

## Purchasing Terms and Conditions

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### 1. About these terms

- 1.1 These terms and conditions apply to all purchases made through Roehampton Students' Union (RSU), including event tickets, student group and associate memberships, student group products, donations to student groups, and RSU merchandise.
- 1.2 Different types of purchase are handled through different platforms, and specific terms apply to each. Please read the section relevant to your purchase. General principles that apply to all purchases are set out below:
- **Payments and security:** All payments are processed securely. We never store your card details. All payment processing is handled by PCI-DSS compliant providers.
  - **Confirmation:** You will receive a confirmation email once your purchase is complete. The email address this comes from will depend on which platform you used with details in the relevant section below.
  - **Notifications:** Where we need to contact you about a purchase, for example, to notify you of a pricing error, a change to an event, or a refund, we will do so by email to the address on your account. It is your responsibility to ensure your contact details are up to date.
  - **Website availability:** We aim to keep our online platforms available at all times, but we cannot guarantee uninterrupted access. We will not be liable for any loss or inconvenience caused by temporary unavailability of any RSU website or purchasing platform. Where planned maintenance is required, we will try to give advance notice where possible.
  - **Minors and website use:** RSU's websites and online purchasing platforms are intended for students and staff at the University of Roehampton, and for members of the public aged 17 and over. Our platforms are not intended for children under the age of 17. We ask that no one under 17 submits personal information to us or makes a purchase without the supervision of a parent or guardian. For events open to under-18s, a parent or guardian may purchase tickets on behalf of a young person.
  - **Complaints:** If you are unhappy with any purchase or experience, you can raise a complaint using our [online Complaint Form](#). Our [Complaints Policy and Procedure](#) sets out how we handle complaints and the timescales you can expect.
  - **Contact:** For all purchasing enquiries, please contact us at [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk).
  - **Governing law:** These terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts. Nothing in these terms limits our liability for fraudulent misrepresentation.
  - **Your privacy:** For information on how we handle your personal data, please read our [Privacy Notice for Event Ticketing](#) and our [Corporate Privacy Notice](#).

### 2. Purchasing event tickets

- 2.1 Event tickets are sold through our ticketing platform at [tickets.roehamptonstudent.com](https://tickets.roehamptonstudent.com). Your payment is processed through Stripe and will appear on your statement as 'Roehampton SU'.

- 2.2 When you click 'Pay Now', your card is charged immediately and your order is processed straight away.
- 2.3 Once your purchase is complete, you will receive two emails to the address on your account:
- A receipt confirming your payment: keep this for your records as it includes your booking reference. This comes from [roehamptonstudentsunion@buytickets.at](mailto:roehamptonstudentsunion@buytickets.at).
  - An e-ticket as a PDF in a separate email: you will need to show this at the door so we can scan your QR code.
- 2.4 To ensure you get into events quickly, we advise you to lock your screen in portrait mode and turn up the brightness before you arrive. If you do not have a smartphone, please print your e-ticket.
- 2.5 You can view and manage your tickets at any time using the **Manage Tickets** button at [tickets.roehamptonstudent.com](https://tickets.roehamptonstudent.com).
- 2.6 If you have difficulty buying tickets online, please email [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk) in the first instance. In exceptional circumstances we may make tickets available from the RSU Helpdesk.
- 2.7 **Ticket refunds**
- 2.8 All sales are final. Refunds are not available once you have purchased a ticket, including in cases of duplicate purchases, purchases made by mistake, tickets bought for the wrong event, or non-attendance due to personal choice, illness, or injury.
- 2.9 This is consistent with standard practice at entertainment venues across the UK. Under The Consumer Protection (Distance Selling) Regulations 2000, ticket sales are exempt from the usual 14-day cancellation right.
- 2.10 Refunds may be available in the following circumstances only:
- **Event cancelled in full:** if RSU or an affiliated promoter cancels an event entirely, everyone who bought a ticket in advance will be refunded the face value. Moving an event to a different venue does not qualify unless the new venue has a smaller capacity than the number of tickets sold.
  - **Event stopped early:** if an event is stopped while in progress due to circumstances beyond our control that make it unsafe to continue, management will decide whether refunds are appropriate. Refunds in this situation are at management's discretion.
  - **Headline artist withdraws (single-headliner events):** if the headline artist pulls out and the event does not go ahead, you will receive a full refund.
  - **Multi-headliner events:** RSU reserves the right to change the line-up due to circumstances outside our control. Where the event still takes place, refunds will not be given, but we will do our best to source an equivalent replacement.
  - **Ticket resale from a waiting list:** if an event is sold out and there is a waiting list, we may offer to buy back your ticket for resale to someone on the list. Any refund is conditional on us receiving full payment from the new buyer first.
  - **Pricing error:** if we discover a pricing error on tickets you have already bought, we will contact you as soon as possible and either cancel your order with a full refund (including any booking or transaction fees), or give you the option to confirm your order at the correct price.

- 2.11 In all cases, management's decision is final.
- 2.12 If you have a question, email [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk). If you are unhappy with the outcome, you can raise a complaint using our [online Complaint Form](#).
- 2.13 Members of the public
- 2.14 If you are not a Roehampton University student, the same ticketing process applies to you. We do not issue physical tickets — your ticket is linked to your account and accessed at the door via your QR code. You can view your purchase history at any time using the **Manage Tickets** button at [tickets.roehamptonstudent.com](https://tickets.roehamptonstudent.com).
- 2.15 Bringing guests
- 2.16 Students may bring a maximum of 3 guests to RSU ticketed events.
- 2.17 Guest tickets must be purchased in advance through your student account. Your guest must arrive and queue with you, and must bring photographic proof of age ID.
- 2.18 When you buy a guest ticket, you will be asked to confirm your guest's name and that they meet the age requirements for the event. These details cannot be changed once submitted. If the person you bring does not match the details provided, they will be refused entry.
- 2.19 You are responsible for your guest's behaviour throughout the event. If they breach the published code of conduct for the event or venue, you may also be held accountable.
- 2.20 All guests must purchase a ticket at the highest available price for the event. This ticket includes temporary RSU membership for the duration of that event.
- 2.21 ID requirements
- 2.22 Students must bring their University of Roehampton ID card to every event. For events that involve licensable activities, you will also need photographic proof of age ID which may be either a driving licence, passport, or PASS/Citizen card. Please note that we do not accept visas, student cards, or photographs of ID.
- 2.23 Members of the public must bring photographic ID to all events.
- 2.24 Age restrictions
- 2.25 Some RSU events are open to all ages, while others are restricted. The age requirement for each event will be clearly stated on the event page.
- 2.26 Licensed events are restricted to those aged 18 and over. You will be asked to confirm your age when purchasing a ticket, and all attendees, including guests, will be required to show photographic proof of age ID (driving licence, passport, or PASS/Citizen card) at the door.
- 2.27 All-ages events may be attended by under-18s unless the event page states otherwise. For events involving age-restricted activities, we may collect a declaration of age eligibility at the point of purchase.

2.28 Who can attend

2.29 Most RSU events are open to Roehampton University students and their guests only, unless the event page states otherwise. Anyone subject to University restrictions, or identified on a licensed exclusion list, will not be admitted.

2.30 Entry, re-entry, and right of admission

- **Admission:** For late-night or nightclub events, your ticket guarantees entry until the time shown on your ticket, or the published last entry time for that venue. After that time, entry is subject to venue capacity.
- **Re-admission:** Once you leave an event, you will not normally be re-admitted unless a manager or organiser has specifically approved this.
- **Right of admission:** The event or venue management reserves the right to refuse entry. Purchasing a ticket does not guarantee admission if you fail to meet the entry requirements or breach the admission procedures.
- **Non-transferable tickets:** Your ticket and student ID card are personal to you. You cannot lend or transfer them to anyone else.

2.31 Behaviour at events

2.32 All attendees are expected to behave in a way that is safe and respectful to others. RSU reserves the right to remove anyone from an event who breaches our Events Code of Conduct, or whose behaviour is deemed unacceptable by event or venue management. Anyone removed from an event for behavioural reasons will not be entitled to a refund. Repeat or serious breaches may result in restrictions being placed on future attendance. Full details are set out in our Events Code of Conduct.

2.33 Accessibility

2.34 We want our events to be as inclusive and accessible as possible. If you have an accessibility requirement, including a disability, mobility need, or requirement for a personal assistant, please contact us at [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk) before the event and we will do our best to accommodate you. Further information is available in our Accessibility Policy.

2.35 Promotional codes and offers

2.36 RSU may from time to time offer promotional codes, bundle deals, or discounted tickets. Unless stated otherwise: codes are non-transferable, single-use, and cannot be combined with other offers; they must be applied at the point of purchase and cannot be applied retrospectively; and they have no cash value. RSU reserves the right to withdraw or amend any promotion at any time. Specific terms for individual promotions will be stated at the point of offer.

2.37 Queuing

2.38 Where possible, we provide a priority queue for advance ticket holders. However, this cannot always be guaranteed at busy or sold-out events. We recommend arriving as early as possible.

2.39 Cloakroom

2.40 RSU may operate a cloakroom at specific events. Where we do, the following applies.

- 2.41 Before depositing any item, please remove all mobile phones, wallets, purses, cash, bank cards, and other valuables. RSU will not accept responsibility for any item valued over £50. Items are deposited entirely at your own risk, and while we take every reasonable care, we cannot accept liability for loss or damage.
- 2.42 To collect your items, you must show a valid ticket. If you have lost your cloakroom ticket, you must wait until all other items have been claimed, then show photographic ID and complete a claim record. Fraudulent claims may result in prosecution.
- 2.43 Items not collected on the night will be held as lost property and can be collected from the RSU Helpdesk from 10am the next working day. Any unclaimed items after 4 weeks will be donated to charity or disposed of.
- 2.44 **At partner venues:** Cloakroom facilities may also be available at venues where RSU events are held, and there will likely be a charge for this service. Partner venues operate their own cloakroom terms and conditions. Please make yourself familiar with these when using their facilities. Items not collected on the night should be directed to the partner venue's own lost property process.
- 2.45 Sold-out events and waiting lists
- 2.46 Where demand is high and an event is sold out, we may operate a waiting list. Details will be posted on the event page, including how to join the list or return your ticket to us. Joining a waiting list does not guarantee you a ticket and places no obligation on either party.
- 2.47 Photography and filming at events
- 2.48 RSU events may be photographed, filmed, or streamed. By purchasing a ticket, you consent to images and video being taken of you and your guests as members of the audience. We will display signage at events to make this clear.
- 2.49 RSU retains all rights to images taken at its events, which may be used for promotional and marketing purposes.
- 2.50 If you would prefer that a specific image of you is not used, email [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk) identifying the image. Please note you will need to contact us separately for each event you attend.
- 2.51 If you prefer not to be photographed at an event, please speak to a member of the venue management team or notify the photographer or videographer directly.
- 2.52 For full details on how we handle images, please see our [Privacy Notice for Event Ticketing](#).

### **3. Memberships, products, and donations**

- 3.1 Student group memberships, associate memberships, donations to student groups, and products sold by student groups are purchased through the main RSU website at [roehamptonstudent.com](http://roehamptonstudent.com). Your payment is processed through Stripe and will appear on your statement as 'Roehampton SU'.
- 3.2 Once your purchase is complete, you will receive a confirmation email to the address on your account from [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk).

- 3.3 To update your email address or contact details, go to Edit Your Contact Details on your profile page. You can view your order history in the Purchase History section of the website.
- 3.4 Student group memberships
- 3.5 Membership of a student group begins on the day of purchase and is valid until 31 July at the end of the current academic year. Membership fees are payable in full upfront.
- 3.6 You have a 14-day cooling-off period from the date of purchase if you change your mind, provided you have not already made use of your membership. If you have already attended a session, activity, or event using your membership, you will not be eligible for a refund. To request a cancellation, please write to us at [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk) with your reasons. We aim to process refunds as quickly as possible, though we may need to liaise with the relevant student group first.
- 3.7 Associate membership
- 3.8 Associate membership is available to non-students who wish to access RSU services. Associate membership begins on the day of purchase and is valid until 31 July at the end of the current academic year. Membership fees are payable in full upfront.
- 3.9 You have a 14-day cooling-off period from the date of purchase if you change your mind, provided you have not already made use of your membership. If you have accessed RSU services or attended an event using your membership, you will not be eligible for a refund. To request a cancellation, please write to us at [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk) with your reasons.
- 3.10 Products sold by student groups
- 3.11 Some student groups sell products through the RSU website, for example, a society may sell a group t-shirt or other items to their members. These products are fulfilled by the student group concerned.
- 3.12 If you have a problem with a product purchased from a student group, for example, if it is faulty, damaged, or incorrect, please contact us at [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk) in the first instance and we will help resolve the issue. Your statutory rights under the Consumer Rights Act 2015 are not affected.
- 3.13 Donations to student groups
- 3.14 You can make a donation to a student group through the RSU website. Donations are non-refundable unless made in error. If you believe a donation was made in error, please contact us at [rsu@roehampton.ac.uk](mailto:rsu@roehampton.ac.uk) as soon as possible.

#### **4. RSU merchandise**

- 4.1 RSU merchandise, including clothing and accessories, is available to buy online through our shop at [shop.roehamptonstudent.com](http://shop.roehamptonstudent.com) and in person from the RSU Helpdesk. The terms that apply to your purchase depend on which channel you use.
- 4.2 Buying online
- 4.3 Our online shop is operated in partnership with Merchflow Ltd. Purchases made through the shop are subject to Merchflow's [Terms of Service](#) and [Refund Policy](#). Please read these before placing an order. The key points are summarised below.

- 4.4 You will receive a confirmation email from Merchflow once your order is placed.
- 4.5 Merchflow may also run promotional codes or discounts on merchandise from time to time. The terms of any such promotion will be stated at the point of offer and are subject to Merchflow's terms.
- 4.6 **Delivery:** Orders are normally delivered within 2–5 working days to a UK address. Delivery charges are shown at checkout. Delivery dates are estimates and cannot be guaranteed. If delivery is not possible and needs to be rearranged, Merchflow may apply a redelivery charge.
- 4.7 **Your right to cancel:** If you buy goods online, you have the legal right under UK consumer law to cancel your order within 14 days of receiving your items, without giving a reason. Contact Merchflow clearly, for example by email, within that 14-day window. Once you have notified them, you have a further 14 days to return the goods. Items must be returned unworn, unused, and in a resalable condition. If you are cancelling due to a change of mind, the cost of returning goods is your responsibility.
- 4.8 **Refunds for cancelled orders:** Merchflow will refund all payments received, including standard delivery costs, within 14 days of receiving your return (or evidence that the goods have been sent back, whichever is earlier), using the same payment method as your original purchase.
- 4.9 **Faulty, damaged, or incorrect items:** Contact Merchflow as soon as possible. You are entitled to a repair, replacement, or refund in line with your statutory rights. Merchflow will arrange and cover the cost of return postage in these cases.
- 4.10 **Personalised items:** The right to cancel does not apply to items made to your personal specifications, for example, items with a custom name, course title, or other bespoke wording. If you are unsure whether an item counts as personalised, please check before placing your order.
- 4.11 **Items not eligible for return:** Merchflow may refuse a refund where items show signs of wear, misuse, or deliberate damage, or have been returned in a condition beyond what was needed to inspect them.
- 4.12 Nothing in these terms affects your statutory rights under the Consumer Rights Act 2015.
- 4.13 Buying in person at the RSU Helpdesk
- 4.14 A selection of RSU merchandise is available to purchase in person from the RSU Helpdesk. These purchases are made directly from RSU and are not subject to Merchflow's terms.
- 4.15 The 14-day cancellation right that applies to online purchases does not apply to in-person sales. If an item you purchase at the Helpdesk is faulty, damaged, or not as described, please return it to the Helpdesk as soon as possible with proof of purchase and we will arrange a repair, replacement, or refund in line with your statutory rights under the Consumer Rights Act 2015. We are unable to accept returns for change of mind on in-person purchases.

## 5. Force majeure

- 5.1 If any event, service, or delivery cannot go ahead or is delayed due to circumstances beyond our control, RSU will not be liable for any losses you or your guests incur as a result. This

includes, but is not limited to: war, terrorism, civil unrest, fire, flood, severe weather, natural disasters, acts of God, disease outbreaks, epidemics, pandemics, strikes or industrial action, failure of utilities, or any action by a government or public authority.

## **6. Changes to these terms**

- 6.1 We may update these terms and conditions from time to time to reflect changes in how we operate, the services we offer, or our legal obligations. When we make changes, we will update the version number and the date at the top of this document.
- 6.2 The version of these terms in force at the time you make a purchase is the version that applies to that transaction. We will not apply updated terms retrospectively to purchases already made.
- 6.3 We encourage you to check this page periodically. For significant changes, we will aim to provide notice on our website in advance of the changes taking effect.

## **7. Document information**

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|-------------------------|----------------------|
| <b>Approved by</b>      | Management Committee |
| <b>Approved date</b>    | 11/09/2026           |
| <b>Review frequency</b> | Annually             |
| <b>Version</b>          | 1.0                  |

## **8. Change log**

| <b>Version</b>       | <b>Changes</b>     |
|----------------------|--------------------|
| 1.0 – September 2026 | Original document. |