



Terms & Conditions of Sale

These website terms and conditions apply to your use of www.eastayrshireleisure.com and all pages within it. Please read these terms and conditions carefully. By using the website you are showing that you agree to these terms and conditions. If you do not agree to these terms and conditions, please do not use the website.

The Website is owned East Ayrshire Leisure and these terms and conditions are issued by East Ayrshire Leisure.

1. Tickets - Conditions of Sale

- We must be provided with contact details when you book in order to contact you should any performance details change.
- For safety, all patrons attending a show must have a ticket including children.
- Prices may change from those published.
- If you have special access requirements please advise when booking.
- We reserve the right to refuse admission.
- We reserve the right to alter or amend the programme of performances, venue, classes and events as necessary as a result of unforeseen circumstances.
- Once purchased, tickets cannot be exchanged or refunded.
- Latecomers may be admitted to the venue if there is a suitable break in the performance/event.
- If you are entitled to a concession we will ask for proof of identity when collecting your tickets.
- As with most online bookings and card payments at Box Office, there will be a small transaction fee of £1. Customers who wish their tickets to be posted from Box Office will incur a postage fee of £1. E-tickets are available online.
- All credit and debit card payments are processed through a secure payment site provided by Capita. At no time does East Ayrshire Leisure store credit card data.

2. Disclaimer

- All information on the Website is provided in good faith and for general information purposes only. Whilst we will use reasonable efforts to ensure that the information on the Website is accurate, the Website is published on an "as is" basis.
- We make no warranties of any kind. As far as allowed by law, we exclude any implied warranties or conditions that the Website will be of satisfactory quality, fit for a particular purpose, compatible with other products or services, non-infringing, complete, accurate or secure.
- As far as allowed by law, we will not be responsible for any losses you incur as a result of using the Website, using any websites linked to the Website or relying on any of the information published on the Website or any websites linked to it, including without limitation loss of goodwill, loss of profits, loss of data and losses which arise directly or indirectly from our acts or omissions.

- We will not be responsible for any losses you incur as a result of changes made to the Website by unauthorised third parties.
- We give no warranties that access to the Website will be uninterrupted or error-free or that the Website or the server hosting it are free from viruses. We will not be responsible for any losses you incur as a result of any virus infecting your computer by reason of your use of, access to or downloading of any material from the Website.
- If any of these terms and conditions are found to be illegal, invalid or unenforceable in any country or state and you access the Website from that country or state, the illegal, invalid or unenforceable term will not apply to you. The remaining terms and conditions, however, will remain in full force and effect.
- Nothing in these terms and conditions shall exclude or limit our liability for death or personal injury caused by our negligence or the negligence of our employees, agents or sub-contractors or for fraud.
- Nothing in these Terms and Conditions shall affect your statutory rights as a consumer.

3. Intellectual Property

The material on the Website is protected by copyright and the copyright, trademarks and all other intellectual property rights in all material on this Website is owned by and shall at all times remain our property or the property of our licensors, as appropriate.

You may not reproduce, print or download material from the Website for your own personal use.

4. Content and Links to Third Parties

This website provides contact details of third parties and links to other websites or resources. East Ayrshire Leisure does not endorse and is not responsible or liable for any content, advertising, products, or other materials on or available from such sites or resources unless otherwise stated on this website.

5. Cookie Policy

We use a mixture of essential and non-essential cookies as part of the booking process in order to ensure you have the best possible experience.

6. Changes to these Terms and Conditions

East Ayrshire Leisure reserves the right to change these terms and conditions. Any changes will be posted on this page so that you are always aware of what information we collect, how we use it and in what circumstances we disclose it.

7. Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the law of Scotland and you hereby submit to the exclusive jurisdiction of the Scottish courts.

8. Security

You assume full responsibility for the protection of your computer system including computer hardware, software and stored data including that of third parties who may access your computer system. By logging on you will assume the responsibility of ensuring that data downloaded or otherwise received from this website are free from viruses or other items of a destructive nature. Any damage to your computer, software or data by any virus which might be transmitted or activated via our site will be your own responsibility.

Privacy Policy

East Ayrshire Leisure is committed to protecting your privacy. We will only use the information that we collect about you in accordance with the Data Protection Act 1998. You can browse our website without disclosing any personal information, however if you choose to provide personal information via our online booking service, e-newsletter sign-up or in any other form, we will only process your personal data in accordance with the relevant legislation.

1. Security

All information is received by us and retrieved using secure technology. In order to provide a safe and secure environment for your personal information we use up to date technology with a view to protecting that information against loss, misuse or unauthorised alteration. We only allow authorised personnel access to personal information you provide.

2. Data Protection

We are committed to responsible data management and subscribe to the principles of the data protection legislation in the United Kingdom. Our full privacy policy can be viewed [here](#) or from the link at the bottom of each page on the site.

3. Mailings

If you sign up for mailings via email, post or SMS, we will use your personal information and preferences to keep you informed about events, news and offers that we think will be of interest to you.

4. Cookie Policy

Cookies are small pieces of data which are placed on your computer, mobile or tablet as you browse the internet. These allow a website to store information within your web browser. The site will use the cookies to remember information about your browsing history. e.g. the pages you visit and how often and the online resources you use etc. Cookies are sometimes also called web cookies, browser cookies or HTTP cookies. There are many types of cookies but the two most common used by websites are persistent cookies and session cookies.

Session cookies only last as long as you are using a website and your web browser will normally delete this cookie when you close it.

Persistent cookies have an expiry date set by the website and these are stored on your computer by your web browser. These cookies outlast session cookies and are available to the website each time you visit.

Our site uses google analytics to collect information about how visitors use our site. We then use this information to compile reports and to help us improve the site. The cookies do not collect personal information - information is collected in an anonymous form including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

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