

## **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
- or ill health.

### **2. Ticket validity:**

- Full price tickets are valid for 12 months from the date of purchase.
- Ticket types valid at the time of purchase (e.g., Child Ticket) can be used for the 12-month period.
- Admission will not be permitted without proof of purchase or a valid receipt.
- Adults may be asked to present photo ID to confirm they are the purchaser of the ticket.
- 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 the museum or garden is unable to open or needs to cancel a booking due to unforeseen circumstances, you will be able to use your ticket on another occasion. For queries or more information, email [museums@southampton.gov.uk](mailto:museums@southampton.gov.uk).

### **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 behavior.
- Tickets or receipts must be presented at the front desk in digital or printed form.
- Adults may be required to show photo ID to confirm that they are the purchaser of the ticket.

### **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](mailto:museums@southampton.gov.uk) or call 023 8083 4536 ahead of your visit.

## **7. Photography and Video recording:**

- No flash photography is permitted.
- 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 cannot 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 Group Rates and packages, email [museums.education@southampton.gov.uk](mailto: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](#)

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