

Terms of Sale for SeaCity Museum and Tudor House and Garden Tickets

These terms of sale apply to all ticket purchases for entry to SeaCity Museum or Tudor House and Garden. By purchasing a ticket, you agree to be bound by the following terms and conditions:

1. Refund policy

Ticket sales are final. No refunds or cancellations will be granted under any circumstances for changes made by the customer, including but not limited to:

- Inclement weather
- Change of plans
- Late arrival or failure to attend.
- Ill health

2. Ticket validity

- Full price tickets are valid for 12 months from date of purchase.
- Ticket types valid at time of purchase (eg. Child Ticket) can be used for the 12-month period.
- Without proof of purchase or a valid receipt, admission will not be permitted. So, please keep your receipt.
- Tickets may not be resold, transferred or used by anyone other than the purchaser unless expressly permitted by SeaCity or Tudor House and Garden. Gift Vouchers for tickets are available.

3. Changes or Cancellations by SeaCity Museum or Tudor House and Garden

In the very unlikely event that we are unable to open or need to cancel your booking due to unforeseen circumstances, you will be able to use your ticket on another occasion. Please email us at museums@southampton.gov.uk with any queries or for more information.

4. Admission Conditions

- SeaCity Museum reserves the right to refuse admission to any person or remove any person from the premises for engaging in unsafe or inappropriate behaviour.
- Tickets or receipts must be presented at front desk in digital or printed form.

5. Liability

SeaCity Museum is not responsible for any personal injury, loss, or damage to personal property incurred while visiting the venue.

6. Accessibility

We endeavour to be as accessible as possible for all visitors, if you have particular concerns or questions, please see our Accessibility pages:

[Accessibility - SeaCity Museum](#)

[Accessibility - Tudor House](#)

or contact museums@southampton.gov.uk or call 023 8083 4536 ahead of your visit.

7. Photography and Video recording

- No flash photography
- Photography and video recording are permitted for personal use only.
- Commercial use of any photos or videos taken at the attraction is prohibited without prior written permission from SeaCity Museum.

8. Ticket Discounts or Promotions

- Promotional offers or discounts can not be applied retrospectively or combined with other offers unless otherwise specified. Discounts and special offers are subject to change or withdrawal at any time.
- Group rates do not qualify for re-admission throughout the year, this discount only entitles the purchaser to a single entry. To enquire about our Group Rates and packages, please email museums.education@southampton.gov.uk

9. Data Collection

Information is held within the terms of our Privacy Policies which can be found here:

[Privacy Policy - SeaCity Museum](#)

[View Our Privacy Policy - Tudor House & Garden](#)