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# THE FOUNDLING MUSEUM

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## Terms and Conditions: Sale and Entry

### Returning tickets

- Tickets will not be refunded within 14 days of the event, unless the event has been cancelled
- Tickets must not be re-sold for profit or commercial gain or by any outlet other than the Foundling Museum or one of its authorised agents. Failure to comply will render the ticket void

### Children

- Age restrictions apply for certain events. Please check the listing as some events might not be suitable for young children
- Children aged four and under plus 'babes in arms' go free but must be sat on the lap of a parent or guardian. However, we kindly ask that parents are considerate of other paying customers and leave the auditorium if children might disturb the event
- Tickets are required for each child needing a seat
- If in doubt about whether you need to buy a ticket for your child, please contact us on 20 41 3600 or [enquiries@foundlingmuseum.org.uk](mailto:enquiries@foundlingmuseum.org.uk)

### Children: Hetty Feather Day

- This event is suitable for age 6+. Should you wish to bring a child under the age of 6 a ticket must be purchased and they must be seated due to the limited capacity of this event
- Due to the overwhelming popularity of this event only babes in arms can be admitted free of charge
- Please note this is a literary event which includes a book reading. We therefore kindly ask that parents are considerate of other paying customers and leave the auditorium if children or babies might disturb the event

## Entry

- Every attendee must have a valid ticket to enter the Museum, except when otherwise stated
- Please keep a copy of your ticket to present to staff for re-entry into the Museum
- Food and drink are not permitted in the Museum. A cash bar will be available at certain events
- Ticket holders consent to the recording and filming (including photography) of themselves as members of the audience. If you would like to withdraw consent, please inform a member of staff upon arrival at the Museum
- All electronic devices should be silenced before entering the Museum
- A free cloakroom is available at the Visitor Information Desk, which attendees are encouraged to use if possible, especially for large bags and jackets during seated events
- The photography policy will vary for each event. Please ask at the Information Desk upon arrival at the Museum or contact us in advance
- Even when photography is permitted, out of respect for the artists performing and other attendees, we advise against the use of flash photography
- Photography or filming for commercial purposes in the Foundling Museum is not permitted without prior permission. For all enquiries please contact the Museum in advance
- Our staff are here to enhance your experience and to ensure the safety of attendees and the Museum Collection at all times. Please follow any staff instructions given in relation to your comfort, safety and appropriate conduct within the Museum as a heritage venue

## The Foundling Museum reserves the right to

- Refuse admission or attendance to any patron
- Request any ticket holder leave the venue and take appropriate action to enforce this right
- Change the advertised arrangements of any performance rendered necessary by unavoidable causes

