



GIFT VOUCHER AND GIFT MEMBERSHIP TERMS AND CONDITIONS

These terms

These are the terms and conditions ("**these terms**") which apply to all gift vouchers (including e-gift vouchers) ("**Gift Vouchers**") and gift memberships ("**Gift Memberships**") of Hall For Cornwall.

Please read these terms carefully. These terms tell you how we provide Gift Vouchers and Gift Memberships to you, how you and we may change or end the contract between us for Gift Vouchers or Gift Memberships and what to do if there is a problem.

You can contact us regarding your Gift Voucher or Gift Membership by emailing boxoffice@hallforcornwall.org.uk or calling us on 01872 262466.

If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

When we use the words "writing" or "written" in these terms, this includes emails.

Our contract with you

Gift Vouchers and Gift Memberships can be purchased: (i) online via our website (<https://hallforcornwall.co.uk>); (ii) at the Box Office. Our acceptance of your order for any Gift Voucher will take place: (i) in the case of Gift Vouchers bought online, when you make payment and confirm your order; or (ii) in the case of Gift Vouchers bought at the Box Office, when we tell you that we are able to provide you with the Gift Voucher(s).

Use of Gift Vouchers

A Gift Voucher contains the monetary value which was paid for that Gift Voucher at the point of purchase. It has no cash redemption value and cannot be exchanged for cash. It is not a credit card, charge card, cheque guarantee card or debit card, and the balance on a Gift Voucher will not earn any interest.

A Gift Voucher is valid for 24 months beginning on the date of purchase for printed vouchers or date of delivery for e-vouchers.

The monetary value of a Gift Voucher can only be redeemed for ticket(s) for shows or events at Hall For Cornwall ("**Tickets**"). Gift Vouchers can be redeemed for Tickets either: (i) online; (ii) at the Box Office. Gift Vouchers can be used as full or part payment for Tickets. If the monetary value of a Gift Voucher is not used in any transaction in full, the remaining balance will still be valid until the stated expiry date.

You can check the balance of any funds remaining on a Gift Voucher by emailing boxoffice@hallforcornwall.org.uk or calling us on 01872 262466.

Use of Gift Membership

A Gift Membership contains the monetary value which was paid for that Gift Membership at the point of purchase. It has no cash redemption value and cannot be exchanged for cash. It is not a credit card, charge card, cheque guarantee card or debit card, and the balance on a Gift Membership will not earn any interest.

A Gift Membership is valid for 24 months beginning on the date of purchase for printed vouchers or date of delivery for e-vouchers.

The monetary value of a Gift Membership can only be redeemed for membership(s) at Hall For Cornwall. Gift Memberships can be redeemed either: (i) online; (ii) at the Box Office. Gift Memberships must be used as full payment for a Hall For Cornwall membership.

The recipient of a Gift Membership must redeem the voucher code to become a member of Hall For Cornwall. A membership bought using a Gift Membership code will be valid from the date of redemption of the Gift Membership either online or at the Box Office.

Providing Gift Vouchers and Gift Memberships to you

We are under a legal duty to supply Gift Vouchers and Gift Memberships that are in conformity with these terms.

The costs of delivery for any Gift Voucher or Gift Membership that is not an e-voucher will be as displayed to you / made known to you at the time of purchase. There is no delivery charge for e-vouchers sent to you or the recipient by email.

When postage is a delivery option, we will deliver a Gift Voucher or Gift Membership to you as soon as reasonably possible and in any event within 14 days after the day on which we accept your order for the Gift Voucher or Gift Membership.

If delivery of Gift Vouchers is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end your contract with us and receive a refund for any Gift Voucher or Gift Membership you have paid for but not received.

If you have asked to collect a Gift Voucher or Gift Membership from the Box Office, you can collect it from us at any time during our Box Office opening hours.

Any Gift Voucher or Gift Membership will be your responsibility from the time it's delivered to the address you gave us (including an email address) or the time you collect it from us. You will only own a Gift Voucher or Gift Membership once we have received payment for it in full.

Cancellation and Refunds

Gift Vouchers and Gift Memberships are non-refundable except at the sole discretion of the Sales & Ticketing Manager.

For Tickets purchased with vouchers, refunds will be issued in Gift Vouchers.

Check our Membership Terms and Conditions for information on cancelling memberships.

Our rights to end the contract

We reserve the right to cancel any Gift Voucher/ Gift Membership, or refuse any transaction involving a Gift Voucher/ Gift Membership, if we believe (in our absolute discretion) that such Gift Voucher/ Gift Membership is being used fraudulently, or in an unauthorised or illegal manner.

Our contract with you in relation to a Gift Voucher/ Gift Membership shall automatically terminate at the time of the expiry date applicable to that Gift Voucher/ Gift Membership.

Expiry dates cannot be extended except in extraordinary circumstances and at the sole discretion of the Sales & Ticketing Manager.

Payment

You must pay for any Gift Voucher/ Gift Membership before we dispatch it to you.

Our responsibility for loss or damage

We will not accept liability for Gift Vouchers/ Gift Memberships which are lost, stolen, destroyed or used without permission, unless we have caused this by our negligence.

How we may use your personal information

We will only use your personal information as set out in our Privacy Policy