

Terms and Conditions and Privacy Notice

TERMS AND CONDITIONS OF SALE AND ENTRY: TICKETS FOR HOUSES OF PARLIAMENT TOUR

The purchase of ticket for a Houses of Parliament tour and entry to the Parliamentary Estate is strictly subject to the following terms and conditions of sale and entry. Please read carefully. By purchasing a ticket, you will be deemed to have accepted these terms and conditions of sale, and you and any person on whose behalf you are purchasing a ticket will be deemed to have accepted these terms and conditions of entry.

1. Definitions

- 1.1. “We”, “us”, “our” means the Corporate Officer of the House of Commons and the Corporate Officer of the House of Lords
- 1.2. “You”, “your” means the buyer or holder of a ticket for a Houses of Parliament tour
- 1.3. The “Tour Date” means the date on which your tour has been booked.
- 1.4. The “Responsible Adult” means the adult ticketholder over 18 years of age who accompanies children under 15 on a tour of the Houses of Parliament.
- 1.5. “The Tour” means a guided tour of the Houses of Parliament.

2. All terms and conditions are applicable to all visitors, save where expressly excluded.

Terms and conditions of sale

3. These terms and conditions are applicable to the purchase of tickets by:

- 3.1. Individual members of the public;
- 3.2. Individual members of the public on behalf of friends, family members or not for profit or similar groups, for example, Brownies, Scouts, Women’s Institute, youth groups;
- 3.3. Tour operators.

4. Payment and ticket collection

- 4.1. Tickets are subject to availability.
- 4.2. Tickets are non-refundable except as specified in these Terms and Conditions.
- 4.3. Tickets cannot be resold or exchanged except as specified in these Terms and Conditions; to do so or to alter or deface the ticket will render it void.
- 4.4. Ticket prices are set by us and we reserve the right to change those prices from time to time at our sole discretion.
- 4.5. You agree to pay the current price as listed <http://www.parliament.uk/visiting/> in respect of each ticket you have ordered.
- 4.6. We accept payment only using select debit or credit cards approved by us. A list of approved cards is listed on the FAQ section of the Parliamentary website

(<http://www.parliament.uk/visiting/>) and on the WorldPay website. We reserve the right to change the list of approved cards from time to time at our sole discretion. We will not accept payment by cheque. You are able to buy tickets in person from the ticket office and make payment in cash.

- 4.7. You must provide payment in full when you order your ticket. Subject to availability, we will accept your order and confirm your booking after having received your payment.
- 4.8. After we have accepted your order and confirmed your booking, we will provide you with a valid e-ticket to print-off or you may collect your Ticket(s) from the Ticket Office on the Tour Date, in line with the option you chose in your order form. We will not replace lost, damaged or destroyed tickets.
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- 4.9. Tickets should be collected from the Portcullis House Ticket Office, or where your Tour is due to commence within the hour, you may collect tickets from the Cromwell Green visitor entrance of the Palace of Westminster. Collection must in all cases be completed no later than 30 minutes before your Tour is scheduled to commence.
- 4.10. Your contract for purchase of a ticket for a Houses of Parliament tour starts once we have confirmed your purchase and ends immediately after the completion of the Tour.

5. Group tickets

- 5.1. Discounted group tickets are available for groups of 10 or more only.
- 5.2. You may reserve group tickets up to 4 weeks before the Tour Date and you may alter your reservation up to 2 weeks before the Tour Date.
- 5.3. Your group ticket reservation must be confirmed and paid for at least 10 working days before your Tour Date.
- 5.4. Groups comprising children must include at least one Responsible Adult for every 10 children in the group.
- 5.5. Entry to the Parliamentary Estate is subject to the terms and conditions of entry which you and your group are deemed to accept. You must draw the attention of members of your group to the terms and conditions of entry.

6. Access requirements, health and safety

- 6.1. Most hearing and visual impairments or other access requirements can be accommodated if alerted to us in advance. Please contact the Visit Parliament bookings team on 020 7219 4114 to discuss your requirements so that we can tailor your tour accordingly.
- 6.2. The Tour is accessible for wheelchair users. In order to allow for safe evacuation of the Estate in the event of an emergency, the number of wheelchair users per group is limited to six. Please contact the Visit Parliament bookings team on 0207 219 4114 to discuss your requirements so that we can tailor your tour accordingly.
- 6.3. There are limited places to sit during the tour. A limited number of wheelchairs are available upon request on a first come first served basis. We strongly recommend that wheelchairs are booked in advance, and please also note clause 6.2 above.
- 6.4. No animals other than assistance dogs, as defined in the Equality Act 2010, are permitted on the Parliamentary Estate.

- 7. Cancellation

- 7.1. We reserve the right to cancel the Tour at any time for reasons relating to the business or security of Parliament.
- 7.2. If we have cancelled the Tour, we will use reasonable endeavours to notify you of the cancellation. We do not guarantee that you will be informed of such cancellation before the date of the event.
- 7.3. If we cancel the Tour in line with clause 7.1:
- 7.3.1. You may either receive a full refund for the price you paid for your ticket or book an alternative time or date for the Tour:
- 7.3.1.1. For tickets bought on the same date as the Tour, you may apply for a refund or book an alternative time or date at the Ticket Office. If you are not able to obtain a refund on the same day, you should send your ticket and a cover note stating your request to House of Commons, Department of Information Service, Westminster, SW1A 0AA.
- 7.3.1.2. For tickets bought online or over the phone, refunds or bookings for alternative time or dates may be made by telephoning the Visit Parliament bookings team on 020 7219 4114.
- 7.3.1.3. For tickets bought from one of our approved Distributors, please contact your Distributor.
- 7.3.2. No refund will be given for travel, accommodation or other costs beyond the Tour ticket price.
- 7.4. Except in the circumstances set out in clause 7.1, you are not entitled to obtain a refund for the price of your ticket once we have confirmed your booking.

- 8. Resale and transfer to third parties

- 8.1. You may not tout or auction your ticket(s) under any circumstances.
- 8.2. Subject to clause 8.3, you may not resell or transfer your ticket(s) to any third party for profit.
- 8.3. The ticket may be combined with a package including (for example) hospitality, travel or accommodation service, merchandise or other products or services, but the price charged for the package comprising the ticket must be proportionate having regard to the cost of the other goods or services included.
- 8.4. You may not use your ticket(s) for advertising, promotions, contests or sweepstakes without our formal written permission.
- 8.5. We reserve the right to seize or cancel without refund or compensation any ticket(s) sold in contravention of the preceding provisions of this clause, and to refuse to sell any further tickets to a person who contravenes those provisions.
- 9. Queries and Complaints
- 9.1. You may contact us by email to visitparliament@parliament.uk or telephone the Visit Parliament bookings team on 020 7219 4114 if you have any queries or complaints regarding your purchase, quoting the order number given to you at the conclusion of placing the order.
- 9.2. If any dispute arises, we shall use our reasonable endeavours to consult or negotiate in good faith, and attempt to reach a just and equitable settlement satisfactory to both you and us.

Terms and conditions of entry

- 10. Admission restrictions, controls and standards of behaviour
- 10.1. You will not be admitted on the Tour without a valid ticket.
- 10.2. Any ticket you purchase from us remains our property and is a personal revocable licence which may be withdrawn and admission refused at any time. This means that your entry to the Parliamentary Estate is as a licensee only, and confers no rights to be in or remain on the Parliamentary Estate.
- 10.3. We reserve the right to refuse admission, terminate a visit, close rooms or restrict access to areas of the Parliamentary Estate at short notice, without prior warning and in our sole and absolute discretion.
- 10.4. You agree to comply with these terms and conditions of entry at all times whilst on the Parliamentary Estate and with any directions given by parliamentary security personnel or officers of either House. Failure to do so may result in your exclusion from the Parliamentary Estate immediately and without refund of the ticket price.
- 10.5. You agree to comply with instructions given by your tour guide and to keep to the designated route and public areas of the Parliamentary Estate at all times whilst on the Parliamentary Estate. Failure to do so may result in your exclusion from the Parliamentary Estate immediately and without refund of the ticket price.
- 10.6. The Tour includes parts of the Parliamentary Estate which are protected sites under section 128 of the Serious Organised Crime and Police Act 2005. Trespass at the site is a criminal offence. You must remain within the public area at all times. Failure to do so may make you liable to prosecution.
- 10.7. In the event of an emergency, a single stage voice alarm will inform visitors to leave the building. You must immediately comply with any fire evacuation or emergency procedures whilst on the Parliamentary Estate.
- 10.8. We may require any visitor (and, where the visitor is a child, in addition the Responsible Adult) whose behaviour is in any way disruptive or dangerous to leave the Parliamentary Estate immediately and without refund of the ticket price.
- 10.9. Please arrive at the Cromwell Green visitor entrance, in possession of a valid ticket, least 30 minutes before your Tour is due to start, in order to proceed through airport-style security and commence your Tour on time. Latecomers may be refused entry at our sole discretion.
- 10.10. You are not permitted to eat or drink anywhere on the Parliamentary Estate except in designated refreshment areas.
- 10.11. Smoking, including electronic cigarettes, is not permitted anywhere on the Parliamentary Estate.
- 10.12. Whilst on the Parliamentary Estate, you must not take any photographs except in Westminster Hall and St Stephen's Hall, where still photography is permitted.
- 10.13. You must not use audio, video or film recording equipment, a mobile phone, or any equivalent electronic device for the duration of the Tour.
- 10.14. You must not touch the fabric of the building or any artwork or furniture in the Palace of Westminster.
- 10.15. All children under 15 years of age who take part in the Tour must be accompanied by a Responsible Adult; there must be at least one Responsible Adult for every 10 children on the Tour.

- 10.16. You shall not offer gifts or gratuities to any parliamentary employees before, during or after the Tour.

11. Security

- 11.1. We reserve the right to refuse entry to, or remove at any time during a visit, any person whom we consider to pose a risk to security on the Parliamentary Estate.
- 11.2. We reserve the right at any time during a visit to confiscate any item in the possession of a visitor which we consider to pose a risk to security.
- 11.3. You agree to submit to and comply with airport-style security screening at the point of admission to the Parliamentary Estate. You may be subject to secondary checks once inside the Parliamentary Estate. We reserve the right to refuse you entry to the Parliamentary Estate if you fail to submit to or comply with our security checks.
- 11.4. You will not be allowed entry to the Parliamentary Estate if you are carrying any prohibited items or items deemed to pose a risk to security on the Parliamentary Estate. Prohibited items include: sharp items (e.g., knives, scissors, cutlery and screwdrivers); spray paint; padlocks, chains and climbing gear; noisemaking items (e.g., whistles). A full list of prohibited items can be found here www.parliament.uk/visiting/access/security.
- 11.5. You are requested to minimise the amount of hand baggage you bring with you on your tour. Bags larger than airline-approved carry-on luggage may not be brought on your Tour. Decisions on whether an item of baggage may not be brought on a Tour are at the sole discretion of Parliamentary staff. Please be advised that there is nowhere for you to store luggage during the Tour and that you must carry your bags for its duration.

General

12. Liability

- 12.1. You acknowledge that you will be liable to us for any damage caused by you to the Palace of Westminster or to any of its contents or to any part of the Parliamentary Estate or for any injury caused to any of our staff or representatives or to other visitors during your visit. Without prejudice to the above, you further agree that:
 - 12.1.1. Where you are the Responsible Adult, you will also be liable for all children that you accompany and for any damage or injury caused by them; and
 - 12.1.2. Where you are the organiser of a group, you will be jointly and severally liable (with the applicable visitor(s)) for any damage or injury caused by the visitors in the group.
- 12.2. Except in respect of death or personal injury caused by our negligence or by that of our employees or any other liability that cannot, as a matter of law be excluded or limited:
 - 12.2.1. We exclude our liability for any loss, damage, cost or expense suffered by you or occurring to any items belonging to you as a result of your visit; and
 - 12.2.2. Our liability to you will be limited to the price you paid for your ticket. In no circumstances will we be liable to you or to any third party for any consequential or indirect loss, damage or expense.
- 12.3. Without prejudice to Clause 12.2, we will not be liable for any breaches of these terms and conditions or delays arising from any event outside our control, including (but not limited to) fire, flood, storm, strikes, riots, civil commotion, material disaster, unscheduled State occasions, war or acts of governmental or parliamentary authority.

13. Miscellaneous

- 13.1. This agreement is not intended to and does not confer on any third party any benefit or right to enforce any term of the agreement under the Contracts (Rights of Third Parties) Act 1999.
- 13.2. This agreement represents the entire understanding and agreement between you and us and supersedes all previous negotiations and understandings between us with respect to its subject matter.
- 13.3. If any term of this agreement is, in whole or in part, held to be illegal or unenforceable to any extent under any enactment or rule of law, that term or part shall to that extent be deemed not to form part of this agreement and the enforceability of the remainder of this agreement shall not be affected.
- 13.4. This agreement shall be governed by, and interpreted in accordance with, the law of England and Wales and shall be subject to the exclusive jurisdiction of the courts of England and Wales.

HOUSE OF COMMONS PRIVACY NOTICE

We respect your right to privacy. This Privacy Notice, together with the information available in our [privacy policy](#), sets out details about the personal data that we collect from you and how we may use your information.

Use of your personal data

We will process the personal data you provide for the booking of tours, exhibitions and events at the Houses of Parliament and for processing related payments.

If you have signed up to the Visit Parliament mailing list please note this falls within scope of the [UK Parliament Email Privacy Policy](#).

We consider the lawful bases to be:

- the processing is necessary for parliamentary functions (tours, exhibitions and events)
- the processing is necessary to fulfil a contractual obligation (the purchase of tickets)

Data Storage and Retention

The retention period for this personal data is five years, after which it will be disposed of securely.

All personal data you provide to the House of Commons will be stored securely, both physically and electronically, in accordance with our policies. The personal data provided will be stored within the EEA.

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