

Pop Top 10 Live – BBC Ticketing Terms and Conditions

All tickets are issued by Chelmsford Theatre (the ticket service provider) on behalf of the BBC (the event organiser). All ticket holders are subject to the terms and conditions indicated here and any of which may be changed at event organiser's discretion. The use of a ticket signifies agreement to the following conditions:

1. The minimum age of attendance at the event is 16 years of age. All under 18's must be accompanied by an adult.
2. The maximum number of tickets that may be purchased per person for this event is 4. Where a restriction applies to the number of tickets that may be purchased (whether per person, per credit card or per household) and tickets are purchased in excess of this number, the BBC and/or Chelmsford Theatre may cancel the excess tickets.
3. The BBC and/or Chelmsford Theatre reserve the right to cancel ticket bookings which it/they (as applicable) reasonably suspect to have been made fraudulently.
4. Tickets may not be sold, traded, or offered for sale; and may not be used as a prize or for any other promotional or trade purpose by any organisation except the BBC.
5. Tickets cannot be exchanged or refunded after purchase.
6. All those attending the event will need a valid ticket to gain entry. You may be required to provide photographic ID for example: passport, driving licence, national identity card, UK citizen card.
7. Please note that this is a seated-only event; no standing will be available. There is step free access to the main house stalls, studio auditorium, and ground floor bars. There is currently no lift access to the first-floor balcony.

Wheelchair spaces are only available for those less able to stand and disabled customers and must be arranged with Chelmsford Theatre prior to the event in accordance with their terms and conditions for disabled access. These spaces are limited and operate on a first come, first served basis. Please visit the [Chelmsford Theatre's Accessibility](#) page for more information. The BBC is not responsible for the content of third party websites.
8. Please be aware for your safety and comfort the following are strictly prohibited from being brought into Chelmsford Theatre and persons and personal property will be subject to inspection / searches for: any food and drink purchased outside of Chelmsford Theatre, offensive weapons and drugs (including legal highs) and other controlled substances and anything else that may interfere with the event or the enjoyment of the event by others, or compromises public safety.
9. Large bags (A4 size or larger) are not permitted inside the venue. There is no cloakroom service available at the venue.
10. Persons attending the event are responsible for their own valuables. The BBC and/or Chelmsford Theatre accept no responsibility for any personal property lost, damaged or stolen.
11. Persons attending the event are responsible for their own valuables. Neither the Organiser or Chelmsford Theatre will be liable for any loss or damage to personal property brought to the

venue.

12. There will be no re-admission permitted at the event.

13. Unauthorised professional photography, or use of professional recording equipment is prohibited and zoom lenses, audio visual or cinematographic devices will not be permitted on site.

14. Smoking and vaping are not permitted anywhere inside Chelmsford Theatre.

15. Alcohol will be on sale at this show. If you look under 25 ID may be requested for proof of age.

16. The BBC and/or Chelmsford Theatre, at their discretion, reserve the right to refuse admission or to eject a ticketholder for behaviour likely to cause damage, injury, harm, nuisance; or failure to comply with the reasonable request of the BBC or Chelmsford Theatre; or which is in breach of these conditions; or otherwise where a ticketholder is behaving in an illegal, anti-social or aggressive manner, and may on occasion have to conduct security searches of persons and/or personal property to ensure the safety of the patrons. Anyone who refuses to be searched by a steward or other person acting on their behalf will be refused admission, or ejected from the venue and may be reported to the police.

17. The BBC reserves the right to cancel this event at any stage, if deemed necessary in its opinion, and if circumstances arise outside of its control. The BBC also reserves the right to alter or change the programme and line-up without prior notification.

18. Should the event be cancelled or line-up changed, the BBC and/or Chelmsford Theatre will not be liable for the payment of any compensation or for any loss of money and/or expenses incurred. Whilst every effort is made to ensure that the full advertised show and line-up occurs, in the event of cancellation of the entire event, the face value of the ticket will be refunded via Chelmsford Theatre, including booking fees but excluding any applicable postage fee paid by the customer.

19. If the event is postponed, the BBC will honour the ticket for the re-scheduled event. It is the responsibility of the ticket holder to ascertain the date and the time of any re-scheduled event.

20. Pop Top 10 Live is being recorded for BBC Sounds and visually recorded for BBC Sounds/BBC Radio 2 social media. By buying a ticket and turning up to the event, you agree to be filmed and be featured in the podcast. Ticket holders give their consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video, photography and/or audio and/or audio-visual recording of this event and/or any element thereof, in all media throughout the world.

21. Special effects of strobe lighting, lasers and smoke may be used at any time during the event at Chelmsford Theatre.

22. The BBC shall not be liable for any loss, damage, cost or expense, except in the case of death or personal injury if due to any negligent act or omission by the BBC.

23. Chelmsford Theatre on behalf of the BBC may use your contact details to email you with key messages relating to the event only. Please visit the [BBC's Privacy & Cookies Policy](#) for more information.

24. Tickets purchased via the Chelmsford Theatre's website are subject to the [Chelmsford Theatre Terms and Conditions](#). In the event of any inconsistency between the terms of the

Chelmsford Theatre Terms and Conditions and these BBC Ticketing Terms and Conditions, these terms and conditions will prevail. The BBC is not responsible for the content of third party websites.

25. You will be subject to [Chelmsford Theatre's Privacy Policy](#) when providing your data in order to buy tickets. The BBC is not responsible for the content of third party websites. Any personal data exchanged with Chelmsford Theatre is held by Chelmsford Theatre as controller and processor.