

# The Foundling Museum - Terms and Conditions

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## Conditions of Sale and Entry

### Returning tickets

- Tickets will not be refunded within 14 days of the event, unless that 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 make this ticket void.

### Children

- Age restriction for entry to the Museum may apply for certain events. Please check the event listing for details of any restrictions.
- Tickets are required for each child requiring a seat.
- Children under the age of three ('Babes in arms'), who will not be taking up a seat space, do not require a ticket. However, we kindly ask that parents are considerate of other paying customers and leave the auditorium if children might disturb the performance.
- Parents are reminded that some performances are not suitable for young children.
- If in doubt about whether you need to buy a ticket for your child, please contact us on 020 7841 3600 or at [enquiries@foundlingmuseum.org.uk](mailto:enquiries@foundlingmuseum.org.uk).

### 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 Foundling Museum Collection at all times. Please follow any staff instructions given in relation to your comfort and safety and appropriate conduct within the Museum as a heritage venue.

### **The Foundling Museum reserves the following rights:**

- To refuse admission or attendance to any patron
- To request any ticket holder leave the venue, and take appropriate action to enforce this right
- To change the advertised arrangements of any performance rendered necessary by unavoidable causes