

# SUPERNATURAL TOURS

## EVENT TERMS AND CONDITIONS

### 1. Definitions and Interpretations

"Event" means an event including, without limitation, Ghost Hunts, Ghost Walks/Tours, Fairs, Open Days, Zombie Events, Theatrical Events, Workshops, Online Events, Murder Mysteries, Psychic Suppers, concert, exhibition, sports and/or music event run by Supernatural Tours or one of our companies or brands to be held at a Venue, outside and/or online.

All terms in this document apply to Supernatural Tours, the trading name of Supernatural Tours and Events Limited and its subsidiaries, Venom Events, Southampton Ghost Tours, New Forest Ghost Tours, Windsor Ghost Tours, Portsmouth Ghost Tours, Winchester Ghost Tours, Supernatural Takeover and The UK Paranormal Research Society (UKPRS). They will be collectively referred to as either 'Us' and/or Supernatural Tours in this document.

"Tickets" means tickets or other types of evidence (including electronic tickets) for an event sold by us to you.

"Venue" means any facilities or locations of any nature where the event is being held.

"Online" means any event, webinar, demonstration, talk or any other event run online.

"We" means Supernatural Tour and our subsidiaries, companies or brands. "Us" and "Our" shall be read accordingly.

"You" means you, your party or anybody who in our reasonable opinion is acting with your authority or permission. "Your" shall be read accordingly.

"Promoter" means the person firm or company staging the event if different from us and the Venue.

"Group" means group organisers, charities, travel and coach companies or other organisations that we have agreed to sell to knowing that the Tickets are intended for resale.

### 2. Incorporation

These Terms and Conditions should be read in accordance with the venue and/or promoters' terms, conditions, and regulations.

Our terms are non-negotiable, and you agree to these terms and conditions upon booking on an event and agree that you have read them in full and understand them.

### 3. Tickets

All tickets are sold subject to availability and in accordance with our terms and conditions. These terms and conditions must be read carefully prior to purchase and any queries relating to them should be raised with us prior to purchase, as purchase of tickets constitutes acceptance of our terms and conditions.

A valid ticket must be produced on arrival to an event. Removing any part of, altering or defacing the ticket may invalidate your ticket. No refund will be issued.

It is your responsibility to check your tickets. Please note that if you have made a mistake, it cannot always be rectified after purchase. Please check your tickets on receipt carefully and contact us immediately if there is a mistake.

We will not be responsible for any tickets that are lost, stolen or destroyed. You will need to contact us for duplicates. If you booked via a third-party agent such as Eventbrite or Skiddle, you would need to contact them directly. A charge may apply.

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Ownership or possession of a ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the ticket.

Tickets must not be resold or exchanged to other parties without permission from us first. The only exception to this is gift vouchers.

### 4. Price and Payments

The price of the ticket shall be the price set at the time we accept your order. All prices set are inclusive of any applicable taxes but exclusive of any booking fee and collection or delivery fee. No order will be accepted until we have received either the applicable deposit or full payment. If you have paid a deposit, the remaining balance must be paid 2 weeks prior to the event. Failure to pay in full will result in your tickets being cancelled without refund and resold.

We are not responsible for charges from third-party agents such as Skiddle and Eventbrite.

We may offer discounts or promotional prices. We will not refund any differences under these conditions.

### 5. Delivery

All tickets are e-tickets and will be sent to the email address you used to purchase your tickets. If you require printed tickets, we will charge an administration fee of £5.00 per booking.

Printed tickets will only be delivered to the billing address of the debit/credit card holder unless we specifically offer you the facility for tickets to be sent to an alternative address.

Please check your spam and junk email boxes if you do not receive your tickets.

If you have not received your tickets from us 72 hours prior to the event, please contact us.

If tickets dispatched by Royal Mail ordinary post, special delivery or registered post are returned to us as "addressee unknown" we reserve the right to cancel your booking and make a refund of the ticket price only.

### 6. Changes to the Event

We reserve the right to make alterations to the event where necessary. Changes may also be made at the request of the venue.

Please ensure that you check your emails or our website for details prior to the event.

### 7. Refunds/Exchanges

We are unable to offer refunds for tickets or bookings for any of our events under any circumstances. This includes if no paranormal activity occurs on our Ghost Hunts as we are unable to guarantee paranormal activity.

Tickets must not be resold to any third parties without prior permission from us.

We are unable to offer exchanges on to other events. This includes on ghost hunts if no paranormal activity occurs. We also do not offer refunds for no shows or to anyone who is removed or refused entry to the event for not adhering to our terms and conditions or those of the venue.

In some cases we may offer customers to change to another date for ghost tours only. An admin fee of £5.00 will be charged in advance.

We are also unable to offer discounts or refunds if you arrive at an event late or if you leave early.

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### 8. Liability

Personal arrangements including travel, parking, accommodation, or hospitality relating to the event which have been arranged by you are at your own risk. We will not be held responsible for cancellations, accommodation, or travel costs under any circumstances.

Neither we nor the venue will be responsible for any loss, theft or damage of your personal belongings under any circumstances whilst attending any of our events

Neither we nor the venue will be held responsible for any injuries, accidents, illnesses or near misses or death because of you attending any of our events.

Participation on our events is at your own risk. You agree to take responsibility of yourselves and those in your party attending.

### 9. Cancelled/Rescheduled events

In the unlikely event that an event is cancelled, we will offer a full refund or an alternative date or event.

It is your responsibility to ascertain whether an event has been cancelled or re-scheduled and the date and time of any re-scheduled event. We will announce any cancellations or date changes on our website and social media pages.

Where an event is cancelled or re-scheduled, we will use our reasonable endeavours to notify you using the details you provided us with at the time of ordering. We do not guarantee that you will be informed of such cancellation before the date of the event.

It is your responsibility to inform us of any changes to the contact address, telephone number or email address you provide us with at the time of ordering.

### 10. Use of details and data protection

All data is kept securely under the terms and conditions of UK GDPR.

We will not pass any data on to third party agents under any circumstances.

All data kept by us is relevant to our events only. All data will be processed in line with your rights.

We will not be held responsible any data held by third party agents such as Eventbrite or Skiddle.

You must contact us if you need to make any changes to the data provided to us.

There may be circumstances where you will need to provide sensitive data to us such as medical details. These details will be kept securely, and we will only notify First aiders under these circumstances.

You may wish to sign up to our newsletter. There will be an option to allow you to unsubscribe.

All other contact with you will be in reference to the events you have booked on.

### 11. Resale/use of tickets and property

You may not re-sell or transfer a ticket without our permission. Where a ticket is offered for resale, you must provide us with the full details of the buyer prior to the event.

Buyers must also be made aware of these terms and conditions and any other terms and conditions that are specific to the event. This will be your responsibility.

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### 12. Void Tickets

Any tickets obtained in breach of these terms and conditions shall be void and all, rights conferred or evidenced by such ticket shall be void. Any person seeking to use such a void ticket to gain or provide entry to an event may be considered to be a trespasser and may be liable to be ejected and liable to legal action.

Void tickets are non-refundable.

### 13. Restrictions on the purchase of tickets

Tickets may be restricted to a maximum number. Any such restriction shall be notified to you at the time you book the tickets. We reserve the right to cancel tickets purchased more than this number and without our agreement, without prior notice unless the purchase of an excess was due to our error.

### 14. Conditions of admission and the event

We reserve the right to refuse entry to anyone who does not adhere to our terms and Conditions and those of the venue.

These include the following:-

- 1) Anyone displaying inappropriate behaviour including inappropriate language, threatening behaviour, discriminative behaviour, abusive and provocative behaviour and any other behaviour deemed inappropriate
- 2) Anyone who breaches our Health and Safety policies and that of the venue. This includes entering closed off areas.
- 3) All of our events are strictly no alcohol events unless stated otherwise. Anyone under the influence of alcohol or any drugs will be refused entry or removed from the event without refund or discount. Alcohol and drugs must not be brought on to any of our events.
- 4) Participants on our Ghost Hunts must be

16 years of age and over unless stated otherwise. We reserve the right to ask for proof of ID. Failure to provide valid ID may result in you being asked not to participate in the event without a refund or discount.

5) You must not promote any other company, society, charity, entity etc without our permission.

6) Sharp objects such as knives and scissors must not be brought on to any event. We reserve the right to search bags etc.

7) You must not promote any services or sell any items without our permission.

8) Any form of theft is strictly forbidden. You will also be liable for any damage to the venue's contents and the venue itself.

This list is non-exhaustive. Failure to adhere to these terms will result in removal from the event without a refund or discount. We may also inform the Police and any other relevant authority.

### 15. Restrictions and prohibitions

The use of equipment for recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data on our events for commercial reasons is forbidden without our permission prior to the event.

We reserve the right to view all final edits and all footage filmed on our events before transmission and we reserve the right to use any footage for advertising purposes and commercial purposes.

Ticket holders and customers shall not bring into the event or display or distribute (whether for free or not) at the event any sponsorship, promotional or marketing material's.

You must not promote any other companies, charities, goods, services, organisations, or any other entities without our permission.

Mobile telephones, electronic devices such as iPad and Kindles, and messaging equipment must be switched off during the event or on silent.

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Smoking is not permitted unless within a designated smoking area (if any). You will be made aware of the designated area at the start of the event.

The following are not permitted within any Venue:

- 1) Animals (with the exception of guide dogs);
- 2) Laser pens
- 3) your own food and drink (unless permitted by us or the venue);
- 4) Bottles, cans or glass containers (unless permitted by us or the venue);
- 5) any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives);and
- 6) illegal substances.

We reserve the right to conduct security searches from time to time and confiscate any item which, in the reasonable opinion of our team, may cause danger or disruption to other customers or the event or is one of the items not permitted in the list above.

Every effort shall be made to admit latecomers to events at a suitable break in the event, which may be the interval, but late admission cannot be guaranteed.

You must inform a member of our team if you or any customer needs to leave the event for any reason.

The obstruction of gangways, access-ways, exits, entrances or staircases, congregating in non-designated areas is forbidden.

### 16. Health and Safety

We will not be held responsible for any accidents, near misses, injuries, or illnesses during or after any of our events.

At the start of each event one of our team will highlight any Health and Safety requirements.

However, it is your responsibility to ensure you are aware of any emergency procedures and exits. You are responsible for reading this information.

We will conduct risk assessments on all our events. You must always comply with all Health and Safety requirements.

In the event of emergency, you must meet at the designated evacuation point. Do not stop to collect any items and do not re-enter the building until instructed to do so by the venue management or the fire brigade.

A First Aider and first aid kit will be present on each event. If you incur any injuries, near misses, accidents, or illnesses you must alert a member of team and you must complete an accident report form. This form is confidential.

Some of events take place with no or low-level lighting and areas where there may be uneven surfaces and low ceilings. You agree to always take care. You must use lighting to move around the building. If you are attending a ghost hunt, you must always stay with your team, unless in emergency situations.

Participation in experiments is at your own risk. You must not replicate them outside of the event. We will not be responsible for any effects of participating in the experiments during the event or if you fail to adhere to this condition.

If you have any special requirements or concerns about any special effects which may be featured at the event, prior notice should be provided when ordering tickets. Special effects may include, without limitation, sound, audio visual, pyrotechnic effects, or lighting effects.

### 17. Complaints

We take complaints seriously and we will attempt to resolve any complaints at the point of contact.

If we fail to come to a resolution or you wish to make an official complaint this can be done by emailing [scared@supernaturaltours.co.uk](mailto:scared@supernaturaltours.co.uk)

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We will acknowledge your complaint within 5 working days and offer a final response within 28 days. All complaints will be investigated diligently and impartially.

### 18. Theatrical Events

Supernatural Tours runs a range of theatrical events including ghost tours/walks, Zombie Experiences, Murder Mysteries and more.

These events include the use of live actors, props, make up, special effects, sound and lighting.

Some of our theatrical events include scary moments and scenes that some may find distressing.

These events may not be suitable for those with heart conditions or those with a nervous disposition.

### 19. Ghost Hunts and Tours

Supernatural Tours runs a range of interactive ghost hunts in venues across the UK. These events will be operated by Supernatural Tours.

These are real ghost hunts which include participation in experiments and use of equipment as seen on TV.

Participation in experiments is optional. We also encourage you to share any experiences.

Please note that whilst we will try a range of experiments, we are unable to guarantee paranormal activity. No refund will be issued if no paranormal activity occurs.

The events include an introductory talk at the start and group activities. Our Supernatural Team will be on hand to guide you throughout the event.

Our Ghost Tours are theatrical tours in Southampton, The New Forest, Windsor, Portsmouth and Winchester.

The Southampton tour uses the vaults. These are historic buildings, and you must always take care. You will be responsible for you and your party.

The tours take place in all weathers. You must dress sensibly and take care on the route.

Taking part in our event is entirely at your own risk and Supernatural Tours and Events Limited will not be held responsible for any illness, accident, injury, near miss, incident or death whilst attending our events.

You agree to waive Supernatural Tours and events responsible for any illness, injury, near miss, accident, or death.

### 20. Online Events

Supernatural Tours run a range of interactive events including fairs, courses, training events, theatrical events, webinars, talks, demonstrations, conventions and more.

These events will be run professionally and take place over a platform such as Zoom or Facebook.

You will receive an e-ticket containing a link to the event. These links must not be shared publicly and must only be used by the person who booked unless stated otherwise.

It will be your responsibility to ensure that you keep the email containing and link safe ready to use when the event begins.

One of our team will be present at least five minutes before the start of the event which will begin promptly at the stated time. It is your responsibility to ensure you join at the correct time.

You must also ensure that you have the right equipment to participate in the event and the correct and latest program (such as Windows, Zoom etc). You may have to download the latest version and create an account in advance. You should also check your internet connection is suitable.

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Supernatural Tours will not be held responsible for any connection issues, technical issues or any other issues that may affect your participation on the event. Refunds will also not be provided should technical issues affect your participation on the event.

Supernatural Tours will not be held responsible for providing any equipment or access to the event and for any damage or loss to your equipment because of taking part in the event.

Some online events will be operated by a third party. Supernatural Tours will not be held responsible for the content in this circumstance.

### 21. About us

Supernatural Tours is the trading name of Supernatural Tours and Events Limited, the UK's leading Supernatural events company running a range of events including Ghost Hunts, Ghost Tours, Murder Mysteries, Theatrical Events, Psychic Suppers, and many more.

Our events are run professionally and with maximum interaction. We provide both entertaining and fun events. All of our Ghost Hunts is real, and our experiments are run fairly.

Our subsidiary companies and brands include Supernatural Tours, Supernatural Tours and Events, The UK Paranormal Research Society (UKPRS), Windsor Ghost Tours, Venom Events, Southampton Ghost Tours, Winchester Ghost Tours, New Forest Ghost Tours, Portsmouth Ghost Tours and Supernatural Takeover.

All the terms and conditions listed in these terms and conditions apply to all of our events run by both Supernatural Tours and our subsidiary companies and brands.

Our terms and conditions are non-exhaustive. Failure to adhere to all the terms and conditions will result in removal and/or refusal on our events without refund.

By booking on our events and attending the event you agree to these term and conditions.

Contact us on the following:-

Supernatural Tours-  
[www.supernaturaltours.co.uk](http://www.supernaturaltours.co.uk)

Southampton Ghost Tours-  
[www.southamptonghosttours.com](http://www.southamptonghosttours.com)

Winchester Ghost Tours-  
[www.winchesterghosttours.com](http://www.winchesterghosttours.com)

New Forest Ghost Tours-  
[www.newforestghosttours.com](http://www.newforestghosttours.com)

Portsmouth Ghost Tours-  
[www.portsmouthghosttours.com](http://www.portsmouthghosttours.com)

Windsor Ghost Tours-  
[www.windsorghosttours.com](http://www.windsorghosttours.com) or on  
scared@supernaturaltours.co.uk or 07305  
826116.

We are also on facebook at  
facebook.com/supernaturaltourstours or  
Twitter @Supernaturaluk