

# Terms & Conditions for Ticket Sales at NAM

Admittance to NAM ticketed events such as Celebrity Speakers or Discussions is permitted only with a valid ticket.

Any event may change or be cancelled without prior notice, usually due to circumstances beyond NAM's control.

The Management will offer an alternative performance or refund to the ticket holder in these circumstances.

In the event of cancellation due to circumstances beyond NAM's control, NAM will only refund the face value of the ticket. We will use our best endeavours to contact ticket holders either by their phone, email or address details provided at purchase.

Please note: it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and NAM cannot guarantee that they will be able to inform the customer of any changes to the event date, time or venue.

Tickets cannot be cancelled or exchanged after purchase unless the event is cancelled, rescheduled or subject to a material alteration

NAM reserves the right to refuse the admission of a ticket holder to the premises and to require any ticket holder to leave the premises. Ticket holders in possession of audio or video recording equipment and cameras will be refused entry.

NAM will not be liable for refunds in any way if an event or performance is abandoned after half of the event has taken place, due to factors beyond the NAM's control. This includes Acts of God, power failure and flooding.

Mobile phones, pagers and watches must be silenced before entering the event.

Patrons must ensure that all personal belongings are kept with them at all times; NAM will not accept responsibility for loss of possessions on the premises.

NAM is a no smoking building.

Celebrity Speaker Times: For lecture beginning at 2.30pm, doors open at 2.15 pm, questions from the audience are invited at 3.30 pm, and the book signing takes place at 4.00 pm; doors close at 5.30 pm.

For lectures beginning at 7.00pm, the front doors open at 6.00 pm, Art Gallery doors at 6.45 pm, questions are invited at 8.00 pm, the book signing begins at 8.30 pm, and doors close at 9.30 pm.

These times are subject to alteration.

Discussion Events change from event to event; ticket holders are advised to consult the NAM website for a specific programme. [www.national-army-museum.ac.uk](http://www.national-army-museum.ac.uk).