



The Mosaic Rooms Terms and Conditions

Terms and conditions for the sale of tickets

Concessions are available for students, over 60s, unwaged and disabled visitors. Proof or ID will be requested upon entry to ticketed events.

Please note that in most instances the tickets provided by The Mosaic Rooms are digital and sent via email. Upon booking your tickets you will receive two emails, one containing your confirmation and the other your tickets.

The name of ticket holder can be changed provided The Mosaic Rooms is informed no later than 24 hour's prior to the start of the event.

For most events held at The Mosaic Rooms, tickets can be refunded provided 24 hour's notice is given. This excludes supper clubs, tickets to supper clubs are non-refundable.

Tickets may not be re-sold for profit or commercial gain. Tickets that have been resold are void and will result in refused entry. This includes all tickets purchased through unauthorised third parties and online auction sites.

The Mosaic Rooms is not responsible for any additional costs incurred by the ticket holder such as travel or accommodation for any cancelled, re-scheduled or amended events.

Please contact at info@mosaicrooms.org or call 020 7370 9990 for further information.

Bookshop Terms and Conditions

Postage

UK: Allow 2-3 days working days

Europe: Allow 3-5 days working days

Rest of the World: Allow 7-14 days working days

Standard UK postage and packing charge is £3.50, all international deliveries are charged £10.

Returns

Any unwanted goods must be returned including a proof of purchase and be in re-saleable condition. We reserve the right to refuse to refund any item that it is not in a good re-saleable condition. We cannot authorise a refund for any goods without proof of purchase and require proof of address for any refunds made.

The Mosaic Rooms Bookshop shall use reasonable efforts to replace damaged or incorrect goods but if replacement is not possible, or if an order is cancelled for any other reason, we will only be obliged to refund the full amount paid by you. This does not affect your statutory rights.

If you have any queries regarding your purchase or experience any issues ordering online please contact us at info@mosaicrooms.org or call 020 7370 9990

Conditions of Entry

The Mosaic Rooms reserves the right to:

- Change the advertised arrangements of any event or screening due to circumstances beyond our control.
- Refuse admission or to request that any patron leave the venue and take the appropriate action to enforce this right.

Event Recording and Filming & Audience Photography

By buying a ticket or attending an event at The Mosaic Rooms, you give your consent to being filmed, audio recorded or photographed. If the event is recorded this will be signposted and an announcement will be made. If you would prefer not to be filmed then please make this known to a member of staff.

In most instances, personal photography is permitted of exhibitions and public programme. Please ask a member of staff if photography is permitted.

Latecomers

The seating of latecomers is discretionary, patrons who arrive late may have their seats reallocated. Refunds will not be made for late entry.

Personal Belongings

Visitors are requested to keep their personal belongings with them at all times. The Mosaic Rooms is not responsible for any left or stolen property. Large bags, suitcases, and backpacks are not permitted into the exhibition rooms. The Mosaic Rooms does not have a cloakroom.

Lost Property

The Mosaic Rooms cannot be held responsible for any property left on the premises. Lost property will be stored for one month and if unclaimed disposed of.

Children

Parents are reminded that not all events or exhibitions are suitable for children. We advise that you check the relevant event or exhibition page for specific details before you attend.