



The Beatles Story Ltd Advance Guest Booking Terms & Conditions

1. General

1.1 Definitions In these terms and conditions:

"**Customer**" means the person who is making a booking with The Beatles Story.

"**Guest**" means any individual visiting as part of a booking or with an online booking.

"**Writing**" means communication by letter or email.

"**Beatles Story**" or "**Us**" means The Beatles Story Ltd.

"**You**" means the customer making the booking.

"**Contract**" means your Booking Confirmation and/or online ticket which will be emailed to the customer following booking.

"**Online Ticket**" means any ticket purchased via our online booking system.

1.2 The Contract for the supply by The Beatles Story Ltd of a booking time and date will be formed when you receive your ticket, or upon completion of your online booking purchase.

1.3 Your booking can be amended if you create a customer account and no later than **24 hours** prior to the visit date. Otherwise, you need to contact our sales team by email sales@beatlesstory.com.

1.4 These conditions and any matters referred to by us form the entire understanding between you and us and supersede any prior promises, representations, or undertakings.

1.5 Any omission or error in any sales literature, web page or site, order form, quotation, price list, order acknowledgement, dispatch note, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.

1.6 The provisions of the Contracts (Rights of Third Parties) Act 1999 are expressly excluded from the Contract, meaning that no other person or party may claim any rights under this Contract.

2. Purchasing an Online Ticket

2.1 Online tickets are sold at standard entry rates. Our standard rates can be viewed at www.beatlesstory.com.

2.2 Online tickets can be purchased using our online booking system at www.beatlesstory.com.

2.3 Online tickets are assigned a date and time of visit chosen by the Customer. If you arrive on a date or at a time different to that confirmed and stated on your online ticket, while all efforts will be made to accommodate you, the Beatles Story cannot guarantee admission. Timeslots are for a 15-minutes period starting from the selected time.

2.4 Upon completion of your online purchase, you will receive an e-ticket with a unique booking reference. Please present your e-ticket on your arrival. Failure to present an e-ticket may result in refusal of entry.

3. For Bookings of ten or more payable adults

3.1 Reduced ticket prices will be applicable for a minimum of 10 adults booking, excluding children or concessions. Rates are available on www.beatlesstory.com when purchasing your ticket.

3.2 Additional Guests on arrival that exceed the booked numbers are chargeable at the full door prices.

3.3 Any change to numbers to be admitted will be at the Beatles Story's sole discretion.

4. All advance bookings

4.1 All bookings made online, e-mail or other forms of distance communication are made subject to these terms and conditions and the person placing the booking warrants that he/she has the full authority to do so on behalf of all the persons they are making a booking for.

4.2 Before your booking is confirmed and the Contract comes into force, the Beatles Story reserves the right to increase or decrease prices providing that we will

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notify you in writing in good time prior to your visit. You may cancel your booking in writing within 7 working days of this notice if you are unhappy with the price increases/decreases without charge and if applicable refunds will be made in full on any monies paid in advance.

4.3 All bookings are subject to availability and Beatles Story reserves the right to decline any booking at its discretion.

5. Arrival

5.1 Please arrive at your allocated time slot. If you miss your time slot, you will be given the next available time slot should there still be one available.

5.2 We recommend that all Guests, and in particular any Guests with accessibility concerns, review our accessibility guide prior to arrival. This can be found at <https://www.beatlesstory.com/>. We endeavor to ensure that access into the Beatles Story is uncomplicated for all visitors regardless of any disability and we are committed to continually improving access for all visitors.

6. Payment

6.1 Payment for online tickets will be processed at time of booking.

6.2 Payments shall be made in such format as we may agree with you when you place an order.

6.3 The Beatles Story is no longer accepting cash for payment at its admissions desk. Any tickets not already purchased in advance can only be obtained on arrival with payment by card at one of our on-site kiosks.

6.4 The price of the booking(s) will be set out when we confirm your booking. Our prices may change at any time, and The Beatles Story reserves the right to increase or decrease these prices providing we notify you in writing in good time prior to your visit. If you are unhappy with these changes you may cancel your booking within 7 working days of this notice. All prices are inclusive of VAT.

7. Cancellations

You may cancel a booking up to 48 hours prior to your arrival time. Any cancellations made within 48 hours will be subject to a cancellation fee of 100% of the total cost of your booking. Failure to inform the Beatles Story of your cancellation in writing, resulting in non-attendance (a 'No Show') will incur a cancellation fee of 100% of the total cost of your booking.

8. Refunds

8.1 Online tickets are non-refundable and non-transferable, except in exceptional circumstances, and agreed by an authorized representative of The Beatles Story.

8.2 Requests for refunds must be made in writing to the Beatles Story in advance of the date of visit and are subject to review in line with our cancellations policy.

8.3 The Beatles Story cannot refund any amounts if less Guests arrive on the day than those booked. If more Guests arrive, the Beatles Story insists payment is made for additional persons on arrival.

8.4 The Beatles Story accepts no responsibility for any third party/credit card charges incurred during the refund which may be deducted from the total value of any refund permitted.

8.5 All payments must be made in Sterling (GBP) with any international banking charges incurred by you.

8.6 No refunds will be given on arrival for any pre-paid Guests whose numbers on arrival are less than those booked.

8.7 The Beatles Story is not liable for any third-party ticket sales. Any refunds or date amend requests must be referred to the original point of sale.

9. If we amend your booking

In the unlikely event it becomes necessary for the Beatles Story to change your booking, in total or in part, the Beatles Story will inform you as soon as is reasonably possible of any necessary changes. You shall have the choice of accepting the changed arrangements, making another booking at the Beatles Story or cancelling your booking and receiving a full refund of any payments made.

10. Delay or failure to perform

We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation); an act of God, explosion, flood, fire or accident; pandemic; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third-party act or omission.



11. Liability

11.1 The Beatles Story shall ensure that the visit and/or other services you order from us are in accordance with these terms and conditions and shall be performed by us with reasonable skill and care.

11.2 We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of our breach or if it was contemplated by you and us at the time we entered into this Contract.

11.3 The Beatles Story shall have no liability for any property lost during the visit.

11.4 Guests shall bear the liability for any and all damage caused by their action or the actions of the Customer. You shall be responsible for the actions of those Guests within your parties. If any Customer or Guest's behavior is deemed to be unacceptable or causes damage, you may be asked to leave the Beatles Story's premises. If part of a larger party, they may also be asked to leave the Beatles Story's premises. No refunds will be made under these circumstances.

11.5 You agree not to make bookings for any commercial, business or re-sale purpose without our prior consent, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity arising out of this Contract.

11.6 Our entire liability in connection with the Contract will not exceed the purchase price of the services booked.

11.7 We do not exclude or limit in any way our liability for: (a) death or personal injury caused by our negligence or the negligence of our employees, agents, or subcontractors; (b) fraud or fraudulent misrepresentation.

12. General

12.1 This Contract is between you and The Beatles Story Ltd. No other person shall have any rights to enforce any of its terms.

12.2 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.

12.3 In an evacuation situation you are responsible for the movements and exit. The Beatles Story shall use reasonable endeavors to evacuate all persons off premises.

12.4 We are a company registered in England and Wales. Our company registration number is 02275265 and our registered office is at No.1 Mann Island, Liverpool, L3 1BP.

12.5 If you have any questions or if you have any complaints, please contact us. You can contact us by telephoning our customer service team at **+44 (0) 151 705 6615** or by e-mailing us at enquiries@beatlesstory.com.

13. Your information

13.1 We will use the personal information you provide to us to: (i) take the bookings; and (ii) process your payment for such bookings.

13.2 We will not give your personal data to any third party without your prior express consent. The Beatles Story will comply with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of personal data and the privacy of electronic communications, including:

- (i) the Data Protection Act 2018 and any successor UK legislation; and
- (ii) UK GDPR

13.3 You can choose at the time of booking for The Beatles Story to inform you about similar products or services that we provide, but you may stop receiving these at any time by contacting us. If you do not wish to receive such information, please let us know by emailing us at enquiries@beatlesstory.com; or telephoning us on +44 (0) 151 705 6618; or writing to us; The Beatles Story Ltd., Britannia Vaults, Royal Albert Dock, Liverpool, L3 4AD, UK.

13.4 In line with the Data Protection Act 2018, any debit/credit card information provided by email will be deleted with immediate effect and without payment being taken. Credit Card payments must be made in person or through our online booking systems.

14. Governing law and jurisdiction

14.1 The Contract is subject to English law and the exclusive jurisdiction of the English Court.