

This agreement is between

Encore Tickets Limited

of

Victory House, 14 Leicester Place, London WC2H 7BZ

and

Your Travel Agency

1. This agreement relates to all bookings made on www.myencore.co.uk, Encore Tickets' online booking system.
2. Confidentiality of issued passwords is the responsibility of the Agent and can be changed on a weekly basis if required.
3. Once booked, Encore will log tickets for collection at the Theatre Box Office one hour before the performance start time. The Agent understands they must print out or email the automated confirmation to the patron which serves as an exchange voucher they will use to pick up the tickets at the box office. Failure to provide the customer with this document could result in customers not being able to pick up tickets.

The following information is regarding billing:

*Agents will need to pay with customer credit cards.

*If you wish to be invoiced for your bookings, a credit application must be completed and returned to us. Credit facilities are subject to credit checks and credit card guarantees or deposits may be required.

This agreement is subject to the attached Terms & Conditions.

Name of Agency : _____

Address : _____

Telephone : _____

Fax : _____

Email address : _____

Name of Agent : _____

Signature : _____

Terms & Conditions

1. Tickets and Packages cannot be exchanged or cancelled.
2. Bookings made with this site are supplied by Encore Tickets Limited and other suppliers chosen by this site. Encore tickets acts as a bonded fulfilment agent for this site. Encore Tickets is a member of the Society of Ticket Agents and Retailers (STAR) and operates within the code of practice STAR sets down for its members. For more information on STAR please see www.s-t-a-r.org.uk
3. This site acts as an agent only and has no control over the event or venue.
4. Tickets are sold subject to the Rules and Regulations of the event organiser / venue which are available on request. The event organiser / venue reserves the right to make alterations to the advertised arrangements or featured artists, to refuse admission and to request latecomers to await admission until a convenient break.
5. All prices which are displayed show separately the face value of the tickets, any applicable payment processing fees, booking fees and any applicable dispatch/handling charges. All prices are inclusive of any applicable VAT.
6. Your name and address will be held by this site. This information will not be divulged to, sold or shared with any other organisation. This site may, from time to time send you information by email or post which this site believes may be of interest to you. A copy of your personal data will also be held by Encore Tickets Ltd who are licensed solely to use your information for the processing of your booking and not for on-going marketing purposes.
7. Complaints and problems: In the unlikely event that you have any reason to complain or experience any problems you must immediately inform the supplier of the service(s) in question (including the Restaurant) at the time of the experience. Any complaints must then be put in writing to us and we resolve to reply within 48 hours. Please note any complaints need to be made with 14 days of the experience.
8. All rights, including copyright, in this website are owned by or licensed to Encore Tickets. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non-commercial use is prohibited without the permission of Encore Tickets.
9. Encore Tickets makes every effort to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it won't cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website and screen out anything that may damage it. Encore Tickets shall not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.
10. Any disclaimers and exclusions or liability in these terms and conditions shall not apply to any damages arising from death or personal injury caused by the negligence of Encore Tickets or any of its employees or agents or fraud. These disclaimers and exclusions shall be governed by and construed in accordance with English Law. If any provision of these disclaimers and exclusions shall be unlawful, void or for any reason unenforceable then that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.
11. We will take all reasonable precautions to keep the details secure but unless we are negligent, we will not be liable for unauthorised access to information supplied by you.
12. There may be legal notices on other areas of this website which relate to your use of this website, all of which will, together with these terms and conditions from time to time and you should look through them as often as possible.
13. This website, any content contained herein and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English Law. The parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England. All contracts are concluded in English.
14. If accurate personal contact details are not provided at the time of booking (correct email, phone number and billing address), we reserve the right to cancel and refund transaction.

15. Disabled or concession bookings cannot be made via the internet and are subject to availability. To request accessible seating or wheelchair access, please call 0044 (0)20 7439 4000 so that we can endeavour to accommodate your needs. Only a limited number of disabled bookings are permitted for each performance due to health and safety, so it is important that we are aware of any special requests before the completion of the booking. Please note: only special needs bookings can be made on the phone number above.

In purchasing through this system you agree with and are bound by the terms and conditions above.