



WORLD RUGBY MUSEUM

T W I C K E N H A M

Terms & Conditions

1. These Terms and Conditions apply to all admissions to the World Rugby Museum at the Twickenham Stadium ("the Museum") and all ticket holders shall be deemed to have accepted these Terms and Conditions.
2. All ticket holders must throughout their visit to the Museum and whilst they are on the RFU property follow all lawful directions of the representatives of the RFU.
3. If at any time the RFU believes that the behaviour of a ticket holder is unacceptable or likely to cause damage or injury to either that individual, any other person or the Museum (including but not limited to drunken or unacceptable behaviour, any acts likely to cause damage or injury, threatening, disrespectful or violent behaviour), RFU may ask the ticket holder to leave without compensation or refund. The ticket holder shall also be liable to the RFU for all costs, losses and liabilities resulting from that ticket holder's actions.
4. All juniors (aged 15 years or less "Juniors") must be accompanied by his/her parent or guardian or other adult who accepts full responsibility for him/her and signs the RFU Responsibility for a Minor Declaration accordingly ("Responsible Adult").
5. In respect of groups of Juniors, there must be at least one Responsible Adult accompanying the group at all times per ten Juniors. The RFU will permit entry of one Responsible Adult per ten Juniors; any further adults shall be charged the usual entry fee.
6. If, in its sole discretion, the RFU deems that certain dress is inappropriate to enter part(s) of the Museum, RFU will be entitled to refuse admission to ticket holders to such part(s) without refund or compensation.
7. No food, drink or items liable to cause any damage to the Museum may be brought into it. All litter must be removed.
8. The RFU cannot guarantee that all advertised elements of the Museum will be accessible at all times and the RFU reserves the right to close sections of the Museum without compensation or refund.
9. The RFU reserves the right to close the Museum where this is reasonably necessary. In such circumstances, notice shall (if reasonably possible) be given to the applicable ticket holders and such ticket holders shall be entitled to either accept an admission to the Museum at a later date or to receive a refund. No other compensation shall be payable.
10. No ticket to the Museum may be re-sold or transferred by the original purchaser to any third person (or persons). Advertising tickets to the Museum for sale in any forum including on



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any on-line auction or other website is also strictly prohibited. Any such re-sale shall render the ticket void. Tickets remain the property of the RFU at all times.

11. Ticket holders may take photographs (without using a flash) for their own private purposes. However, to protect against damage to the exhibits, flash photography is strictly prohibited at the Museum. The possession or operation of recording or transmission equipment of any kind for any commercial use is prohibited at the Museum. (This includes, without limitation, photography, filming, audio and any other recording or transmission.)
12. The RFU shall be entitled to refuse admission or re-admission to, or to eject from the Museum, any person who does not comply with these Terms and Conditions.

Twickenham Stadium Tour Terms and Conditions

1. These Terms and Conditions apply to all tours of Twickenham Stadium ("a Stadium Tour"). By participating in a Stadium Tour, ticket holders shall be deemed to have accepted these Terms and Conditions.
2. Ticket holders should arrive no later than 15 minutes prior to their Stadium Tour start time and come to the ticket desk within the Rugby Store. If a ticket holder has not registered by the start time of the Stadium Tour for which s/he has registered, the RFU may (without compensation or refund) refuse to allow him/her to join the Stadium Tour. Please note that ticket holders and/or their bags may be searched by a member of the RFU staff and the RFU reserves the right to refuse admission to the Stadium Tour if a ticket holder declines to be searched.
3. No food, drink or items liable to cause any damage to the Stadium may be brought on the Stadium Tour.
4. A junior aged 15 years or less must be accompanied by his/her parent or guardian or other adult who is responsible.
5. Ticket holders must follow the lawful directions of the tour leader and any other representative of the RFU.
6. If at any time during the Stadium Tour, RFU believes that behaviour of a ticket holder is unacceptable or likely to cause damage or injury to either that individual, any other person or the Stadium (including but not limited to drunken or unacceptable behaviour, any acts likely to cause damage or injury, threatening, disrespectful or violent behaviour), RFU may ask the ticket holder to leave without compensation or refund. The ticket holder shall also



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be liable to the RFU for all costs, losses and liabilities resulting from that ticket holder's actions.

7. If, in its sole discretion, the RFU deems that certain dress is inappropriate to enter part(s) of the Stadium Tour, RFU will be entitled to refuse admission to such part(s) without refund or compensation.
8. Please be advised that as Twickenham is a working stadium, certain parts of the Grounds may be inaccessible to Stadium Tours without notice being given. As such, the RFU cannot guarantee that all advertised elements of the Stadium Tour route will be accessible at all times and the RFU reserves the right to alter or vary the route of the Stadium Tour at their discretion without compensation or refund.
9. The RFU reserves the right to cancel a Stadium Tour where this is reasonably necessary. In such circumstances, notice shall (if reasonably possible) be given to the applicable ticket holders and such ticket holders shall be entitled to either accept an alternative date/time or to receive a refund. No other compensation shall be payable.
10. No ticket to the Stadium Tour may be sold by the original purchaser to a person (or persons) for a price which is greater than the face value of the ticket. Advertising tickets to the Stadium Tour for sale in any forum including on any on-line auction or other website is also strictly prohibited. Any such re-sale shall render the ticket void. Tickets remain the property of the RFU at all times.
11. Except for photography for bona fide private, non-commercial uses, the possession or operation of recording or transmission equipment of any kind is prohibited on the Stadium Tours. This includes, without limitation, photography, filming, audio and any other recording or transmission.
12. The RFU shall be entitled to refuse admission or re-admission to, or to eject from the Stadium, any person who does not comply with these Terms and Conditions.
13. Any promotion offered is, unless otherwise stated, solely applicable for pre-booked Stadium Tours. All promotions are run independently and no two or more promotions can be claimed at any one time.