



When buying a ticket for any SMSU event, you are agreeing to the below terms – if you can't meet them, we're not able to sell you a ticket. These are in place for your benefit as all money that SMSU makes goes back into your student experience!

- 1. All SMSU event tickets are completely non-refundable under any circumstances.**
- 2. If you're a current St Mary's student, a wristband for an event can only be given out if you show us a valid St Mary's student ID. We can accept a student ID, a photo of a student ID and nothing else. *We enforce this rule to ensure that we know exactly who is at our events so that we can keep you safe.***
- 3. A wristband for an event can only be put on directly. *We enforce this rule to ensure that we know exactly who is at our events so that we can keep you safe – loose wristbands could be given to and used by anyone, and this is why we put wristbands on you securely. If you want to come back at a later period and collect your wristband then that's OK, but you'll only be able to do this when the SMSU Office is open.***
- 4. Wristbands for events cannot be reserved for another student in any situation. *We have to ensure that our ticketing system is fair – therefore our tickets are given out on a first-come, first-served basis. there is a limited capacity to any given venue where we're running events which is why we need to stick to this rule. You can buy your own wristband now and pick it up later, but you cannot do this for another student.***
- 5. Unless otherwise stated by the Students' Union, students are allowed one guest each. Guests must provide a valid photo ID (ie a drivers' license or passport that is in date). Wristbands will not be given out if ID is not shown. Current students are not classified as guests, and alumni cannot use their old student ID – they must have a valid ID, for example a drivers' license or passport.**
- 6. Lost wristbands cannot be replaced in any situation. Wristbands that have come off are replaceable, but only if you have the missing wristband, your receipt and if you are on our list of wristband holders and can provide this to a member of staff in the Student's Union. *We enforce this rule to ensure that wristbands cannot be taken off and passed onto people who have not purchased a ticket or don't have the right to come into our events. We do this to protect our students and guests, and keep our events safe.***