

# JANE AUSTEN'S HOUSE

## Terms of Admission

### 1. Information about Us

1.1 This ticket booking service is operated by **Jane Austen's House Museum Charitable Incorporated Organisation**, a registered charity (registered Charity number 1156458) whose address is Jane Austen's House, Chawton, Hampshire GU34 1SD. Our registered VAT number is 283370300. Reference in these terms and conditions to the **Jane Austen's House, we, us** or **our** is a reference to **Jane Austen's House Museum Charitable Incorporated Organisation**.

1.2 Reference in these terms and conditions to "**Museum**" is a reference to the house at Chawton, Hampshire GU34 1SD in which the author, Jane Austen, lived for the last 8 years of her life from 1809 to 1817 and where she wrote or revised all six of her novels prior to publication.

1.3 Reference to "**Visit**" is a reference to admission to the **Museum** on a date the **Museum** is open to the general public. Reference to "**Event(s)**" is a reference to an event or events organised by **us**, either at the **Museum** on a date or time the **Museum** is closed to the general public or at another venue.

1.4 There is no booking fee charged on tickets for your **Visit** or **Event**.

### . These Terms and Conditions

2.1 These are the terms and conditions which tell you the rules for using this ticket booking service and, together with the **Terms of Entry** (see 8 below and *hyperlink*) and the **Jane Austen's House Gift Aid Terms and Conditions** (see 6 below and *hyperlink*), comprise the terms which are the basis upon which **we** issue tickets for admission to the **Museum** for your **Visit** and for **Events**.

2.2 These terms tell you who **we** are, how **we** will provide the tickets to you, how you and **we** may change or end the arrangements for your **Visit** or **Event**, what to do if there is a problem and other important information.

- By using this ticket booking service you confirm that:-
- **you accept that you are booking tickets for the Jane Austen's House Museum at Chawton, Hampshire; and**
- you accept these terms and that you will comply with them.

If you do not agree to these terms, you must not book tickets via this ticket booking service.

2.4 These terms and conditions refer to our [privacy notice](#) which apply to your use of the ticket booking service. We will only use your personal information as set out in our [privacy notice](#).

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### 3. Your Tickets

3.1 Admission tickets are valid for 12 months from the date of your **Visit**. On presentation of your ticket at the **Museum** on the day of your **Visit**, we will issue you with a printed Annual Pass, which will allow you to visit the **Museum** again an unlimited number of times within 12 months of your **Visit**, subject to 3.2 below.

3.2 For admission to the **Museum** using your Annual Pass, you must:-

(i) book your ticket(s) using the "Free Annual Pass" ticket option on the ticket booking service; and

(ii) bring your Annual Pass with you and show it on arrival at the **Museum** in accordance with 8.1 below.

3.3 All tickets are valid only for the number of people and for the date and entry time slot (where applicable) stated on the booking confirmation email.

**3.5 Subject to these terms, admission tickets booked for a Visit to the Museum are non-refundable and cannot be altered due to a change of mind or if booked by you in error.**

3.6 No ticket or Annual Pass may be re-sold, exchanged or transferred to a third party for use at the **Museum**. If any person attempts to use a ticket or Annual Pass which has been re-sold or transferred to gain entry to the **Museum**, **we** reserve the right to refuse entry and no compensation shall be payable to that person.

### 4. Ticket Booking Process

4.1 You must be 18 or over to book tickets using this ticket booking service.

4.2 Our acceptance of your booking will take place when **we** email you to confirm it has been accepted, at which point an agreement will come into existence between you and **us** on these terms and conditions.

4.3 If **we** are unable to accept your booking, **we** will inform you of this over email (using the address you supply as part of your booking) and will not take payment or, if payment has already been made, **we** will issue you with a refund. This might be because the ticket type or number of tickets selected is sold out, or because **we** have identified an error in the price or description of the ticket.

4.4 It is your responsibility to check prior to completing your booking that the information you have supplied to **us** with regard to your booking and your ticket requirements are accurate.

### 5. Price and Payment

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5.1 The price of each ticket will be the price indicated on the booking page when you book your ticket. The price indicated is inclusive of any VAT applicable.

5.2 **We** accept payment by all debit or credit cards except American Express and Diners Club. Your card will be charged at the point your booking is accepted.

### 6. Gift Aid

On **our** booking page you can opt to make a Gift Aid declaration in respect of your payment for your **Visit**.

Terms and Conditions for annual right of admission to the museum under the gift aid scheme

1. Readmittance for the donor, or the donor and his/her family, for a period of one year from the date on the ticket, at the same times at which the general public can obtain admission.
2. We reserve the right to have a maximum of 5 special event days per year when annual admission tickets are not valid. See website for dates.
3. Tickets cannot be exchanged or refunded (in whole or in part) after purchased.
4. Lost tickets cannot be replaced under any circumstances.
5. Tickets must remain in their original form.
6. Tickets are non-transferable.
7. ID is required to match the name on your ticket.

#### **If you decided to Gift Aid your admission today, T&C's are as follows:**

8. A donor cannot make a qualifying donation in respect of a payment for a group of people who are not members of his/her family.
9. Tickets cannot be exchanged or refunded (in whole or in part) after purchased, in the event of bad weather, cancellation of an exhibition or cancelled visit.
10. A donor has 30 days from the date of the ticket in which to cancel, in writing, the Gift Aid declaration.

### 7. Supplying the Tickets

7.1 Once your booking is confirmed, **we** will provide your ticket(s) by sending you a confirmation email containing e-ticket(s) to the **Museum**.

7.2 It is your responsibility to ensure that you have received your confirmation email and ticket(s) promptly and in good time before your **Visit** or **Event**. Please contact **us at** [enquiries@janeaustens.house](mailto:enquiries@janeaustens.house) if you have lost or misplaced your confirmation email or ticket(s).

7.3 **We** are not responsible if you do not receive your confirmation email or tickets due to circumstances reasonably outside of our control (for example if you gave **us** an incorrect

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email address or your email settings treat **our** email as spam) and you do not notify **us** in good time before your **Visit** or **Event**.

#### 8. Entry

8.1 In order to gain admission to the **Museum** for your **Visit** or **Event**, you will be required to show your e-ticket(s) on arrival at the **Museum**, either on your mobile phone or by bringing a printed copy with you. If you are unable to present your e-ticket(s) by either of these methods, you will be asked for the information that you used to book tickets, in order to retrieve your booking.

8.2 If you have booked using an Annual Pass, you will be asked to show your Annual Pass with your e-ticket on arrival at the **Museum**.

8.3 If you have booked any concession tickets, you may be asked to provide evidence of your entitlement to the concession. **We** reserve the right to ask for the full price of the relevant ticket if you fail to provide such evidence.

8.4 During periods when **we** are operating admissions to the **Museum** by way of timed slots, please arrive in good time for your timed slot (if possible, no more than 15 minutes in advance). The last entry for each timed slot will be 15 minutes after the entry time. **We** cannot guarantee entry to the **Museum** if you arrive later than 15 minutes after the entry time.

8.5 It is a condition of entry that you comply with the **Terms of Entry** ([hyperlink](#)) which govern, among other things, behaviour while at the **Museum** and the conditions under which entry to the **Museum** may be refused. A copy of the **Terms of Entry** will be included in the confirmation email sent to you. They will also be available at the **Museum** on request. **Events** might be subject to their own Terms of Entry. These will be included in all correspondence relating to the **Event** for which you have booked.

#### 9. Cancellations

9.1 The **Museum** cannot issue refunds for admission tickets under any circumstances. If the **Museum** is closed for any reason on the day of your **Visit**, we will contact you with details of how to re-arrange your **Visit**.

9.2.1 If an **Event** is cancelled, or for any other reason **we** decide that your **Event** booking may be cancelled, you will be offered a full refund of the price of the tickets relating to that **Event**. In these circumstances, **we** will contact you, either in advance, or as soon as possible, to arrange either a refund or an alternative date.

9.2.2 **Our** liability to you in these circumstances is limited to refunding the price you paid for the now-cancelled **Event** ticket(s). **We** are not responsible to you to any greater extent and in particular are not liable to you for any other loss that you may incur as a consequence of

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the cancellation or closure (including, without limitation, financial loss such as travel, accommodation, subsistence or other expenses).

### 9. Responsibility for Loss or Damage Suffered by You

9.1 **We** do not exclude or limit in any way liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by **our** negligence or the negligence of **our** employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

9.2 **We** only offer tickets for domestic and private use. You must not use the tickets for any commercial, business or re-sale purpose. **We** will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business if you use the tickets for any such unauthorised purpose.

### 10. Customer Service

10.1 If you need to contact **us**, please email **us** at [enquiries@janeaustens.house](mailto:enquiries@janeaustens.house) and **we** will respond to you as soon as possible.

10.2 If you would like to complain about the booking service, please email us at [enquiries@janeaustens.house](mailto:enquiries@janeaustens.house) and **we** will respond to you as soon as possible. **We** will use **our** best endeavours to resolve any complaint you may have. If you are not happy with how **we** have handled any complaint, disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform at .

### 11. Other Important Terms

11.1 These terms and conditions constitute the entire agreement between you and **us** for the booking of tickets for your **Visit** or **Event**.

11.2 **We** may transfer this agreement to someone else. **We** may transfer our rights and obligations under these terms to another organisation. **We** will always tell you in writing if this happens and **we** will ensure that the transfer will not affect your rights under the agreement.

11.3 Nobody else has any rights under this agreement, which is between you and **us**.

11.4 If a court finds part of this agreement illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

11.5 Even if **we** delay in enforcing this agreement, **we** can still enforce it later. If **we** do not insist immediately that you do anything you are required to do under these terms, or if **we** delay in taking steps against you in respect of your breaking this agreement, that will not

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mean that you do not have to do those things and it will not prevent **us** taking steps against you at a later date.

11.6 This agreement is governed by the law of England and Wales and you can bring legal proceedings in respect of its terms in the English courts. If you live in Scotland you can bring legal proceedings in respect of its terms in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of its terms in either the Northern Irish or the English courts.