

## **DISNEYTICKETS TERMS & CONDITIONS**

1. No refunds.
2. Performance dates, times, prices and cast subject to change without notice.
3. This ticket cannot be replaced if lost, stolen or destroyed and is valid only for the event and seat for which it is issued. This ticket is not redeemable for cash.
4. The unlawful resale or attempted resale of this ticket is grounds for seizure and cancellation without compensation.
5. Holder agrees by the use of this ticket, not to transmit or aid in transmitting any description, account, picture or reproduction of the event to which this ticket is issued. Holder grants permission to the organization sponsoring, presenting and/or producing the event for which the ticket is issued, to utilize the holder's image or likeness in connection with any live or recorded video or other transmission or reproduction of the event for which this ticket is issued, in perpetuity, throughout the universe, in all languages, and in all media now known or hereafter devised.
6. Holder voluntarily assumes all risks and danger incidental to the event for which the ticket is issued. Whether occurring prior to, during or after the event. Holder voluntarily agrees that the venue management facility, the Walt Disney Company, Ltd. ("Disney"), and each of their respective parents, affiliates, subsidiaries, agents, officers, directors, owners and employees (collectively, the "Released Parties") are expressly released by holder from any claims arising from such causes, other than liability for death or personal injury caused by the Released Parties' negligence.
7. As an advisory to adults who might bring young people, Disney recommends The Lion King and Aladdin for ages 6 and up. Children under the age of 3 will not be admitted into the theatre. All persons aged 16 or under must be accompanied by an adult and may not sit on their own within the auditorium. All persons entering the theatre, regardless of age, must have a ticket.
8. In the event of cancellation or rescheduling of the applicable event, Holder shall not receive a refund, provided that you are given the right to attend a rescheduled performance of the same event, or to exchange this ticket for a ticket, comparable in price and location, to another similar event within 12 months of the originally scheduled event, as available and as designated by venue management and/or Disney.
9. Venue management and Disney reserves the right, without the refund of any portion of the ticket purchase price, to refuse admission to or eject any person whose conduct is deemed by management to be disorderly, who uses vulgar or abusive language or who fails to comply with the terms and conditions herein.
10. Exchanges
  - a. Exchange policy is valid solely for performances of THE LION KING at the Lyceum Theatre and ALADDIN at the Prince Edward Theatre and not valid for productions of THE LION KING or ALADDIN outside of London or other shows.
  - b. Tickets may be exchanged solely for different performances of the same production for which the tickets were originally purchased.
  - c. Exchanges must be made no later than 48 hours prior to the start time of the originally-ticketed performance.

- d. Tickets may be exchanged for any other single performance on sale at the time the exchange is made, subject to blackout dates and other restrictions. Tickets may not be exchanged for another seat or differently-priced ticket for the same performance.
- e. Ticket exchanges will only be made through the original point of purchase:
  - i. For tickets purchased via DisneyTickets, contact DisneyTickets Customer Service for phone and on-line orders. Limit of one complimentary exchange per transaction.
  - ii. For tickets purchased at the Box Office, please visit the applicable theatre Box Office. Exchange requests for tickets purchased at the Box Office must be accompanied by the original tickets and receipt. An exchange fee may be charged by the venue.
  - iii. For group sales, ticket exchanges will be made only through the original Group Sales Agent that originally transacted the sale. Group minimums still apply for any performance in which the tickets are used.
  - iv. Exchanges for tickets purchased via other 3rd parties are subject to the exchange policies of the original 3rd party provider.
- f. Exchanges will be valued at the same price as the original face value of the ticket purchased. Additional payment applies if a guest chooses a performance or section that costs more than their original purchase or exchanges an originally-discounted ticket into a performance with no discounted or only lesser-discounted tickets remaining.
- g. No refunds will be available on ticket exchanges if the original face value of the original ticket is higher than the face value of the new ticket.
- h. New special offer, discount and promotion codes may not be applied to exchanged tickets.
- i. Exchanges may not be made to change the number of tickets.
- j. Complimentary tickets are not eligible for exchange.
- k. Other restrictions may apply. Exchange policy may change or be revoked without notice.

11. These terms of use shall be governed by and construed in accordance with the laws of England and Wales, and the courts of London, England shall have exclusive jurisdiction in respect of any actions or claims under these terms of use and you hereby consent and submit to the personal jurisdiction of such courts; provided that nothing herein shall prevent the application and enforcement of mandatory and applicable law.