be sent to you at the email address specified in your order. At this point a contract will be formed between you and us on these Terms.

5. Entry

On arrival, you will be required to present your ticket to gain entry to the Event. Please bring a legible printout of your ticket or a legible version of your ticket on a mobile phone or similar device. We may also require proof of identity and concession entitlement (e.g evidence of your age or student status) if you have purchased a concession ticket (where applicable).

If you fail to produce a valid ticket, proof of identity and/or concession entitlement (if applicable), we may not admit you to the Event.

6. Admission guidelines

When attending our Events, you must comply with the following *Standard Admission Guidelines*:

- You must be aged 18 or over to purchase a ticket.
- Visitors under 16 years of age must be accompanied and supervised by an adult at all times.
- While dogs are welcome generally at Japan House London, unless expressly indicated, they are not permitted to attend events, except assistance dogs.
- Unless expressly permitted, you must not touch any exhibits at the Event. You will be liable and responsible for the cost of any damage that you cause to our venues or property.
- You must comply with any reasonable instructions given to you by our staff or any third party instructed on our behalf.
- You must also comply with any guidelines specific to the event for which you have purchased a ticket (these will either be displayed on your ticket or at Japan House London).

We reserve absolute discretion over admission to Japan House London and our Events.

7. Event alternations and cancellations

We reserve the right to alter our advertised arrangements for Events and to suspend or cancel any Event (or any part of an event) without prior notice to you.

If we cancel an Event (or any part of an Event), we will try to contact you in advance to arrange substitute tickets. Please check our website and your email inbox before travelling to an Event, in case it has been cancelled. If an alternative visit date cannot be arranged, we will refund you the full price paid (plus any transaction fees if applicable) for the relevant tickets. In order to arrange a refund in such event then please call us on 020 3972 7100 or email us at info@japanhouselondon.uk.

8. Ticket resale

You must not re-sell tickets without our prior written consent. We may refuse entry to any person who attempts to enter an Event with a ticket that has been resold without our written consent. Neither you, nor the person you have sold the ticket to, will be entitled to a refund in these circumstances.

9. Lost or damaged tickets

We will not issue refunds or replacement tickets for any tickets that are lost, damaged or deleted.

10. We sell tickets for your private and non-commercial purposes only

If you use the tickets for any commercial, business or re-sale purpose we will not be liable to you for any business losses, including loss of business, loss of revenue, loss of profits or loss of business opportunity.

11. Filming and Photography

We may authorise third parties to carry out filming, photography and/or sound recordings at our premises and at Events. We and any third party authorised by us may include you (and those you have bought tickets for) in such films, photographs and/or sound recordings and may exploit such films, photographs and sound recordings in perpetuity, in any format whatsoever, without payment to you. We will endeavour to let you know if filming or photography is planned to take place during your visit.

You may use a hand-held camera (including a mobile device and tablets) for private and non-commercial purposes only, provided you comply with any restrictions on photography and filming at our Events which we may make known to you

12. Data Protection

For further information about how we use personal data please see our Privacy Notice: <https://www.japanhouselondon.uk/company/privacy-policy/>.

13. Questions and complaints

We hope that you have an enjoyable visit.

If you have any questions about these Terms or any complaints about your ticket(s) or our Events, please contact us by telephoning 020 3972 7100 or writing to us at info@japanhouselondon.uk.

14. Other important terms

Nobody else other than you and us is a party to this agreement. No other person shall have any rights to enforce any of these Terms.

Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of these Terms are unlawful, the remaining paragraphs will remain in full force and effect to the extent applicable (and construed accordingly).

These Terms are governed by English law and any disputes between us regarding these Terms will be heard in the English courts.