Terms and Conditions for Tickets and Platinum Cards (2026/27)
York Parties Limited

Definitions and Interpretations

These terms and conditions set out our obligations to you and your commitments to us when booking events with York Parties Limited ("YPL"), and when purchasing or holding our Platinum Card.

In these terms:

1. "we", "our" and "us" means York Parties Limited, a Company registered in England & Wales whose Registered Office is at 129 Beverley Road, Hessle, England, HU13 9AN. "YPL" is used as a short form of York Parties Limited.
2. "you", "Your" or "Yourself" means the person booking tickets for an Event through us, the person holding our Platinum Card, or the person making a booking or reservation on behalf of a group.
3. "Event" means any club night, party, gig or other ticketed activity that we promote.
4. "Venue" means the premises at which an Event is hosted.
5. "Ticket" means the barcoded electronic ticket emailed to you on completion of your order, which serves as your proof of purchase and entitles the holder to entry to the relevant Event when scanned at the Venue.
6. "Platinum Card" means our access card for the University of York academic year 2026/27 permitting entry to specified Events on the days and at the times set out in clause 4.5.1.
7. "Operating Period" means the period during which the Platinum Card is valid for use under clause 4.5, excluding the periods set out in that clause and any specific dates expressly excluded under clause 4.5.1, on which Events do not run.
8. "Operating Days" means the days falling within the Operating Period.
9. "Booking Confirmation" means the email or written confirmation we send you confirming your ticket purchase or Platinum Card purchase, at which point a binding contract is formed.
10. "In writing" means by email or letter. We will also accept any clear statement from you cancelling a booking, in line with Regulation 32 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Routine notices given by SMS or social media are not, however, treated as formal notice under these terms.

Nothing in these terms excludes or limits your rights under the Consumer Rights Act 2015 or any other consumer protection law. References to statute include any subsequent re-enactment or amendment.

Acceptance

11. By booking a ticket or purchasing a Platinum Card you accept these Terms and Conditions. We are the Promoter of all Events to which these Terms apply.
12. By booking, you confirm that you and any other attendees in your group meet the requirements of the Event or Venue (for example, age limits or dress code). We accept no liability if you or anyone in your group is refused entry or asked to leave for failing to meet those requirements.
13. The lead customer (the person making the booking) agrees, on behalf of all other group members, to be bound by these Booking Conditions and confirms that they have authority to do so and have shared these terms with the group.
14. We may decline a booking or cancel an Event at our reasonable discretion. Where we cancel an Event for reasons within our control, individual Event Ticket holders will be entitled to a full refund of the Ticket price. The position for Platinum Card holders in respect of cancelled or suspended Events is set out in clauses 4.3(b), 4.6 and 4.7 and a single Event cancellation does not entitle a Platinum Card holder to a refund of the Platinum Card price in full or in part.
15. Prices shown on our website are the most current selling price of the ticket or Platinum Card and are inclusive of VAT.

1.0 Bookings

1.1 A binding contract comes into existence when we send you our Booking Confirmation. Any earlier acknowledgement is not a confirmation.

1.2 Please check your Booking Confirmation as soon as you receive it. It is your responsibility to ensure that all information (including names and any special requirements) is correct.

1.2.1 Contact us as soon as possible if anything appears incorrect or incomplete.

1.2.2 We ask that you notify us of any inaccuracies within 7 days of our sending the Booking Confirmation. After that time we may not be able to make changes and you may be responsible for any additional costs arising from a late correction. This does not affect your statutory rights under the Consumer Rights Act 2015.

1.3 Age requirement. All Events promoted by YPL are 18+. The Platinum Card is sold only to persons aged 18 or over. By making a booking or purchasing a Platinum Card, you confirm that you and all members of your group are aged 18 or over. We and the Venue may require valid photo ID at point of entry as proof of age. Entry will be refused (without refund) to anyone unable to produce satisfactory proof of age and we accept no liability for such refusal. Any contract is with the lead booker named on the Booking Confirmation, who confirms they are aged 18 or over and have authority to make the booking on behalf of all named group members.

1.4 The lead booker is responsible for ensuring that other members of the group are aware of these Booking Conditions and consent to the lead booker acting on their behalf.

1.5 You agree that you and your group will behave responsibly and courteously at any Event you attend and will comply with any specific dress code or age restriction we or the Venue may set.

1.5.1 Where you or any member of your group is refused entry for non-compliance with our or the Venue's rules, or asked to leave, we are not required to give a refund. This does not affect any rights you have where the refusal results from our own breach of these Terms.

1.5.2 Where public-health measures are in force (for example proof of vaccination or social-distancing requirements), you agree it is your responsibility to comply with them. We accept no liability if you are refused entry for non-compliance with such measures.

1.6 The Venue and its staff are independent of YPL. While we will provide reasonable assistance, we do not accept liability for incidents involving the Venue, Venue staff or other attendees unless caused by our own negligence.

1.7 Resale and personal use. Tickets and Platinum Cards are sold for personal use only. They may not be resold, offered for resale, or transferred for profit through unauthorised third parties (including online auction sites and resale marketplaces). Tickets we identify as having been resold without our consent will be void, and the holder may be refused entry without refund.

1.8 Ticket delivery and validity. Tickets are issued in digital form (as a barcoded electronic Ticket) to the email address you provided at booking. It is your responsibility to ensure the email address is correct. A Ticket is valid only when presented at the Event in the form supplied (digital or printed) and is treated as used once scanned at the Venue. We are not responsible for Tickets that fail to arrive due to incorrect email details, full inboxes or spam filters; please contact us at info@yorkparties.com if you have not received your Ticket within 24 hours of purchase.

1.9 Group bookings. Where a discounted group rate applies, that rate depends on the minimum group size advertised at point of purchase. If the group falls below the minimum size before the Event, we may, at our discretion: (a) recalculate the price per head at the standard non-group rate; or (b) charge the lead booker the difference between the discounted total paid and the standard non-group total. The lead booker remains responsible for collecting any shortfall from group members.

1.10 Complimentary tickets and guestlist entries. These Terms apply equally to complimentary Tickets, guestlist entries and other promotional Tickets. Such Tickets are non-transferable, have no cash value and may be withdrawn or cancelled at our reasonable discretion.

2.0 Price and Payment

2.1 We may alter prices on our website from time to time. We will tell you of any price change before issuing your Booking Confirmation. Once your Booking Confirmation is issued, the price shown applies, save for genuine error.

2.2 The contract is between us and the person who made the booking. Where someone else pays, the contract still belongs to the lead booker.

2.3 Booking and processing fees. Where a non-refundable booking, processing or service fee has been added to the Ticket price, that fee is identified separately at point of purchase and is not refundable except where the Event is cancelled by us under clause 4.3.

3.0 Changes and Cancellation by You

3.1 If you need to change a booking, please contact us in writing as soon as possible. We will try to accommodate reasonable changes, although we cannot guarantee them. A non-refundable administration fee of £5 per change applies to ticket bookings, and £5 per amendment applies to Platinum Card bookings (other than replacement cards, which are charged at the rate set out in clause 4.8). You may also be charged for any genuine extra costs imposed on us by suppliers as a result of the change.

3.2 Ticket cancellation, non-attendance and non-use. This clause applies to: (a) cancellation by you of individual Ticket bookings to a single Event; (b) non-attendance at any Event for which you hold a Ticket; and (c) any other failure to use a Ticket. Cancellation of the Platinum Card is dealt with separately under clause 3.3.

All Ticket sales are final. Once a Ticket is purchased, no refund of the Ticket price is payable where you cancel, fail to attend, or otherwise do not use the Ticket, save where: we cancel the Event (in which case the refund position in clause 4.3(a) applies),

3.3 Platinum Card cancellation. The Platinum Card relates to leisure activities provided on specific dates within the 2026/27 academic year. Under Regulation 28(1)(h) of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the standard 14-day right to cancel does not apply once the contract has been entered into. As a goodwill measure, we will however provide a full refund of the Platinum Card price where: (a) you request the refund in writing within 14 days of purchase; and (b) you have not yet attended any Event using the card. After the goodwill window above has closed, no refund of the Platinum Card price (in full or in part) is payable on cancellation by you, save where a refund or pro-rata position is expressly provided in clauses 4.3(b) or 4.6. All cancellations must be notified to us in writing. All prices are inclusive of VAT or similar sales tax.

4.0 Changes and Cancellations by Us

4.1 Where exceptional circumstances affect an Event, we may cancel, alter or change the arrangements, services or prices, including activity, Venues and tickets and substitute alternative arrangements of comparable monetary value. Where we substitute alternative arrangements of comparable monetary value, we will not be additionally liable for disappointment or loss of enjoyment. Nothing in this clause excludes or limits our liability under the Consumer Rights Act 2015.

4.2 The majority of changes will be a substitution in Venue, line-up or supporting acts. Event start and end times, line-ups, support acts, set times and running orders are indicative and may be changed without notice. Where the Event proceeds and remains materially as advertised, no refund or compensation is payable in respect of such changes. In the rare event we are forced to cancel an Event due to circumstances beyond our reasonable control, we will inform you as soon as possible and/or provide an alternative Event / Date.

4.3 Force majeure. Where an Event is cancelled or rendered impossible by events outside our reasonable control (including war, riots, terrorist activity, industrial disputes, natural disasters, fire, transport failure, severe weather, government restrictions, or epidemic or pandemic measures), the following refund position applies:

4.3(a) Individual ticket bookings. For individual ticket bookings to a single Event, we will offer you either a credit voucher of equivalent value for a future Event, or a refund of the price you paid. You may choose between the two.

4.3(b) Platinum Card. Where it becomes impossible for us to provide Events under the Platinum Card for a continuous period of 3 weeks or more (a "Material Suspension Period"), we will offer you either (i) a pro-rata refund calculated by reference to the unused Operating Days remaining at the date the Material Suspension Period began, or (ii) a credit voucher of equivalent pro-rata value usable in a future academic year. You may choose between the two. For the avoidance of doubt, no refund or voucher is payable in respect of: (a) any suspension shorter than 3 weeks; (b) any period during which the Platinum Card was usable, regardless of how often you in fact used it; or (c) any days falling outside the Operating Period (including Welcome Week, the Winter recess and January assessment period, the Easter vacation, and the Semester 2 assessment period). The pro-rata calculation is made as: (remaining Operating Days at the relevant date) ÷ (total Operating Days in the academic year) × (the price you paid for the Platinum Card).

4.4 The Venue at which an Event is hosted operates under its own admittance, dress code and behaviour policies, which apply alongside these Terms. We do not control the day-to-day operation of independent Venues. Any complaints about Venue operations should be raised with Venue management at the time and any disputes about Venue operations are between you and the Venue concerned.

4.5 The Platinum Card is personal to you for the duration of its validity and is non-transferable. The card fee is valid for the University of York undergraduate academic year 2026/27 (comprising Semester 1 and Semester 2), each ending on the date set by the University of York and is payable in advance to validate the card. The card price is set as a single access fee covering the Operating Period. The Operating Period commences on Sunday 27 September 2026 (the day after Welcome Week ends) and is term-time only. Welcome Week (21 to 26 September 2026) is not covered by the Platinum Card. The card is valid for use throughout Refreshers Week (commencing Monday 1 February 2027) and the rest of Semester 2. Within the Operating Period, the card does not cover (a) the Winter recess and Semester 1 assessment period (from 19 December 2026 to the end of Semester 1 in late January 2027); (b) the Easter vacation (20 March 2027 to 4 April 2027); (c) the Semester 2 assessment period set by the University at the end of the undergraduate academic year (typically the final two to three weeks of Semester 2 in late May or early June 2027); and (d) any specific dates expressly excluded under clause 4.5.1, in each case being periods during which Events do not run. We may withdraw or cancel the card if we reasonably suspect misuse, or where your behaviour brings the Card Scheme, our Company or a partner Venue into disrepute.

4.5.1 Validity and typical use of the Platinum Card *(please also see planned special event exclusions below).*

Day of Use	**Times of use**
Sundays	Valid all night (10pm-2am)
Wednesdays	Valid until 11.30pm
Fridays	Valid until 11.30pm

The Platinum Card 26/27 is valid only for the University of York undergraduate academic year 2026/27, term-time only, commencing on Sunday 27 September 2026. It does not include Welcome Week (21–26 Sept 2026), the Winter recess and Semester 1 holiday and assessment period (from 19 Dec 2026 to the end of Semester 1 in late January 2027), the Easter vacation, or the Semester 2 assessment period at the end of the undergraduate academic year. Events also do not run on 30.10.26 and 01.11.26 (Halloween special events) or 30.04.27 and 02.05.27 (Roses weekend) due to special event exclusions, for which separate tickets are sold. Events resume for Semester 2 in "Refreshers Week" on 1 February 2027.

4.5.2 Photo ID, student status and personal use. The Platinum Card is issued only to current students of the University of York and is personal to the named cardholder. We may verify your student status (for example by reference to your University of York student ID card, official enrolment confirmation, or other University-issued identification) at the point of purchase and at point of entry and may require photo ID matching the cardholder's name. We may refuse entry where: (a) the card is presented by a person other than the named cardholder; (b) the holder cannot produce satisfactory proof of current University of York student status when reasonably requested; or (c) the holder fails to produce matching photo ID. The card will be confiscated without refund where it has been used, transferred or shared in breach of these Terms. A subsequent change in your student status (for example, withdrawal from your course mid-year) does not entitle you to a refund; we reserve the right to suspend the card where you cease to be a University of York student.

4.5.3 Capacity and priority admission. Platinum Card holders are entitled to priority free admission to Events covered by the card, subject to Venue capacity and the admission times stated in clause 4.5.1. Where a Venue reaches capacity within stated admission times, Platinum Card holders will be admitted on a priority first-come, first-served basis as space becomes available within the admission time.

4.6 Suspension during closures. During periods when a Venue may be closed, closed due to academic exams, or where an Event is cancelled due to a lack of demand, we may suspend use of the card for that period or move card use to another Venue or Event of comparable value. Suspension is treated as material only where it continues uninterrupted for the period set out in clause 4.3(b). Where that threshold is reached, the pro-rata refund or voucher position in clause 4.3(b) applies.

4.7 Schedule and Venue changes during the academic year. From time to time during the academic year we may need to vary the operating schedule of the Platinum Card for legitimate commercial reasons (including, without limitation, changes to our partner Venues, low demand on a particular night, or operational or licensing practicalities). The position is as follows:

4.7(a) Minor changes - substituting a Venue with another we reasonably consider suitable for the type of Event, varying operating start or end times, or replacing one Event in the calendar with a comparable one. We will give you reasonable advance notice where practicable, but no refund or voucher is payable for these changes.

4.7(b) Material changes – removing a regular operating day entirely or reducing the total number of regular operating nights per week, where that removal or reduction lasts or is reasonably expected to last for at least three consecutive weeks. We will notify you in writing (by email to the address you supplied at purchase, or by clear notice on our website). If you reasonably consider the change materially reduces the value of the Platinum Card to you, you may notify us in writing within 14 days of the notice and we will provide a pro-rata refund or voucher reflecting both (i) the unused Operating Days remaining at the effective date of the change, and (ii) the proportion of operating nights actually affected by the change. By way of illustration, where one of three operating nights is removed for the remainder of the academic year, the refund or voucher is one-third of the full pro-rata amount that would otherwise be payable under clause 4.3(b).

4.7(c) Additions to the regular Platinum Card programme. Where we add n additional regular University of York official operating night, or extended operating hours to the standard Platinum Card programme during the academic year, no refund is payable and the addition is included in your Platinum Card at no extra charge. This clause does not apply to special-event nights (including those listed in clause 4.5.1, such as the Halloween and Roses weekend events), which are not covered by the Platinum Card and for which separate Tickets are sold at the prevailing price.

4.8 Replacement cards. If your Platinum Card is lost, stolen, defaced or otherwise rendered unusable, please email info@yorkparties.com explaining the issue. We may charge a replacement administration fee of £15, not exceeding our reasonable cost of issuing a replacement card. Where your card cannot be physically replaced before your next planned Event attendance, we will use reasonable efforts to provide temporary verified access in line with your active card record.

5.0 Our Liability to You

5.1 Nothing in these Terms limits or excludes our liability for: (a) death or personal injury caused by our negligence; or (b) any other liability that cannot be limited or excluded by law.

5.2 Subject to clause 5.1, our total liability arising out of or in connection with your booking shall not exceed the price you paid to us for the relevant ticket or Platinum Card.

5.3 We will not be liable where a failure in performance is caused by you, by a third party unconnected with the provision of the arrangements, or by unusual or unforeseeable circumstances beyond our control whose consequences could not have been avoided even with all due care.

5.4 Where we provide arrangements through an independent supplier, our liability is limited in line with the contractual terms of that supplier so far as those terms apply to your contract with us, subject always to clause 5.1.

6.0 Your Responsibilities

6.1 Special requirements and accessibility. We will do our best to accommodate special requests. Where you or a member of your group has a disability or accessibility requirement, we will make reasonable adjustments in line with our obligations under the Equality Act 2010. Please tell us about any such requirements at the time of booking, or as far in advance as possible, by emailing access@yorkparties.com, so that we can plan appropriate arrangements with the Venue. Where you require a carer or personal assistant to attend with you for accessibility reasons, we will arrange complimentary entry for that person on production of suitable evidence (such as a CEA Card or similar). Please contact access@yorkparties.com in advance to arrange this.

6.2 You are responsible for ensuring that you and your group have any required ID and meet any health-related entry conditions. Where a Venue requires proof of age, please bring valid photo ID. We accept no liability for refusal of entry where you cannot produce required documentation or where the venue reasonably denies you admission. Where we re-issue tickets that have been lost, destroyed or stolen, any reasonable charges incurred may be passed on to you.

6.3 Some of our Events use strobe lighting, smoke machines, loud sound systems, paint and foam. We will give reasonable advance warning where we can. If you have any health, allergy or other concerns about participation, please contact your GP or another suitably qualified medical practitioner for guidance in advance, and let us know if you are in any doubt.

6.4 If you do not give us full details of any medical or physical condition that may affect your participation, we may not be able to accept the booking, or may have to cancel it once we are made aware. Where we cancel under this clause, refunds will be considered fairly on a case-by-case basis.

6.5 You are responsible for the behaviour of yourself and your group. If your behaviour is, or is likely to be, in our reasonable opinion (or in the reasonable opinion of any supplier or person in authority) disruptive, threatening or dangerous, or causes damage to property, we may terminate your arrangements without refund, compensation or further obligation. This includes the possession or use of illegal substances or being severely intoxicated.

7.0 Conduct at Events

7.1 Health and safety. We may introduce additional health and safety measures based on Government guidance or our own risk assessment. Where we do, we will let you know by email as soon as we reasonably can. Failure to comply may lead to refusal of entry.

7.2 Late arrival, re-entry, wristbands and stamps. Please arrive in good time. We may refuse late entry where it would disrupt the Event. Once you leave a Venue during an Event, re-entry may be at the Venue's discretion and is not guaranteed, even where you have a valid wristband or entry stamp. Where Tickets are exchanged for a wristband or stamp at the Venue, the wristband or stamp must be retained or remain visible for the duration of the Event. Lost, removed, smudged or otherwise illegible wristbands or stamps may not be replaced and re-entry may be refused without one.

7.3 Smoking, vaping and substances. The policy on smoking, vaping (including e-cigarettes) and use of other substances at any Event is the policy of the Venue at which the Event is held and you agree to comply with that policy at all times. The use, possession or supply of any controlled or illegal drug or substance is prohibited at all Events. Venue staff may refuse entry or remove you for breach of the Venue's applicable policy or this clause, with no refund.

7.4 Searches. As a condition of entry, bags and persons may be searched.

7.5 Photography and recordings. Photography, filming and recording may take place at our Events for editorial, promotional and event-recap purposes. We will display reasonably visible signage at the Event entrance to make this clear. If you do not want to be photographed, filmed or recorded, you may wish to choose not to enter the Event.

7.6 Inclusion and conduct. We are committed to creating a welcoming, inclusive and safe environment for all attendees, regardless of race, ethnicity, gender, sexuality, disability, religion or background. Verbal or physical abuse, intimidation, harassment or unwanted attention towards staff or other attendees will not be tolerated. Offenders may be removed from the Event without refund and reported to the Venue or police as appropriate. If during an Event someone is acting toward you in an intimidating, aggressive, threatening or unwarranted manner, please speak to a member of staff.

7.7 Social media. We may report, remove or request removal of social media content featuring our brand, Events or attendees that is unlawful, obscene, hateful, threatening, discriminatory, sexually explicit, harassing, defamatory, or that promotes violence or unlawful conduct against individuals or groups. Assessment is made fairly.

7.8 Personal property and lost items. We accept no liability for personal property brought to or left at any Venue.. Lost or found items can be reported via Loggit: **Revolution York** at https://loggitapp.com/report/venue/revolution-york, or **Salvation** at https://loggitapp.com/report/venue/salvation.

7.9 CCTV. CCTV may be in operation on the premises hosting our Event for the purposes of crime prevention and attendee security.

7.10 Welfare and safety. Your safety is important to us. If you feel unwell or threatened, speak to a member of staff or Venue security immediately. We work with Venues that operate "Ask for Angela" and similar safety schemes.

8.0 Complaints

8.1 If something goes wrong during an Event, please raise it with the Venue or our staff at the time so we have an opportunity to put it right.

8.2 If you have a complaint about our services, please email info@yorkparties.com or write to us at 129 Beverley Road, Hessle, HU13 9AN. We ask that you raise complaints within 28 days of the Event so we can investigate while events are fresh, and we will aim to acknowledge receipt within 14 days and resolve the

complaint within 28 days. This does not affect your statutory rights to bring a claim within the 6-year limitation period under the Limitation Act 1980 (5 years in Scotland).

9.0 Data Protection and Marketing

9.1 We process personal data about you and your group (such as names and contact details, and any accessibility information you provide) so that we can deliver your booking. We may share this with our service providers solely for the purposes of providing the Event. Our full Privacy Notice is available on our website.

9.2 Marketing communications. We will only send you marketing emails or text messages where (a) you have specifically opted in, or (b) you are an existing customer, the communications relate to similar products and services and you were given a clear opportunity to opt out at the point we collected your details and on each subsequent message. You can unsubscribe at any time using the link in any message or by emailing info@yorkparties.com.

10.0 General

10.1 Website and promotional material. We take reasonable care to ensure that website and promotional descriptions are accurate, but errors do occasionally occur. We may correct any such errors at any time. Images on the website are illustrative only.

10.2 Third-party links. Our website may contain links to third-party sites. These are provided for convenience and we are not responsible for the content of any third-party site you choose to access from our pages. See also our Privacy Notice and Cookies Policy.

10.3 Variation. We may update these Terms from time to time.

10.4 Force majeure. We are not liable for any delay or failure to perform our obligations where caused by events outside our reasonable control, including (without limitation) strikes, utility or transport failures, acts of God, pandemics or epidemics, war, terrorism, civil commotion, malicious damage, governmental order, fire, flood, storm, or supplier default. The refund position in clause 4.3 applies.

10.5 Governing law and jurisdiction. These Terms are governed by the laws of England & Wales. Any proceedings must be brought in the Courts of England, save that if you are a resident of Scotland or Northern Ireland, you may also bring proceedings in the courts of your own jurisdiction. These Terms are available in English only.

10.6 Severability. If any clause of these Terms is held by a court to be unenforceable, the remaining clauses continue in full force and effect.

10.7 Third party rights. A person who is not a party to these Terms has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term.

10.8 Entire agreement. These Terms, together with your Booking Confirmation, constitute the entire agreement between you and us in relation to your booking. They supersede any prior representations, communications, statements or understandings (whether oral or written) made before the contract was formed. You confirm that you have not relied on any representation, statement or warranty made by us or on our behalf that is not expressly set out in these Terms.

10.9 Assignment. We may assign, transfer, sub-contract or otherwise dispose of our rights and obligations under these Terms to any third party (for example, in connection with a sale, reorganisation or restructuring of our business) . You may not assign, transfer or otherwise dispose of your rights or obligations under these Terms without our prior written consent. Tickets and Platinum Cards are personal to you and may not be transferred except as expressly permitted in these Terms.

10.10 Notices. Any notice from you to us under these Terms must be in writing and sent by email to info@yorkparties.com or by post to our registered office at 129 Beverley Road, Hessle, England, HU13 9AN. Notices from us to you may be given by email to the address you provided at booking, by post, or by clear notice on our website, and are deemed received: (a) if sent by email, at the time of transmission unless we receive an automated bounce-back; (b) if sent by post, two working days after posting; or (c) if posted on our website, on the day of publication. This clause does not affect any statutory requirements for the service of legal proceedings.

11.0 Payments and Resolving Concerns

11.1 Payment authority. By making payment you confirm that you are the authorised cardholder, that you have authority to make the payment, and that the billing details you provide are accurate. Where someone else pays on your behalf, you confirm they have your knowledge and authority.

11.2 Raising a concern. If you have any concern about a payment, an Event or our services, please contact us first at info@yorkparties.com. We aim to acknowledge any concern within 14 days and resolve it within 28 days. We ask that you give us a fair opportunity to investigate and put things right before pursuing any other course of action.

11.3 Confirmation of attendance and card use. Use of the Platinum Card to gain entry to an Event, or scanning of a Ticket at the Venue, confirms that the relevant services have been provided on that occasion. Each card scan and Ticket admission is electronically recorded and timestamped against the order. The Platinum Card is priced as a single fee covering the Operating Period set out in clause 4.5, and its price already accommodates the periods during which Events do not run (including Welcome Week, the Winter recess and January assessment period, the Easter vacation, and the Semester 2 assessment period); no refund is payable in respect of those periods. Where Events cease for a sustained period due to an unforeseen cause covered by clause 4.3, the pro-rata refund position in clause 4.3(b) applies.

11.4 Costs of unfounded claims. Where you bring any payment-related claim against us that we successfully defend on the merits (for example because we hold records of your attendance, use of your Platinum Card, or your acceptance of these Terms), we reserve the right to recover our reasonable administrative costs of responding. We may also decline to do further business.

11.5 No double recovery. Where you are pursuing any other claim, complaint or remedy in connection with a payment, we will not process a separate refund through our standard refund process while that matter is unresolved..