

## **Tavaziva Terms and Conditions**

By making purchases with Tavaziva you are agreeing to and are bound by the terms and conditions listed below. Your statutory rights are not affected. Tickets booked via authorised Ticket Agencies and Third Parties resellers are subject to their terms and conditions and any queries regarding the purchase must be directed back to the point of sale.

### **Booking for Open Classes**

#### **What are the General Terms of Admission?**

- Tavaziva Management reserves the right to refuse admission or eject any person if it believes their presence is likely to cause a nuisance, disturbance or threat to other patrons, participants, the venue or its employees.
- Admission is only valid where a booking has been fully paid with the advertised price.
- We reserve the right to cancel any orders because of any pricing errors.
- Tavaziva Management reserves the right to make any alterations to the advertised arrangements or programme without being obliged to offer a refund or exchange.
- The use of cameras, tape recorders or any other electronic or digital recording, photographing or imaging devices is not allowed.
- Smoking is not permitted inside any of the venues Tavaziva uses.
- Tavaziva cannot be held responsible for late running of any activity due to circumstances beyond its control.

#### **How do I get my ticket(s)?**

Your tickets will be emailed and you will need to show a print out or on an electronic device when you arrive.

#### **Can I cancel my ticket(s)?**

#### **Exchanges, Refunds and Cancellations**

Attendees can receive refunds up to 7 days before the event start date. If less than 7 days before the event, attendees may exchange to future events or classes or a Gift Token issued (valid for one year from date of issue) in lieu if returned at least 24 hours before the scheduled performance time. If less than 24 hours, the attendees will not receive a refund or an exchange. Any previous handling or transaction charges are non-refundable.

We regret no exchange or Gift Token is possible where tickets have been lost or mislaid.

No other cancellations are permitted outside of these terms.

### **Can I resell my ticket(s)?**

The re-sale of tickets by retail or online auction site by anyone other than Tavaziva office staff is strictly prohibited and may invalidate the ticket.

Any ticket sold for profit or commercial gain by anyone other than Tavaziva or any of its authorised agents will be invalid for entry.

### **What if my ticket(s) do not arrive / I lose my ticket(s)?**

Please contact the Tavaziva office in advance on **020 8237 7010** if tickets have been lost or misplaced and duplicate tickets need to be issued.

### **What terms apply to online shop orders?**

Delivery charges start at £4. Please allow 14 to 28 days for delivery.

If for any reason you are unhappy with your purchase, please return it to us in its original saleable condition, within 28 days of purchase, for a full refund. Please send to Emily Winfield, Tavaziva c/o bbodance, Ensign House, Juniper Drive, Battersea Reach, London SW18 1TA including a copy of your email receipt, and a short note requesting a refund for the item. Your refund will be applied to the credit or debit card with which you made your purchase, please allow up to 14 days.

If you wish to change your purchase, or have any other queries relating to your order, please email [getintouch@tavazivadance.com](mailto:getintouch@tavazivadance.com).

### **How will my personal data be used?**

For full details of how your data will be used please see our [Privacy Policy](#).