

Terms and Conditions accompanying the purchase of Tickets for Queens' May Ball 2025

Terms of Tickets

1. Definitions:

- 1.1. "Us", "We", "Our" and "the Committee" denotes the Queens' College May Ball 2025 Committee.
- 1.2. "You" denotes the **primary ticket holder**.
- 1.3. "The Ball" denotes the Queens' College May Ball 2025.
- 1.4. "Primary ticket holder" denotes the eligible person placing an order.
- 1.5. "Your guests" denotes any additional persons for whom the primary ticket holder purchases a ticket and for whom the primary ticket holder is responsible.
- 1.6. "The website" denotes the Queens' May Ball website at <https://www.queensball.com>
- 1.7. "The ticketing system" denotes the online ticketing system at <https://ticketing.queensball.com/>

2. Obligations and Commitments:

- 2.1. The Committee undertakes to organise a Ball to be held at Queens' College, Cambridge beginning on 24th June 2025 for ticketholders, subject to the terms and conditions in this document.
- 2.2. This contract is made between you and us. Thus, any guests for whom you choose to purchase tickets will be your responsibility if they fail to conform to the requirements laid out in these Terms and Conditions and the regulations of Queens' College. It is your responsibility to inform your guests of reasonable and expected behaviour while attending the Queens' College May Ball 2025.
- 2.4. The name(s) of you and your guest(s) must be provided as stated on their photo identification presented on entry; the forms of identification which will be accepted are set out in clause 4.3. This is for security purposes. The photo identification and ticket will be checked at the point of entry to the Ball. If there is any discrepancy, then entry will not be permitted.
- 2.5. The primary ticket holder is responsible for ensuring that the names of you and your guests are entered correctly at the point of ordering.
- 2.6. Admission will not be permitted to any person who is not wearing a wristband.
- 2.7. Any person on the premises without a wristband will be treated as a trespasser and will be removed. As such, wristbands must be worn, and corresponding identification carried for the entirety of the Ball.

2.8. Guests of the primary ticket holder must enter the Ball together with the primary ticket holder.

3. Eligibility:

3.1. Tickets will be allocated on a first come, first served basis subject to availability.

3.2. The primary ticket holder **must** be a current or former Member of Queens' College, including students, PDRAs, teaching assistants, staff and fellows.

3.3. All guests of the primary ticket holder must be bona-fide acquaintances but may be from outside of the University of Cambridge.

3.4. Purchase of a ticket is defined as ordering a ticket through the ticketing system and full payment being made by bank transfer.

3.5. Tickets issued under the 'Ball swap' scheme are not transferable and may only be used by the named person on the ticket, for access to Queens' May Ball 2025, by the Ball-committee member of the partnered College, as part of a negotiated exchange agreement with the Committee.

3.6. Persons under 18 years of age will not be permitted to enter the Ball. Any person under that age who is found attending the Ball will be required to leave immediately without refund.

4. Purchase of Tickets:

4.1. Payment for tickets is only accepted by bank transfer. The bank details are provided on the invoice issued upon ordering tickets.

4.2. Payment is due **within 3 days of ordering**; no ticket is valid unless paid for in full. Your ticket may be cancelled if we do not receive full payment on time.

4.3. You must ensure that the names declared on purchasing tickets for yourself and your guest(s) correspond to the names on your personal identification. Valid identification for collecting tickets or gaining entry to the Ball is a valid passport, valid photocard driving licence or photocard national ID.

No other form of identification will be accepted.

4.4. If false, misleading, or incorrect details are provided on ordering, then your ticket will automatically be forfeited, and the Committee will redistribute the ticket for general sale. If you have already made payment, then this may be returned in full or part at the discretion of the Committee and may incur administrative charges..

4.5. The primary ticket holder is responsible for any / all bank charges and fees that are incurred. These should be taken into account when making a bank transfer to ensure that the full sum is received after sending and receiving bank charges are taken into account.

4.6. **Primary tickets are non-transferable and must not be resold. Guest tickets must not be resold, however name changes are permitted in accordance with clause 4.7.** Any attempt to sell or swap a guest ticket for profit may result in your tickets being cancelled.

4.7. You may cancel your ticket with refund of the purchase price (less administration fee) before 30th April 2025. All such cancellations will incur an administration charge of £32. Ticket holders who are not able to attend are invited to donate their tickets to a scheme to support students to attend the Ball who would not otherwise be able to do so.

4.8. Any requests for refund cannot normally be made after **30th April 2025**. Missed event cover insurance can be purchased from some insurers for individuals who wish to insure themselves for missing a specific event. You may already possess alternative insurance(s) with some benefits. It is your own responsibility to investigate suppliers and options and make any arrangements that you wish.

4.9. Prior to 30th April 2025, the guest names can be entered as 'to be confirmed' ('TBC') when a ticket is requested, but this must be changed to the guest's name by 30th April 2025. Thereafter, until 30th May 2025, guest name change requests are permitted through the ticketing system for a charge of £17. No name change requests will be accepted after 30th May 2025.

4.10. Changes to dietary requirements associated with a dining ticket are allowed through contact with the ticketing officer (tickets@queensball.com). No charge will be associated with such changes, but the information must be received by 30th May 2025.

4.11. No other changes to tickets or associated details will be accepted after noon on the 30th May 2025.

5. Issue of tickets and wristbands:

5.1. Tickets and wristbands will only be issued if the full balance on an order, including any additional charges, has been paid.

5.2. In the case of a physical ticket, it may only be collected by the primary ticket holder or a named guest on that ticket (with permission from the primary ticket holder) unless prior arrangement has been made by email to tickets@queensball.com

5.3. Valid identification as set out in clause 4.3 will be required to collect such tickets or other memorabilia.

5.4. Times and locations for ticket collection will be advertised by email and via our official social media channels.

6. Refusal of Entry:

6.1. The Committee reserves the right to refuse entry to any person who is not wearing a valid wristband.

6.2. The Committee reserves the right to refuse entry to any person who fails to adhere to the dress code, [as](#) listed on ticketing.queensball.com on the ticket request page.

6.3. The Committee reserves the right to refuse entry to ticket-holders if, in the reasonable opinion of the Committee, admission of the ticket-holder might be a risk to the safety of the other persons at the Ball and/or the ticket-holder, and/or affect the enjoyment of others and/or the running of the Ball; examples of such behaviour include, though are not limited to, the ticket-holder engaging in any anti-social, offensive, violent, and/or illegal behaviour.

7. Admission Times and Routes:

7.1. The Ball opens at 8.47pm on Tuesday 24th June 2025. Guests with pre-dining tickets will be invited to dinner at an earlier start time. This will be posted on the website by 30th May 2025 and confirmed in an email to the primary ticket holder.

7.2. Admission to the Ball by ticket holders shall be at such times and by such routes as determined by the Committee. The specific detail of entry will be notified to the primary ticket holder via email and will be published on www.queensball.com prior to the Ball.

7.3. Entry after the advertised time period allocated for entry will be prohibited.

7.4. If you leave the premises at any point during the Ball you will be unable to regain entry.

7.5. You are required to leave the Ball no later than 0600 on the morning of Wednesday 25th June 2025.

7.6. The Committee and security staff have the absolute right to expel from the Ball any person who behaves in an inappropriate manner or in any way fails to comply with these terms and conditions. Such inappropriate behaviour will include but is not limited to actions which, in the reasonable opinion of the Committee, might be a risk to the safety of the other persons at the Ball and/or the ticket-holder, and/or affect the enjoyment of others and/or the running of the Ball; examples of such behaviour include, though are not limited to, the ticket-holder engaging in any anti-social, offensive, violent, and/or illegal behaviour.

8. Smoking:

8.1. Smoking is not permitted anywhere within the ball perimeter except in a dedicated and advertised smoking area. The Health Act 2006 makes it illegal to smoke in the indoor public areas and partially enclosed spaces, including all marquees. Queens' College is a non-smoking site.

9. Menu and Entertainment:

9.1. We reserve the right to amend the menu and entertainment at any time and without prior notice, including during the Ball.

10. Dietary Requirements:

10.1. It is the responsibility of the primary ticket holder to inform the committee of the dietary requirements of themselves and their guests. There is a section in the order form for notes on special diets for those with dining tickets.

10.2. While the committee will attempt to tailor the range of foods available at the ball for non-diners, we cannot guarantee that all dietary requirements will be met for non-dining guests.

11. Disabled Access

11.1. If you or your guest(s) have specific accessibility requirements it is your responsibility to inform us of this by emailing tickets@queensball.com.

11.2. We are committed to making the Ball accessible to everyone, but, due to the nature of the site and the event, some areas and activities may be unavoidably inaccessible.

12. Security Staff:

12.1. Security staff employed by the Committee shall have full authority to act on their behalf to ensure safety and compliance with these terms and conditions.

13. Refunds:

13.1. The ticket price, except where permitted elsewhere in these terms and conditions, is non-refundable. Cancellation and refund requests for a ticket will be allowed from noon on the 5th January 2025 until noon on the 30th of April 2025, after which no such applications will be considered. Applications should be made to tickets@queensball.com; the subject of such an email should include your ticket ID and should be sent from the email address with which the ticket was originally purchased.

13.2. A ticket cancellation and refund will incur a charge of £32 to cover administrative and bank charges. Any refund made to non-UK bank accounts may also incur additional bank charges.

13.3. In the event that the primary ticket holder requests a cancellation and refund of their ticket, all tickets associated with that order will also be cancelled and refunded. Refunds will be made only to one account provided by the primary ticket holder.

13.4. No applications for refunds following non-attendance of the Ball will be considered under any circumstances.

14. Cancellation or Curtailment:

14.1. If the Ball or any aspect of the Ball has to be cancelled or curtailed owing to unforeseeable circumstances or circumstances beyond our reasonable control, including but not limited to an Act of God, national or local emergency, a period of national mourning, acts or omissions of Government, local or competent authority, the police, industrial disputes of any kind, fire, pandemic restrictions or severely adverse or inclement weather conditions such as to make the holding of the Ball impossible, a danger to attendees, prohibitively expensive or otherwise impossible to operate or continue with, the Committee are not obligated to refund any part of the ticket price.

14.2. If the Ball or any aspect of the Ball has to be cancelled or curtailed owing to unforeseeable circumstances or circumstances beyond our reasonable control, no additional fees or charges or other compensation beyond the face value of the ticket(s) will be refunded under any circumstances.

15. Loss, Theft, Injury or Damage:

15.1. Other than in cases of negligence or breach of duty by the Committee, Queens' College, its contractors, agents or suppliers, you and your guest(s) will be responsible for any loss, theft, injury or damage attributable to you or your guest(s).

15.2. The Committee, Queens' College, its contractors, agents and suppliers will not be responsible for any injurious act or default of any person attending the Ball unless, and to such extent as, such act or default should have been foreseen and avoided by the exercise of due care and diligence on the part of the Committee.

16. Data Protection Act:

16.1. We will deal with your information in accordance with the Data Protection Act 2018. We will not pass your information to third parties without your express consent. Your information will only be used for the Ball and will be deleted after the Ball. By entering your email address, you agree to this use of your information and that of your guest(s). See ticketing.queensball.com/data-statement/ for further details.

16.2. The ball may employ media coverage, including but not limited to photography and videography. By purchasing tickets you give consent to be included in these media, unless otherwise agreed with the Committee before the Ball. These media may be released into the public domain; examples of uses include, though are not limited to, publication on the Ball website, journalistic uses and as part of any mementos of the Ball. The Committee will retain copyright on these media.

17. Responsibility:

17.1. As an attendee of the Ball you shall have the responsibility to abide by all rules and directions given by the Committee, security staff and agents.

17.2. You are responsible for ensuring that you and your guest(s) are aware of, have a full understanding of and behave in accordance with all terms and conditions.

17.3. It is your responsibility to inform us of any change in your contact details, or those of your guest(s), particularly email addresses.

17.4. You are responsible for continuing to check the website (www.queensball.com) to keep abreast of any changes.

18. Acceptance of Terms and Conditions:

18.1. Attendees are deemed to have accepted the terms and conditions contained within this document. In the event of any dispute, the decision of the Committee is final.

19. Amendments:

19.1. We reserve the right to amend, add and/or replace any of these terms and conditions; any such alterations will be published on www.queensball.com prior to the Ball. Any changes are effective immediately.

20. Warranty and Disclaimer:

20.1. The Committee does not guarantee that all content and/or online services offered through the site and ticketing system will always be available or be uninterrupted, timely, secure or free from bugs, viruses, errors and omissions.

20.2. The Committee is not responsible for any loss or damage occurring through use or interruption of the site or ticketing system.

20.3. The site, the ticketing system and their content are delivered on an "as-is" and "as-available" basis.

Any ticketing queries should be addressed by email to tickets@queensball.com