

Terms and conditions - BRADEYS UK ©2023

Booking Policy & Membership terms and conditions

Updated on a regular basis please check back.

Membership Policy

- We offer memberships, from Bronze, Silver and Gold depending on what you choose you'll get a money of code.
 - **£12.99 for Bronze, 12 month contract**
 - General Admission discount of 15% per 5 tickets, per events that excludes booking fees on eventbrite. Normal charges apply for eventbrite merchandise
 - **£15.99 for Silver, 12 month contract**
 - General admission discount of 20% per 5 tickets, per events that exclude booking fees on eventbrite. Normal charges apply for eventbrite merchandise.
 - **£17.99 for Gold Membership, 12 months**
 - General and Meet and Greet Tickets with a discount of 40% off tickets, with unlimited number of discounted tickets, which includes Merchandise add ons, or extras. Booking fees not included.
- Names must be on the tickets as per Membership documentation, if not. Your tickets will be cancelled and refunded in full. If you misuse your discount your membership will be cancelled and you will be banned from using this feature in future.
- Memberships are on a monthly basis, these can be paused at any time. Cancellation period must be made within 14 working days of signing up. After this time, we reserve the right to refuse refunds. But will take it on a case by case if you contact us after the 14 working days period.
- Membership excludes booking via the venue site, only applies via the Eventbrite sites. We cannot apply these to our venues policies as these are different terms and conditions. You can buy their memberships if offered.
- **ALL Tickets** are non refundable or transferable. They'll only be refunded if an event is postponed or cancelled. If the event is postponed on the night, or abandoned during the performance then you'll be offered a refund or an exchange for another event. We'll offer members a 55% code to rebook with us as an apology. We do our best not to postpone or abandon events. But sometimes we just have too.

Terms and Conditions for purchasing tickets

- If you book tickets via Eventbrite at full price, these can be transferred between fans, if you are no longer able to attend. Just update the name in your account page or drop us an email.
- If you book tickets via Eventbrite with a code through your membership, then you won't be able to transfer them, or refund them. You will need to attend. You could sell to another membership person, but you'll need to email us with information of your memberships so we can transfer and add a note on to the bookings.
- If you book via the venue site as we are not selling via Eventbrite, please read their T&Cs.

- Medical emergencies happen, we understand. Please contact us if this happens to you, and we will see what we can do to accommodate you.
- Exchanges on non-membership tickets or membership tickets cannot be done 24 hours before the performance is due to take place.
- If a lineup changes, you will be given the chance to amend tickets for another event. You will not be able to refund them. We do reserve the right to change the line up on the night of the performance (due to illness) and no refunds will be offered.
- Unless an event is cancelled, no tickets are refundable. Refunds are only issued if an event is postponed, cancelled or abandoned during the performance. This is really a last resort but can occasionally happen.

Meet and Greet Tickets

- They may seem expensive, but you'll get to meet the performer before the performance is due to start, receive a free programme and signed poster (where applicable) and have access to front row seating.

ACCESSIBLE SEATING

We do offer accessible seating at most of our venues, although this is depending on what accessible requirements you need. Some of our venues may not be wheelchair friendly. Please contact us for requirements.

COMPLAINTS

If you have a complaint. Please contact us via email and give us a chance to rectify it. Please don't write bad reviews online without allowing us a chance to rectify it. Complaints should be made 24 hours after the event has taken place, and if you do have a complaint on the night, speak to us as we will be able to help and resolve the issue there.

If you do give us a bad right up online or via social media, you'll be banned from attending our events and buying membership. Please, be respectful. We don't tolerate it.

QUESTIONS?

Email us at contact@bradeys.co.uk

This policy is reviewed on a regular basis. However, occasionally we may make changes without notice. We reserve the right to change without notice.