

## Alphonse Mucha: In Quest of Beauty T&Cs

- All bookings are with National Museums and Galleries on Merseyside operating as National Museums Liverpool (hereafter called NML) and are accepted upon the following terms and conditions.
- NML reserves the right to cancel or reschedule the exhibition.
- In the event that NML has to cancel the exhibition, an alternative date will be offered or a refund given. NML will have no further liability to the customer.
- In event that NML is required to close the Walker Art Gallery due to unforeseen circumstances on a date during the exhibition run, an alternative date will offered or a refund given. NML will have no further liability to the customer.
- The Alphonse Mucha: In Quest of Beauty exhibition (hereafter called the exhibition) will open 16 June 2017 through to 29 October 2017.
- The exhibition and Walker Art Gallery opens at 10am and closes at 5pm each day, seven days a week during the exhibition run 16 June 2017 – 29 October 2017.

### TICKETS

- Ticket purchases cannot be refunded or exchanged.
- Tickets sold are for private use only. If we have reason to believe tickets are being resold, we may invalidate them and refuse entry.
- Pre-booked, advance tickets will be available via our ticketing partner, TicketQuarter. Tickets purchased this way will be in e-ticket format and will need printing and redeeming on entry to the exhibition.
- Tickets will be available to purchase at the Walker Art Gallery welcome desk from 16 June 2017 through to 29 October 2017.. Tickets bought in the gallery will be valid on the date of purchase only.
- A standard ticket includes access to the exhibition for the date specified on the ticket only.
- Adults are defined as people between the ages of 19 to 59.
- Children and young adults aged 18 and below can enter the exhibition free of charge. Valid ID to verify age may be requested as proof to enable free entry.
- Concessions are defined as adults aged 60 and over with valid ID to verify their age and students aged 19 and over with valid student ID card.
- Accompanying care assistants can enter the exhibition free of charge.
- Children aged 10 and under must be accompanied by a responsible person aged 16 or above.

### TICKET OFFERS

- National Museums Liverpool Membership holders will be eligible for 50% discount on the face value of tickets purchased.
- To obtain the membership discount tickets can be purchased from the Walker Art Gallery welcome desk on the date of entry or purchased via TicketQuarter in advance by inputting membership number into the promotional code box.
- A valid membership ID card must be presented for each person(s) entering the exhibition on a membership discounted ticket.

- National Museums Liverpool membership discount is non-transferable.
- Members have access to a pre-sale of online tickets from 13 March 2017 .
- On joining the membership scheme, new members are eligible for a single free-entry to the exhibition. To find out more about joining the membership scheme please visit [liverpoolmuseums.org.uk/membership](http://liverpoolmuseums.org.uk/membership) or enquire at the Walker Art Gallery welcome desk.
- New members will receive a voucher for free entry into the exhibition as part of their welcome pack.
- This free entry voucher can be redeemed when purchasing tickets from the Walker Art Gallery welcome desk but cannot be redeemed when purchasing tickets online via ticketing partner TicketQuarter.
- National Art Fund pass members will be eligible for 50% discount on the face value of tickets purchased. To obtain the National Art Fund pass discount tickets must be purchased from the Walker Art Gallery welcome desk on the date of entry and cannot be purchased online via ticketing partner TicketQuarter.
- A valid National Art Fund pass ID card must be presented for each person(s) entering the exhibition on a National Art Fund pass discounted ticket.
- National Art Fund pass discount is non-transferable.
- There are no group discount offers to the exhibition available.
- For details on ticket options for sponsors, lenders, patrons and corporate members please contact the Development team on 0151 478 4734

#### GUIDED TOURS

- Visitor Host led highlights tours will be offered on selected dates and times during the run of the exhibition.
- Each person taking part in the tour must purchase a valid tour ticket in addition to an entry ticket for the exhibition
- Tour tickets will be for a specific date and time and are not transferrable
- Duration of the tour will be approx. 45minutes to one hour, including introduction and opportunity for question and answer
- The meeting point for starting the tour will be situated adjacent to the entrance to the exhibition. Please ask in gallery if you are unclear of the meeting point
- To register with the Visitor Host we strongly recommend you arrive 5 minutes prior to the start time of the tour
- The tour will commence at the advertised time
- If you arrive late for the tour the Visitor Host will allow you to join the tour only at a suitable point when they are able to check your tickets and cause minimal disruption to the other tour guests.
- Each persons valid tour ticket and exhibition ticket will be verified by the Visitor Host prior to commencing the tour
- Tour tickets are priced at £5 for all persons aged 19 and over. People aged 18 and under can book a ticket for the tour free of charge, but must still book to guarantee a space on the tour
- There are no group discounts or concessionary discounts on tour tickets
- Tour tickets will need to be purchased for all persons aged 19 and over
- Accompanying care assistants will be admitted free of charge

- Children aged 15 and under must be accompanied by a person aged 16 or over and supervised throughout the duration of the tour
- Content of the tour may contain topics not suitable for children under the age of 18
- For further details on tours please contact [muchatours@liverpoolmusums.org.uk](mailto:muchatours@liverpoolmusums.org.uk) or call the tours team on 0151 478 4191
- Advanced tour tickets can be purchased for selected dates and times via our ticketing partner TicketQuarter
- In the event that NML has to cancel the tour, an alternative date will be offered or a refund given. NML will have no further liability to the customer.
- In event that NML is required to close the Walker Art Gallery due to unforeseen circumstances on a date during the exhibition run, an alternative date will offered or a refund given. NML will have no further liability to the customer.
- In the event of cancellation by the customer, once payment is received, no refunds will be given. However, an alternative tour date may be offered subject to availability.

#### ACCESSIBILITY

- The venue has both steps and ramp access with lifts and accessible toilets available.
- Further information regarding accessibility can be found at [liverpoolmuseums.org.uk/walker/visit/access](http://liverpoolmuseums.org.uk/walker/visit/access)
- Accompanying care assistants can enter the exhibition free of charge.
- There are two designated spaces available in the rear car park on a pre-booked basis. Contact the information desk on 0151 478 4199. There is also parking on William Brown Street with a limited number of blue badge spaces which are owned by Liverpool City Council and which we cannot reserve. The road surface is cobbled.
- To discuss your access requirements please call our visitor services team on 0151 478 4199.
- The exhibition space is of level access with a small number of seats provided within.

#### SCHOOL GROUPS

- To find out more about our schools programme please visit [liverpoolmuseums.org.uk/learning/sessions](http://liverpoolmuseums.org.uk/learning/sessions); complete our education enquiry form [liverpoolmuseums.org.uk/learning/contact](http://liverpoolmuseums.org.uk/learning/contact); or call the educations bookings team on 0151 478 4788.

#### VENUE RULES

- Anyone found smoking anywhere within the venue will be requested to leave the exhibition and/or gallery without refund. The use of electronic cigarettes is strictly prohibited.
- All customers attending the exhibition shall comply with all health and safety and other regulations relating to the venue. They must not bring any dangerous or hazardous items into the gallery and remove such items promptly when requested to do so.
- If NML deems a customer's behaviour unacceptable in any way whatsoever they reserve the right to ask the offending customer to leave or be refused entry.
- NML shall not be liable or accept any responsibility for any loss or damage to the property owned by, or in custody of the customer.

- Cameras and photography within the exhibition is not permitted, unless specified.
- Official accredited photographers covering the exhibition are permitted but must be arranged in advance by contacting National Museums Liverpool press office on 0151 478 4847.
- For all other media enquiries please contact National Museums Liverpool press office on 0151 478 4847.
- Continual recording of any description is not permitted. We do not permit streaming, video or audio recording equipment at any time.
- Customers who do not adhere to the photography, video and audio policy will be required to leave the exhibition and/or gallery without a refund.
- If any of your personal property is lost or damaged while at the exhibition organisers cannot be held responsible.