

Booking Terms and Conditions

Please read the following terms and conditions carefully. When you purchase a ticket by using the service you are bound by these terms and conditions as well as the specific fare conditions associated with your ticket(s).

These terms and conditions are separate from our Website Terms of Use (which apply whenever you use our website, regardless of whether or not you make a booking) and Confidentiality Policy (which explains how we handle your personal data). If you do not agree with these terms, you must not use the service to purchase tickets.

We may vary these terms and conditions at any time. Each time you make a purchase you will be deemed to have accepted the terms and conditions, and any variations of applicable terms, as they appear at the time of booking.

1. Application of terms and conditions

1.1. The terms and conditions contained within this document apply when you, the customer, purchase a ticket through us, Peer Action.

2. The service(s) we provide

2.1. Peer Action provides a web-based service that enables you to search for and book tickets for our events and activities.

3. Use of the service

3.1. In all bookings, all persons must be at least 18 years old.

3.2. Both the cardholder and all customers are bound by these terms and conditions.

3.3. The lead customer agrees to provide accurate and full information to all customers in relation to the booking, including any changes, and confirms that all customers agree to be bound by these terms and conditions.

3.4. Group bookings (4 people or more) cannot be placed over the Internet, and must be arranged by email or over the telephone.

3.5. Peer Action accepts no liability whatsoever for any loss or liability incurred because of the group booking not being made in accordance with the above clause 3.4

4. Pricing, fees and charges

4.1. Tickets are subject to availability and prices can change at any time.

4.2. When you confirm your intent to reserve specific tickets our software will check the live availability and price, therefore changes may occur before final price and availability is confirmed.

4.4. Bookings made with via PayPal are not charged a transaction fee by Peer Action, however PayPal may charge the customer fees governed by the agreement between the customer and PayPal.

4.5. Prices quoted on Peer Action are in Pounds Sterling (£), We are not responsible for the exchange rate or any bank fees applied if you make a purchase from an account that uses a different currency.

5. Your contract

5.1. When you purchase a ticket using the service, the contract is for Peer Action to supply a valid ticket for the relevant event, This responsibility is discharged once the booking confirmation email has been sent, or in the case of postal tickets, the tickets posted by Peer Action.

5.2. Any questions relating to your booking should be directed to Peer Action and we will contact the event organiser(s) on your behalf or advise you how to do so.

5.3. Your booking may incur payment handling fees or postage charges. These will be confirmed

to you at the time of booking.

5.4. A contract is only formed once payment has been received and the booking confirmed. Where a reservation is requested for a paid event (e.g. by selecting 'Pay Locally') then such requests are not guaranteed or confirmed until either full payment has been made or an email of confirmation of a concessional place has been sent by Peer Action.

6. Accuracy of information provided

6.1. It is your responsibility to provide an accurate email address in order to receive your booking confirmation email. A binding contract between you and the relevant carrier will come into existence when we deliver your booking confirmation email.

6.2. At the moment payment is made, we confirm (and you agree with) details of the booking, the price and any conditions that apply to the tickets.

6.3. Peer Action accepts no liability for, and it is agreed that it shall not be liable for, ticket errors that are the result of incorrect or incomplete information provided at the time of booking.

7. Receiving tickets

7.1. Collect at venue tickets are made available by most events. Collect at venue tickets will be offered by Peer Action where possible and may be the only delivery method for certain tickets.

7.2. Print at home tickets are available for some events and Peer Action offers them where possible.

7.2.1. Your booking confirmation email will include a PDF attachment and/or link to download a PDF ticket.

7.2.2 You must ensure that you print the PDF ticket clearly on A4 Letter paper. You cannot travel with just an electronic version of the PDF, or a print-out of the booking confirmation email only.

7.2.3. You may need appropriate identification as required, including proof of age where necessary. If tickets were purchased for more than one customer, all customers should arrive together, and the lead customer is responsible for ensuring that all customers carry appropriate identification.

7.3. Some tickets are only available as postal tickets, and Peer Action offers these when no other delivery method is available.

7.3.1. Postal tickets can only be delivered to UK addresses. If you do not have a suitable UK address that we can post your tickets to, you should not book postal tickets as we are unable to post outside of the UK. Postal tickets booked with a non-UK address specified as the delivery address will be refunded where the fare conditions allow, but Peer Action is not liable for any costs when the tickets purchased are non-exchangeable and non-refundable.

7.3.2. If you select "1st Class Post" as the delivery method, your tickets will be dispatched by Royal Mail First Class post to the UK delivery address provided, and you should allow 14 days for receipt of your tickets.

7.3.3. If you select "Special delivery" as the delivery method, your tickets will be dispatched by Royal Mail Signed For First Class to the delivery address you provided, and you should still allow 3 working days for delivery.

7.3.4. If you select "1st Class Post" and you do not receive all of your tickets within 14 days you must contact us immediately. If the tickets are found to have been lost in the post, you are liable to pay a £5.00 re-issuing and re-delivery charge. On payment of this charge we will arrange for the tickets to be reissued and re-sent using Royal Mail Signed For First Class as the delivery method.

7.3.5. If you select "Special delivery" and you do not receive your tickets within 5 days you must contact us immediately. If the tickets are found to have been lost in the post, we will arrange for re-issuing and re-delivery of your tickets at no extra charge.

7.3.6. Upon receipt of your tickets please check them carefully. It is your responsibility to notify us if any tickets are missing. Please contact us within 14 days of your booking and we will arrange for the missing tickets to be delivered. If missing tickets are not brought to our

attention within 14 days of a booking, you may be liable to pay a £5.00 re-issuing and re-delivery charge.

7.4. Mobile tickets are available for some routes and Peer Action offers them where possible.

7.4.1. Your booking confirmation email will include an image attachment.

7.4.2. You must ensure that your mobile device is capable of clearly displaying the image.

7.4.3. You are responsible for ensuring that your phone is functioning and has sufficient battery life to display the ticket at all times. You may be refused entry if you are unable to display your ticket due to insufficient battery or any other issue with your phone.

7.4.4. If tickets were purchased for more than one passenger, all customers should travel together and the lead passenger must carry the credit/debit card used to make the booking.

8. When you receive your tickets

8.1. For Collect-at-venue, Print-at-home, Paperless and Mobile Ticket bookings, a booking confirmation email will be delivered by Peer Action. If the email confirmation containing your tickets or collection/paperless reference has not been received within 2 hours of your booking you should contact us. In the event that you have not received the email (including in your spam folder) and you fail to contact Peer Action within the specified time period, Peer Action will not accept any loss or liability for any ticket or ticket collection reference not received or consequential loss or costs that you may incur arising from your inability to attend.

8.2. It is your responsibility to check tickets at the point of booking. Any discrepancy must be notified as soon as possible, and no later than 2 days of receipt of tickets. Peer Action will assume that tickets/ have been issued correctly unless we are notified of an error within the specified time period.

8.3. Responsibility for incorrect dates/times and customer details are yours at the time of booking.

8.4. Amendments cannot usually be made .

8.5. If you have any queries about your booking you should contact us in the first instance. This applies also if you have queries regarding the accuracy and completeness of your tickets.

9. Refunds and exchanges

9.1. Not all tickets permit a refund or exchange. You are responsible for the accuracy of your booking, once an event has been paid for you are permitted to change the names of people attending without restriction (so long as they comply with out booking conditions at all times)

9.2. For single activity bookings such as specific therapy bookings we may specify that tickets are non-flexible, non-exchangeable and non-refundable, or they may specify timeframes in which exchanges and refunds may be applied for.

9.3. For "refund and rebook" exchanges any PayPal fees paid by us on your behalf are non-refundable, as per clause 9.13.

9.4. Unless otherwise specified in the event conditions, changes and cancellations can only be made up to and including 48 hours before the event start time. Changes requested after this time will result in cancellation of your booking and no refund will be given.

9.5. All requests for exchanges must be at least 48 hours before the start time of the event and for a date on which booking is open when the exchange is requested.

9.6. Where a ticket permits an exchange, further costs may be incurred according to the conditions and price of new tickets. Peer Action will notify you of any additional fees and provide an online additional payment form. New tickets will be issued on receipt of payment.

9.7. Peer Action uphold the right to levy an administration fee for any changes requested (currently Peer Action charges no administration fee).

9.8. Refund and exchange requests submitted by email at short notice or outside of UK office hours are not guaranteed.

9.9. Where exchanges are permissible, requests for amendments must be received at least 48 hours before event start time. Changes requested less than 48 hours before event start time cannot be guaranteed and Peer Action will not be held liable for any additional costs incurred

- 9.10.** It is not usually possible to exchange or refund tickets at the venue unless explicitly confirmed in the event details or by a member of Peer Action staff prior to arrival.
- 9.11.** We advise that any tickets required to be returned by post are posted using special delivery, which will incur an additional charge to be paid by you. Peer Action is not liable for any tickets lost in the post when being returned to us.
- 9.12.** Once processed, refunds will be made to the same PayPal account and debit/credit card used for the original purchase.
- 9.13.** Where PayPal or a credit/debit card has been used for payment, any fees paid by us and/or card fees will not be refunded.
- 9.14.** Where the delivery method is postal as per clause 7.3, any postage fees will not be refunded.
- 9.15.** Any customer seeking to obtain a refund, reimbursement or compensation via PayPal (dispute) may be subject to an admin fee. Peer Action reserves the right to deduct a fee (GBP £5.00 from any refund or compensation subsequently obtained to cover the administrative cost of defending or disputing a payment with our payment provider or PayPal.

10. Changes required by us

- 10.1.** Venues can at any time prior to confirmation of the booking, vary the price of the ticket without notice. The final price will be shown at the point of purchase.
- 10.2.** Peer Action or the relevant event organiser(s) may amend the confirmation of the booking or payment taken for tickets where an error has been made or where a force majeure event occurs, requiring such variation. These variations and amendments will be binding on you.
- 10.3.** If a venue makes a material change to the booking, you will be advised as soon as possible. You will be required to immediately elect to accept the change, make another booking, or cancel the booking. Where the booking is cancelled, in cases where payment has been received, we will refund you in full.

11. Limitations on liability

- 11.1.** Your rights and the liability of the venue in the case of failure to perform or improper performance of the contract with them depends on the applicable relevant conditions carrier, which may restrict liability and, when applicable, the conditions on liability set out in the
- 11.2.** You agree that Peer Action will not be liable for the failure, negligence or breach of duty, law or contract of any venue. Save in the case of breach of these terms and conditions and death or personal injury resulting from negligence, liability under Peer Action and in connection with its contract with you is limited to refunding the price of the tickets that have been purchased.
- 11.3.** You also agree that Peer Action or the event organiser(s) is not liable for the theft, loss of or damage to personal effects or for any loss caused by a force majeure event. You agree that Peer Action or the venue will not be liable for consequential loss or damage incurred by you.
- 11.4.** Neither Peer Action nor the venue will be liable for any delay, poor performance or failure in performance caused by a force majeure event which affects delivery of tickets, or attendance arrangements

12. Governing Law

- 12.1.** The laws of England and Wales shall apply to all disputes arising in connection with the service and the contract between you and Peer Action, and the English Courts shall have sole jurisdiction.

13. Use of your email address

- 13.1.** When you make a booking you may be given the option to create an account with Peer Action or register for updates, If you choose to do this we will add your email address to our email newsletter mailing list and you will receive emails on an approximately monthly basis. You can unsubscribe

instantly at any time by clicking the Unsubscribe link at the bottom of the email or by editing your notification preferences.

13.2. We will never share your email address or any other personal details with any third party for marketing purposes without obtaining your explicit consent..

14. Complaints

14.1. If you have a complaint about Peer Action please email contact@peeraction.net with the word "Complaint" in the subject line. We will acknowledge receipt of any complaints within one (1) week of receiving them, and we will respond in full no later than one (1) month after acknowledging receipt.

14.2. If you have a complaint about a venue you have travelled with using a ticket booked through Peer Action, you should follow the complaints procedure of the venue in question. However you are free to also email contact@peeraction.net with the word "Venue Complaint" in the subject line and we will attempt to pass the details of the complaint on to the venue as far as it is within our control to do so.

15. Suspected fraudulent payments

15.1. If we suspect your booking has been made with a stolen credit or debit card, Peer Action reserves the right to cancel your tickets and void or refund the payment.

15.2. In instances where fraud is suspected Peer Action will send an email to the email address provided at the time of booking. The booking will be quarantined until Peer Action is satisfied that additional security checks have been passed.

15.3. Customers who attempt to use a ticket that has been cancelled according to clause 16.1 will be refused entry by the event manager and the relevant local authorities alerted.

Glossary of terms

In these terms and conditions, the following definitions apply unless the context otherwise requires: _

"Peer Action", **"peeraction.net"**, **"we"**, **"us"**, and **"our"** means Peer Action a charitable incorporated organisation, registered under charity number 1155754

"you" and **"your"** means any customer, member or visitor, including all people (or any of them as applicable) named on a booking, and the cardholder (whether or not they are also a customer or member).

"booking confirmation email" means an email sent to confirm your purchase, containing full details of the tickets purchased and the delivery method.

"cardholder" means the named debit or credit card holder who pays for the booking.

"force majeure" means a major event that is outside the reasonable control of Peer Action and/or any carrier, whose services are, or may be, affected by such an event.

"postal" means a paper ticket that is sent by Royal Mail post to a UK address according to the delivery method chosen at the point of purchase.

"print at home" means a PDF ticket attached to your booking confirmation email that must be printed at home prior to departure.

"terms and conditions" means the terms and conditions set out above.

"ticket" means a ticket entitling entry or attendance to an event, as per the details and conditions of your booking, covering all delivery methods (postal, print at home, collect at station, mobile, and paperless).

“paperless” means a ticket consisting of a reference code which must be presented on arrival.