

Welcome 2022 – Tickets FAQs

In these terms and conditions 'ICU' refers to Imperial College Union, 'You' or 'Your' refers to individual purchasing or using the tickets. These terms shall be governed by English law and are subject to the exclusive jurisdiction of the English Courts. Nothing in these terms shall exclude liability for fraudulent misrepresentation.

By attending any ICU Event, you agree to abide by all ICU rules, regulations and bye-laws and understand that the event takes place on College campus and all Imperial College rules, regulations and code(s) of conduct apply to you at the event.

How can I be sure I have my tickets?

If you login on our website and go to 'My Account > Event Tickets' you should see your ticket there.

Can I transfer tickets?

You may only purchase tickets for use yourself, or guest tickets for individuals with whom you will be attending the event.

You may not buy guest tickets if you do not intend on attending the event yourself.

You must not attempt to buy a ticket on behalf of another individual through deception.

You may not transfer or resell your ticket.

Where can I find my ticket once I have bought it?

Your ticket purchase will show in your account on eActivities which is linked to your CID. Details on collecting physical tickets and wristbands (if applicable) will be published in advance of the event – you will be required to bring your CID card and valid proof of age.

The unauthorised production, reproduction or replication of event tickets and / or wristbands is strictly prohibited and will lead to disciplinary action.

You are responsible for the security of your ticket(s) and / or wristband(s) once collected. They will not be reissued.

Can I bring a guest?

ICU may allow members to purchase tickets for guests who are non-members. You must accompany your guests to the event, and assume responsibility for their actions during the event.

All guests must be over 18 years of age. Guests must be signed in on entry to the event, and be able to present original copies of photo ID (drivers license or passport) proving that they are over 18.

Do I need to bring ID?

All attendees must bring proof of age ID (a valid drivers license or passport) with them when they collect tickets / wristbands (if applicable) and to the event itself.

All ICU members, Imperial College students or staff, must also bring with them their CID card.

What is last entry?

ICU Events will generally have a last entry time which is earlier than the end time of the event. After this time, admittance will be denied, even if you have a valid ticket.

Anyone attempting entry without a valid ticket will be subject to the ICU and Imperial College disciplinary processes.

ICU reserves the right to refuse you entry to the event if you are intoxicated. You will not be eligible for a refund if this occurs.

ICU Events generally operate on a no-readmittance policy, this means that if you leave the event for any reason, you will not be permitted to re-enter.

Can I transfer or refund my tickets?

Tickets are non-transferable and cannot be sold on.

Tickets are refundable up to 14 days from the date of purchase (up to a minimum 48 hours prior to the event start time) by emailing icu.refunds@imperial.ac.uk quoting your order number and CID.

I don't want to be photographed, what can I do?

ICU Events will be photographed, filmed, and elements may be streamed via live webcast by us or our agents. By purchasing a ticket to this event you consent to the recording and transmission of images (both still and moving) of you and your guests as members of the audience. We retain all rights in any images, which can be used for publicity purposes and marketing materials. If you'd prefer your image not to be used in materials, please email beit.events@imperial.ac.uk identifying the image/video.

During the event, if you do not wish to be photographed or filmed, please let our photographers know. Photos and videos will potentially be uploaded to our social media channels for publicity and marketing purposes.

If you have any objection to being photographed/recorded while at an ICU Event, please make yourself known to our photographer/videographer or a manager.

Force Majeure

If the event for which you have bought a ticket cannot take place or is delayed because of circumstances beyond our reasonable control, we will not be liable for any direct or indirect losses incurred by you or your guests. Examples of such circumstances include (without limitation): war, terrorism, civil commotion, fire, flood, adverse weather, natural disaster, act of God, outbreak of disease, epidemic, pandemic, any strike or labour dispute, interruption or failure of any utility service, any government order, rule regulation, or action by a government or public authority.

ICU's liability will be limited to the price you paid for the ticket.

This means that though we will refund the cost of your ticket if the event is cancelled, we will not be able to reimburse you for any costs incurred such as travel or accommodation.