



The Beatles Story Ltd Gift Voucher Terms and Conditions

1. There are 3 types of Gift Voucher available for purchase at beatlesstory.com: Admission Gift Vouchers, Cafe Gift Vouchers and Shop Gift Vouchers.
2. All Gift Vouchers can only be purchased online at beatlesstory.com and cannot be purchased at our sites. Please see below our site addresses.
3. Beatles Story Admission Gift Vouchers are valid for general admission to The Beatles Story only, at our Royal Albert Dock site. These can be purchased as a 2 Adult Gift Ticket or a Family Gift Ticket (2 adult and 2 child admissions at a discounted rate). If our admission prices change you will be charged the difference upon redemption of your voucher. Admissions Gift Vouchers can only be redeemed online at beatlesstory.com.
4. Beatles Story Cafe Gift Vouchers are valid for use against purchases at our Fab4 Cafes at both our Royal Albert Dock and Pier Head sites. These are redeemable at the monetary value as stated on your voucher and are available to purchase at £10 or £20 at a time.
5. Beatles Story Shop Gift Vouchers are valid for use against purchases at our Fab4 Stores at both our Royal Albert Dock and Pier Head sites. These are redeemable at the monetary value as stated on your voucher and are available to purchase in increments of £10 starting at £10 up to £50 at a time.
6. Purchased gift vouchers will be sent to the email address entered by the customer at time of purchase, which may be the customer or chosen recipient as specified by the customer on purchase.
7. Beatles Story Café and Shop Gift Vouchers can be used as payment against one transaction, or for multiple transactions, if it has a remaining balance. Gift vouchers must be entered after selecting your purchase and prior to settling any outstanding payment. If your purchase exceeds the balance on the Gift Voucher you must pay the excess by another payment method.

The Beatles Story Ltd. Britannia Vaults, Royal Albert Dock, Liverpool, L3 4AD
0151 705 6618 • sales@beatlesstory.com • beatlesstory.com • enquiries@beatlesstory.com
Registered in England no 2275265. Registered Office: No 1 Mann Island, Liverpool, L3 1BP



8. All Gift Vouchers are valid for 12 months from the date of receipt.
9. Discount codes and gift vouchers cannot be used for purchase of other Beatles Story Gift Voucher(s).
10. Gift vouchers are non-refundable or transferable, cannot be re-sold, and no cash alternative will be offered. No refunds will be given on full or part-used vouchers.
11. A 14-day cooling off period applies to goods and services not purchased in person, in which you may cancel a Gift Voucher, provided the Gift Voucher has not yet been used. This period starts from the day after the gift voucher is received. Please contact enquiries@beatlesstory.com within 14 days if you wish to request a cancellation.
12. When refunding items purchased instore using a Beatles Story Café or Shop Gift Voucher, the Beatles Story will issue a gift voucher receipt to the value of the refund. This will be subject to the same expiration date as the purchase of the original Beatles Story Gift Voucher.
13. For lost or misplaced Gift Vouchers, or if these are not functioning as expected, please contact enquiries@beatlesstory.com for more support.
14. Buying or redeeming Gift Vouchers is also subject to our normal terms and conditions. For The Beatles Story full terms and conditions, please visit <https://www.beatlesstory.com/terms/>.
15. The Beatles Story Ltd reserves the right to amend these terms and conditions and/or discontinue the Gift Vouchers at any time without notice.
16. Our Royal Albert Dock site address is The Beatles Story Ltd., Britannia Vaults, Royal Albert Dock, Liverpool, L3 4AD.
17. Our Pier Head site address is The Beatles Story Ltd., Pier Head Ferry Terminal, Georges Parade, Liverpool, L3 1DP.

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