



WORLD RUGBY MUSEUM

TERMS AND CONDITIONS

MARCH 2021

WORLD RUGBY MUSEUM TERMS AND CONDITIONS

1. These Terms and Conditions apply to all admissions to the World Rugby Museum at Twickenham Stadium ("the Museum") and all ticket holders shall be deemed to have accepted these Terms and Conditions. These Terms and Conditions are subject to the RFU's Ground Rules, a copy of which is available on <https://www.twickenhamstadium.com/stadium>.
2. All ticket sales are final. In the event of a ticket holder no longer being able to attend, Twickenham Experience Limited ("TEL") will use its reasonable endeavours to move the ticket holder's entry to another date (if such alternative date is available). No refunds or exchanges will be given. In the event of a pre-paid group arriving with fewer people than the number of tickets purchased, no refunds will be given.
3. TEL reserves the right to close the Museum where this is reasonably necessary. In such circumstances, notice shall (if reasonably possible) be given to the applicable ticket holders and such ticket holders shall be entitled to either accept an admission to the Museum at a later date or to receive a refund. No other compensation shall be payable.
4. No ticket to the Museum may be re-sold or transferred by the original purchaser to any third person (or persons). Advertising tickets to the Museum for sale in any forum including on any on-line auction or other website is also strictly prohibited. Any such re-sale shall render the ticket void. Tickets remain the property of TEL at all times.
5. All promotions are run independently and no two or more promotions can be claimed at any one time.
6. All ticket holders must, throughout their visit to the Museum and whilst they are on the RFU property, follow all lawful directions of the representatives of TEL and comply with all applicable laws.
7. If at any time TEL believes that the behaviour of a ticket holder is unacceptable or likely to cause damage or injury to either that individual, any other person or the Museum (including but not limited to drunken or unacceptable behaviour, any acts likely to cause damage or injury, threatening, disrespectful or violent behaviour), TEL may ask the ticket holder to leave without compensation or refund. The ticket holder shall also be liable to TEL for all costs, losses and liabilities resulting from that ticket holder's actions.
8. If you are under 16 years old, your parent(s) and/or guardian(s) are jointly responsible with you for your actions, conduct and compliance with these Terms. Children under the age of 16 must be accompanied by an adult.
9. If, in its sole discretion, TEL deems that certain dress is inappropriate to enter part(s) of the Museum, TEL will be entitled to refuse admission to ticket holders to such part(s) without refund or compensation.
10. No food, drink or items liable to cause any damage to the Museum may be brought into it. All litter must be discarded appropriately or removed immediately.

11. TEL cannot guarantee that all advertised elements of the Museum will be accessible at all times and TEL reserves the right to close sections of the Museum without compensation or refund.

12. Ticket holders may take photographs (without using a flash) for their own private purposes. However, to protect against damage to the exhibits, flash photography is strictly prohibited at the Museum. The possession or operation of recording or transmission equipment of any kind for any commercial use is prohibited at the Museum. This includes, without limitation, photography, filming, audio and any other recording or transmission. As a condition of entry to Twickenham Stadium you assign (by way of present assignment of future copyright) the copyright in any photographs or recordings that you make in breach of this prohibition to TEL.

13. TEL shall be entitled to refuse admission or re-admission to, or to eject from the Museum, any person who does not comply with these Terms and Conditions.

14. Admission to the World Rugby Museum at Twickenham Stadium is at the ticket holder's own risk. TEL cannot accept responsibility for property lost or stolen at Twickenham Stadium.

15. We will not accept responsibility for your overall enjoyment. Whilst every effort will be made to maximise your pleasure and experience, it is accepted that every person's preference and tastes are unique and it would be impossible to satisfy all of our customers all of the time. However, we recognise that our own success is dependent on word of mouth referral and prioritise customer satisfaction accordingly.

16. The personal data you provide to us will be handled in accordance with the RFU's privacy policy, a copy of which is available on <https://www.englandrugby.com/about-the-rfu/privacy-policy/>.

TWICKENHAM STADIUM TOUR TERMS AND CONDITIONS

1. These Terms and Conditions apply to all tours of Twickenham Stadium ("a Stadium Tour"). By participating in a Stadium Tour, ticket holders shall be deemed to have accepted these Terms and Conditions. These Terms and Conditions are subject to the RFU's Ground Rules, a copy of which is available on <https://www.twickenhamstadium.com/stadium>.
2. Ticket holders should arrive no later than 15 minutes prior to their Stadium Tour start time and come to the ticket desk within the England Rugby Store. If a ticket holder has not registered by the start time of the Stadium Tour for which s/he has registered, TEL may (without compensation or refund) refuse to allow him/her to join the Stadium Tour. Please note that ticket holders and/or their bags may be searched by a member of TEL staff and TEL reserves the right to refuse admission to the Stadium Tour if a ticket holder declines to be searched.
3. All ticket sales are final. In the event of a ticket holder no longer being able to attend, TEL will use its reasonable endeavours to move the ticket holder's entry to another date (if such alternative date is available). No refunds or exchanges will be given. In the event of a pre-paid group arriving with fewer people than the number of tickets purchased, no refunds will be given.
4. Please be advised that as Twickenham is a working stadium, certain parts of the Grounds may be inaccessible to Stadium Tours without notice being given. As such, TEL cannot guarantee that all advertised elements of the Stadium Tour route will be accessible at all times and TEL reserves the right to alter or vary the route of the Stadium Tour at their discretion without compensation or refund.
5. TEL reserves the right to cancel a Stadium Tour where this is reasonably necessary. In such circumstances, notice shall (if reasonably possible) be given to the applicable ticket holders and such ticket holders shall be entitled to either accept an alternative date/time or to receive a refund. No other compensation shall be payable.
6. No ticket to the Stadium Tour may be sold by the original purchaser to a person (or persons) for a price which is greater than the face value of the ticket. Advertising tickets to the Stadium Tour for sale in any forum including on any on-line auction or other website is also strictly prohibited. Any such re-sale shall render the ticket void. Tickets remain the property of TEL at all times.
7. No food, drink or items liable to cause any damage to the Stadium may be brought on the Stadium Tour. All litter must be discarded appropriately or removed immediately.
8. If you are under 16 years old, your parent(s) and/or guardian(s) are jointly responsible with you for your actions, conduct and compliance with these Terms. Children under the age of 16 must be accompanied by an adult.
9. Ticket holders must follow the lawful directions of the tour leader and any other representative of TEL.
10. If at any time during the Stadium Tour, TEL believes that behaviour of a ticket holder is unacceptable or likely to cause damage or injury to either that individual, any other person or the Stadium (including but not limited to drunken or unacceptable behaviour, any acts likely to cause damage or injury, threatening, disrespectful or violent behaviour), TEL may ask the ticket holder to leave without compensation or refund. The ticket holder shall also be liable to TEL for

all costs, losses and liabilities resulting from that ticket holder's actions.

11. If, in its sole discretion, TEL deems that certain dress is inappropriate to enter part(s) of the Stadium Tour, TEL will be entitled to refuse admission to such part(s) without refund or compensation.

12. Ticket holders may take photographs for their own private purposes. The possession or operation of recording or transmission equipment of any kind for any commercial use is prohibited on the Stadium Tours. This includes, without limitation, photography, filming, audio and any other recording or transmission. As a condition of entry to Twickenham Stadium you assign (by way of present assignment of future copyright) the copyright in any photographs or recordings that you make in breach of this prohibition to TEL.

13. TEL shall be entitled to refuse admission or re-admission to, or to eject from the Stadium, any person who does not comply with these Terms and Conditions.

14. Any promotion offered is, unless otherwise stated, solely applicable for pre-booked Stadium Tours. All promotions are run independently and no two or more promotions can be claimed at any one time.

15. Admission to Twickenham Stadium is at the ticket holder's own risk. TEL cannot accept responsibility for property lost or stolen at Twickenham Stadium.

16. We will not accept responsibility for your overall enjoyment. Whilst every effort will be made to maximise your pleasure and experience, it is accepted that every person's preference and tastes are unique and it would be impossible to satisfy all of our customers all of the time. However, we recognise that our own success is dependent on word of mouth referral and prioritise customer satisfaction accordingly.

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LEGENDS TOUR TERMS AND CONDITIONS

1. These Terms and Conditions apply to all vouchers purchased for a tour of Twickenham Stadium with a 'Rugby Legend' (Legends Tour of Twickenham), and are subject to the following terms and conditions which shall apply to the Legends Tour of Twickenham:

(i) [World Rugby Museum and Twickenham Stadium Tour Terms and Conditions](#)

(ii) [RFU's Ground Rules](#)

2. All Legends Tour of Twickenham to be sold as a voucher and such voucher will be valid for 24 months.

3. A voucher shall entitle a voucher holder to attend one Legends Tour of Twickenham, but voucher holders will be provided with 3 possible dates upon which a Legends Tour of Twickenham is available. The voucher holder must be able to make one of these dates in order to be able to avail of the Legends Tour of Twickenham. TEL is not liable for any loss suffered by the voucher holder in the event they are unable to make any of the dates available.

5. No specific 'Rugby Legend' or date of the Legends Tour of Twickenham is guaranteed, and the available dates shall be communicated by TEL to the voucher holder.

4. The identity of the 'Rugby Legend' shall be revealed on arrival at the Tour and is at the discretion of TEL.

5. The personal data you provide to us will be handled in accordance with the RFU's privacy policy, a copy of which is available on <https://www.englandrugby.com/about-the-rfu/privacy-policy/>



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