

Dine Portal Terms and Conditions

The Dine ticket portal is used to purchase tickets for events at Dine venues. The following terms and conditions specifically apply to purchase of tickets through the portal

<https://book.dine.co.uk/booking-1>

1. Ticket purchases

1.1 All prices for Items offered for sale from us are inclusive of VAT and are broken down as follows:

- (a) sale price of the Item ("Sale Price"); plus
- (b) any per-Item service or facility charges ("Service Charge"); plus
- (c) any per-order handling and/or delivery fees ("Order Processing Fees").

1.2 Whilst we try to ensure that all advertised prices are accurate, errors may occur. If we discover an error in the price of any Item you have ordered, we will inform you as soon as possible and give you the option of confirming your order at the correct price (in which case we will credit or debit you as applicable) or cancelling your order (in which case you will receive a full refund). If we are unable to contact you to confirm your order at the correct price, you agree that we may treat the order as cancelled and issue you with a full refund, without any further liability.

1.3 All prices are displayed in the currency that they will be charged in (British Pound Sterling), and we accept no responsibility or liability for additional charges you may be subject to by your credit or debit card provider, or any currency exchange rate fluctuations, which are entirely at your risk.

1.4 Accepted methods of payment include Visa, MasterCard and American Express debit or credit cards.

1.5 Your contract for purchase starts once we have confirmed your order and ends immediately after completion of the event.

1.6 If you do not receive an order confirmation after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm via email at events@dine.co.uk whether or not your order has been placed. Only you may be aware of any problems that may occur during the purchase process. We will not be responsible for any costs or losses you incur if you assume that an order was or was not placed because you failed to receive an order confirmation.

1.7 All purchases are subject to credit or debit card verification (if applicable), other security checks, and collection of payment by us. Your order may be cancelled if it has not passed our verification process or if payment is not received in full. In rare circumstances, if your payment is recalled by the associated bank or payment provider, we reserve the right to cancel and refund any order for which an order confirmation has been sent. We accept no responsibility or liability for such cancellations, as these are outside our control.

1.8 To prevent fraud and protect us, we reserve the right to carry out checks and/or request that additional information be provided in order to verify purchases. We reserve the right to cancel any

orders that we reasonably suspect to have been made fraudulently, without any notice to you, and any and all Items obtained as part of such orders will be void.

1.9 Please ensure that you read the full event description details and are happy with your selection prior to purchase as we may be unable to rectify issues arising as a result of your mistake.

1.10 Where you will require special access arrangements or specific dietary requirements, you must detail these in the 'special requirements' box as part of the order. Any requests made after the order have been placed may not be processed and will not form a reason for cancellation.

1.11 Tickets are sold subject to our right to alter or vary the programme of an event due to events or circumstances beyond our reasonable control without being obliged to refund monies or exchange tickets, unless such change is a material alteration as described in clause 2, in which case the provisions of that clause shall apply.

1.12 Breach of any of venue terms and conditions or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle us to eject you from the venue.

2. Event Cancellations & Alterations

2.1 If an event is cancelled, rescheduled or materially altered, we will use reasonable endeavours to notify you (if you book online, we will use your account details). However, we cannot guarantee that you will be informed of such cancellation, rescheduling or alteration before the date of the event. It is your responsibility to ascertain whether an event has been cancelled, rescheduled or altered and the date and time of any rescheduled event.

2.2 **Cancellation:** If an event for which you have purchased Tickets or Packages is cancelled in full (and not rescheduled), your order will be cancelled, and you will be refunded the Sale Price of your Tickets or Packages (Service Charges and Order Processing Fees are non-refundable). If you have purchased Tickets or Packages for an event takes place over several days and one or more days (but not all days) are cancelled, you may only be offered a proportionate partial refund.

2.3 **Rescheduling:** If an event for which you have purchased Tickets or Packages is rescheduled, Tickets and Packages will usually be valid for the new date (or you will be offered Tickets or Packages of a value corresponding with your original Tickets or Packages for the rescheduled event, subject to availability). If you notify us within the specified deadline that you are unable to attend the rescheduled event, you will be able to cancel your order and obtain a refund of the Sale Price of your Tickets or Packages (Service Charges and Order Processing Fees are non-refundable). Failure to notify us within any specified deadline that you are unable to attend the rescheduled event will be deemed to be a reconfirmation of your order for Tickets or Packages for the rescheduled event, and you will not be able to claim a refund.

2.4 **Material Alteration:** If an event for which you have purchased Tickets or Packages is "materially altered" (as defined in clause 2.5 below), Tickets and Packages will usually be valid for the altered event (or you will be offered Tickets or Packages of a value corresponding with your original Tickets or Packages for the altered event, subject to availability). If you notify us within the specified deadline that you do not wish to attend the altered event, you will be able to cancel your order and obtain a refund of the Sale Price of your Tickets or Packages (Service Charges and Order Processing Fees are non-refundable). Failure to notify us within any specified deadline that you do not wish to

attend the altered event will be deemed to be a reconfirmation of your order for Tickets or Packages for the altered event, and you will not be able to claim a refund.

2.5 For the purposes of this Purchase Policy, a "material alteration" is a change (other than a rescheduling) which, in our and any relevant Event Partner's reasonable opinion, makes the event materially different to the event that purchasers of Tickets, taken generally, could reasonably expect. In particular, please note that the following are not deemed to be "material alterations": adverse weather conditions; changes to individual members of a band; changes to the line-up of any multi-performer event (such as a festival or cabaret evening); curtailment of the event where the majority of an event is performed in full; delays to the starting of the performance of an event; amendments to a menu providing the replacement menu is broadly similar in nature; changes to the timing of an event of less than 2 hours.

2.6 To claim a refund under clause 2.2, 2.3 or 2.4, please follow the instructions we provide to you or apply via email to events@dine.co.uk, stating the event, booking name and booking reference.

2.7 Refunds will be made using the same means of payment as you used for the initial purchase.

3 STATUTORY RIGHT TO CANCEL

3.1 Tickets and Packages may be cancelled, exchanged or refunded after purchase only at Dine's discretion, save in the circumstances set out in clause 2.

3.2 Where Dine agrees to refund a purchase for reasons other than in clause 2, Dine reserves the right to deduct Service Charges and Order Processing Fees from the refunded amount.

3.3 To exercise your right to cancel, you must inform us of your decision to cancel your purchase by a clear statement via email to events@dine.co.uk.

3.4 To meet the relevant cancellation deadline, you must email your cancellation no less than 5 working days before the event is to begin. If a multi-day event, this is the first day of the event, regardless of whether your ticket is for that day.

3.5 Once you have notified us within the relevant deadline that you wish to exercise your right to cancel, Dine will contact you within 5 working days to confirm.

3.6 2.7 Refunds will be made using the same means of payment as you used for the initial purchase.