

Displaced Ukrainian Ticket Scheme for Eurovision Song Contest 2023

Terms and Conditions

Terms & Conditions Of Sale

These terms and conditions should be read in conjunction with:

[The ACC Liverpool Group's Terms and Conditions of Entry](#)

[Ticketmaster's Purchase Policy](#)

[Ticketmaster's Exchange & Resale Policy](#)

[Ticketmaster's Privacy Policy](#)

[Ticketmaster's Accessible Booking Process](#)

Tickets are issued on behalf of the Eurovision Song Contest 2023 (the "Event"). Person(s) attending the Event (the "Customer(s)") should note that tickets for this Event at The ACC Liverpool Group (the "Venue") are sold by Ticketmaster UK Limited, a company registered in England and Wales under company number 02662632, with registered offices at 30 St John Street, London, EC1M 4AY, United Kingdom as ticketing agent for the British Broadcasting Corporation (the "Event Promoter") which is responsible for the Event. The ACC Liverpool Group operates the M&S Bank Arena.

These Conditions of Sale incorporate and should be read in accordance with any Ticketmaster, Venue and/or Event Promoter terms, conditions and regulations, copies of which are available on request from the Venue (certain of these additional terms are linked above).

1. Tickets

1.1 The ACC Liverpool Group, Ticketmaster, and the Event Promoter will not be responsible for any Ticket that is lost, stolen or destroyed and Tickets cannot be replaced.

1.2 A Ticket is valid for one admission for the Event only. Once a Ticket has been scanned or the stub removed the Ticket cannot be used.

1.3 The Event Promoter is not responsible for the content of third party sites. If you do not already have an account with Ticketmaster you will need to create one, but additional time will be allowed for you to do this.

1.4 Children under the age of 1yrs old will not require a ticket.

2. Price and Payment

2.1 All prices for Items Tickets offered for sale are inclusive of VAT and are broken down as follows:

- (a) sale price of the Ticket / Package (“Sale Price”); plus
- (b) any per-Item Ticket service or facility charges (“Service Charge”); plus
- (c) any per-order handling and/or delivery fees (“Order Processing Fees”).

2.2 You are not entitled to purchase any Tickets as a trader acting in the course of business with the intention of reselling your Tickets for profit unless formal written permission is given by Ticketmaster and the Event Promoter in advance. If it is discovered or there is reason to suspect that you have purchased and intend to resell, or have sold Tickets in breach of this clause, the Event Promoter and Ticketmaster reserve the right to cancel your Tickets without notice.

2.3 All Items Tickets are priced in British Pounds Sterling and will be £20 per ticket.

2.4 Tickets will be restricted in the Displaced Ukrainian Ticket Scheme (DUTS) to a maximum of 2 tickets per session, per applicant. This will be an offering of a maximum one ticket to an individual Ukrainian visa holder and one ticket to their guest, for just one session.

3. Delivery

3.1 All tickets will be collected at the venue on the day of the event.

3.2 All Displaced Ukrainian Ticket Scheme tickets will be available for collection by the ticket purchaser at the venue box office or at another designated ticket collection point as advised in pre-event email communications. All Displaced Ukrainian Ticket Scheme tickets will be collected by the ticket purchaser, at the venue, on the day of their session, at least 90mins prior to the start of their session. The ticket purchaser must bring their BRP used in the application process to identify themselves on collection. You may also be required to provide your booking confirmation email and another form of photo ID to collect Tickets, as well as the credit or debit card used to make the order.

3.3 Ticketmaster’s Ticket Transfer is not enabled for the Event, including the Displaced Ukrainian Ticket Scheme; all provisions in the Ticketmaster policies permitting Ticket Transfer shall be deemed deleted from these Conditions of Sale.

4. Use

4.1 Tickets purchased may not:

- (a) be used for advertising, promotions, contests or sweepstakes (or for other such similar commercial gain); and/or
- (b) be combined with any hospitality, travel or accommodation service and/or any other merchandise, product or service to create a package for sale or other distribution, unless formal written permission is given by Ticketmaster and the Event Promoter in advance and provided that even if such permission is granted, use of any trade marks and other intellectual property is subject to the express prior written consent of the owner.

4.2 The Event Promoter and Ticketmaster reserve the right to cancel any Ticket purchased by Customers who are reasonably believed to be associated with any ticket broker or tout.

5. Entry

5.1 The management of and/or party appointed by The ACC Liverpool Group (the “Management”) reserves the right to refuse entry to the Event in reasonable circumstances including for health and safety, licensing reasons or where a Ticket is void. For full details of the Terms of Entry please visit www.mandsbankarena.com/information/terms-conditions/

5.2 No refunds or compensation of any kind will be offered to Customers who are refused entry or removed from the Venue.

5.3 Children under 16 years must be accompanied by a responsible adult aged 18+.

5.4 Please note the restrictions in the performance section of the Venue (the “Arena Bowl”). The standing area of the Arena Bowl is not suitable for children under 14 years of age. The ACC Liverpool Group reserves the right to remove any child who appears in the opinion of The ACC Liverpool Group to be under 14 years of age from the standing area of the Arena Bowl for safety reasons.

5.5 There is no readmission once Customers have left the Arena Bowl and/or Venue unless advised otherwise in the absolute discretion of The ACC Liverpool Group and/or the Management.

6. Restrictions and Permissions

6.1 The following items are not permitted into the Venue:

- Any item that is illegal to carry or possess under UK Law
- Liquids, Aerosols, Creams, & Gels in containers above 100ml (Maximum size 100 ml per container)
- Alcoholic Beverages
- Clothing, items, or signage with the likely purpose of engaging in Ambush Marketing
- Ammunition
- Animals with the exception of certified assistance dogs
- Bags larger than A4 in size (Please note the venue does not have left luggage facilities on site and cannot assist in storage of these bags)
- Helium Balloons, Frisbees or similar objects or projectiles (including inflatables.)
- Bicycles, rollerblades, skates, skateboards, scooters, Segway’s, or similar
- Chairs, folding chairs or similar, prams/baby carriers.

- Glass/Plastic/Metal Bottles or Containers
- Controlled drugs or items having the appearance of controlled drugs. Medically prescribed medicine is permitted.
- CS / Pava Incapacitant Spray
- Explosive devices, fireworks, flares, pyrotechnics, smoke canisters or similar (including stink bombs)
- Firearms, replica firearms or any device suspected to be a firearm or component part
- Flags of countries not participating in the Eurovision Song Contest
- Flags larger than .5 m x 1 m. or Flags, Flag Sticks, Signs / Banners
- Flammable substances, liquids, & fuel. (Cigarette lighters, matches and size compliant personnel use toiletries are permitted)
- Food and Drink (reasonable quantity of baby food permitted if attending with a baby)
- Gas cylinders and similar items
- Hand or power tools, metal spikes, nails, or tacks.
- Hazardous substances including powders, pastes, chemicals, irritants, toxic and flammable substances.
- Items for sale or distribution (unauthorised.) Any items individuals could distribute, hawk, sell, offer, expose for sale, or display for marketing, promotional or commercial purposes including flyers, pamphlets & promotional materials.
- Knives and other items with edged blades and / or sharp points including large scissors, pocketknife or other cutting devices, or item designed or constructed to hold an edge
- Large items: any item too large to fit comfortably under a spectator seat or is likely to present a threat to safety in the event of an evacuation.
- Laser pointers, strobe lights and similar emitting devices.
- Noisemaking devices likely to impact on artist and spectator experience including vuvuzelas, horns, air horns, rattles, loud hailers, musical instruments
- Offensive messaging: messaged clothing, banners, posters, flags (including regional flags of participating countries with political overtones,) or material of any kind displaying inappropriate or offensive images or writing as deemed by Venue personnel. Including, but not limited to, those meant to offend any protected classes or characteristics, politics, religion, race, gender, sexual orientation, disability, etc.

- Offensive weapon or implements (i.e., anything made, adapted, or intended for use for causing injury to a person, including bayonets, flick knives, martial arts weapons, extendable batons, sharpened combs)
- Professional Photographic and broadcast equipment including tripods and monopod
- Protest items and materials
- Restricted frequency transmitting or receiving equipment or devices. (Radio transmitters, walkie talkies, radio scanners, cell, or radio jamming devices.)
- Remote controlled items, including drones
- Selfie sticks
- Umbrellas
- Crash Helmets
- Masks or any item which covers the face with the exception of masks used for medical or hygiene reasons. Masks must be momentarily removed if requested for identification purposes.
- Chains, and Spiked / Studded items of clothing (including Bracelets or Belts)
- Packages/Parcels
- Any other items at the discretion of the Venue which is likely to have an adverse effect on the successful delivery of the ESC

6.2 Latecomers will only be admitted into the Venue at a suitable break in the performance and/or at the discretion of the Management.

6.3 If a Customer experiences any problems with their seating or enjoyment prior to or during the Event the Customer must inform Venue staff immediately as issues cannot always be resolved after the Event.

6.4 Official merchandising shall only be on sale in areas designated and/or licensed by The ACC Liverpool Group.

7. Liability

7.1 All property brought on to the Venue is brought at the Customer's risk and The ACC Liverpool Group and the Event Promoter shall not in any way be responsible for any theft, loss or other damage in respect of such property.

7.2 Neither the ACC Liverpool Group nor the Event Promoter will be responsible for any loss or, damage, death or injury howsoever caused (other than death or personal injury resulting

from the negligence of The ACC Liverpool Group or the Event Promoter) unless the ACC Liverpool Group or the Event Promoter as the case may be has breached its legal obligations and such loss or damage is a direct and reasonably foreseeable result of such breach.

7.3 Subject to the foregoing, with regard to personal property brought to the Venue, the liability of the relevant party shall be limited to the reasonable cost of either repairing or replacing such personal property, subject to fair wear and tear.

7.4 Please note that loud music or noise can damage hearing and Customers who attend the Event do so at their own risk.

7.5 Personal arrangements including travel, accommodation or hospitality relating to the Event which have been arranged are at the Customer's own risk.

7.6 Liability for the cancellation or rescheduling of an Event, or for material changes to an Event, will be limited to the refund as set out under "Returns and Refunds" and "Cancellation and Alterations".

8. Consent To Filming

8.1 The Event will be filmed for live and recorded transmission. Ticket holders give their express consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and / or audio recording of this event and / or any element thereof in any / all media throughout the world in perpetuity.

9. Dispute Resolution

9.1 If the Customer has any complaint they must follow our customer complaints procedure, details can be found [here](#)

9.2 The laws of England and Wales will apply to these Conditions of Sale and the courts of England and Wales will have exclusive jurisdiction.