

## INTERNATIONAL RUGBY EXPERIENCE

### TERMS AND CONDITIONS

These terms, together with our Privacy Policy, set out all the terms and conditions upon which Rugby World Experience Company Limited by Guarantee (“**we**”, “**us**” or “**our**”) provides the International Rugby Experience tour (the “**IRE Tour**”) at 40 O’Connell Street, Limerick, V94 8F78, Ireland (the “**IRE Premises**”) to you and your guests (“**you**” or “**your**”) (the “**Terms**”).

Please read these Terms carefully before buying a ticket to the IRE Tour, including e-tickets and gift tickets (“**Ticket(s)**”). By buying a Ticket or by redeeming a gift ticket, you agree to be bound by these Terms.

### HOW TO PURCHASE TICKETS

Tickets can be purchased via our website <https://internationalrugbyexperience.com/> or at the IRE Premises.

A limited number of Tickets will be available on a walk-in basis. To avoid disappointment, we would advise that all Tickets are purchased in advance.

Payment must be made in full at the time of buying a Ticket either by credit card, debit card or cash.

Upon purchase of a Ticket from our website, you will receive a booking confirmation email with your Ticket(s) attached in a PDF format. This email constitutes your proof of purchase. We take no responsibility should you not receive this email due to reasons outside of our control e.g., junk or spam filtering.

Upon purchase of a Ticket in person at the IRE Premises, your Ticket will be provided to you. Please keep it in a safe place as we cannot be held responsible for any Tickets that are lost or stolen.

Your Ticket(s) must be scanned at the main entrance of the IRE Premises to allow entry into the IRE Tour and must be scanned at various points throughout the IRE Tour to record your points from the Skills’ Trials.

### ALLOCATED ENTRY TIME

You will be given the opportunity to select a date and time for arrival at the IRE Tour (an “**Allocated Entry Time**”) (subject to availability). This will be shown on your Ticket.

You are asked to arrive at the IRE Premises at your Allocated Entry Time. Visitors who miss their Allocated Entry Time are not guaranteed entry to the IRE Tour.

Please allow up to 1.5 hours to complete the IRE Tour.

We are under no obligation to change your Allocated Entry Time once the Ticket(s) have been purchased, however at our discretion we may be able to accommodate a change, subject to availability. Please contact our telephone booking line 061 544800 or [info@internationalrugbyexperience.com](mailto:info@internationalrugbyexperience.com) for more information.

### AMENDMENTS TO ALLOCATED ENTRY TIME

We reserve the right to amend an Allocated Entry Time once it has been issued to you. We will do this by sending you an email, so please look out for correspondence from us in advance of your visit.

Should we have to significantly amend your Allocated Entry Time (i.e. by four (4) hours or more), you may choose to accept the new Allocated Entry Time, arrange another mutually agreeable Allocated Entry Time with us (via our telephone booking line 061 544800 or [info@internationalrugbyexperience.com](mailto:info@internationalrugbyexperience.com)) or cancel the Ticket(s).

If you cancel the Ticket(s), we will refund you all the monies you have paid to us for the Ticket(s), provided that notice of cancellation was received within 48 hours of the notice of the Allocated Entry Time. No further compensation will be paid.

## **TICKET PRICE**

Ticket prices are in Euro.

Where Ticket prices vary according to age, the following provisions apply:

- A person of 18 years or older is classed as an Adult; and
- A person aged between 6 and 17 years (inclusive) is classed as a Child.

The IRE Tour is not suitable for children under the age of 6.

Proof of entitlement to a Child's Ticket may be required.

A Family Discount of 20% is available on each Child's Ticket when two or more Adult Tickets are purchased along with two or more Child's Tickets.

Group tickets may be available at discounted rates. Please contact our telephone booking line 061 544800 or [info@internatonalrugbyexperience.com](mailto:info@internatonalrugbyexperience.com) for more information.

Any available discounts must be applied prior to the purchase of the Tickets. Discounts are not available after the Ticket(s) have been purchased.

The price of Tickets may vary from time to time.

## **TICKETS – GENERAL TERMS**

One Ticket purchased entitles one person entry to the IRE Tour on a single occasion. Once you have exited the IRE Tour, you will need to purchase a new Ticket to re-enter.

From time to time, parts of the IRE Tour may be closed, and certain elements of the IRE Tour may be removed for maintenance, private events or for technical reasons. Tickets will not be refunded, and no compensation will be paid in the event of any such closure or removal.

Please note the following:

- It is your responsibility to check the accuracy of the details on your Tickets.
- Tickets remain our property at all times. We reserve the right to require the immediate return of the Tickets at any time.
- All Tickets must be retained at all times and must be available for inspection if required. Failure to produce a valid Ticket on request may result in your removal from the IRE Tour.
- Tickets are non-refundable, non-transferable, and void if altered. Tickets that we reasonably suspect have been transferred or altered will not be honoured.
- Tickets are not for resale. Any such resale shall have the effect of rendering that Ticket void.
- Only Tickets purchased directly from us are valid for admission. Tickets purchased from unauthorised third parties, including online auction sites, are not valid for entry.

## **GIFT TICKETS**

Gift tickets are available for purchase via our website ("**Gift Tickets**"). A Gift Ticket entitles one person to visit the IRE Tour. Gift Ticket holders have five years from the date the Gift Ticket was purchased to book their Allocated Entry Time. <sup>1</sup>

Please protect the Gift Ticket and treat it as cash. We cannot be held liable for Gift Tickets which, are subsequently lost, stolen or damaged.

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## **TICKET CANCELLATION**

Should you wish to cancel a Ticket, you should notify us as soon as possible by email at [info@internationalrugbyexperience.com](mailto:info@internationalrugbyexperience.com) or by telephone on 061 544800, upon which the Tickets shall become void.

We are under no obligation to issue refunds where a Ticket has been cancelled by you unless the cancellation is a result of us significantly amending your Allocated Entry Time in accordance with these Terms.

In rare circumstances beyond our control, we reserve the right to cancel a Ticket. We will endeavour to notify you as soon as we become aware that this is necessary. Should we have to cancel your Ticket we will refund you all the monies you have paid to us, and no further compensation will be paid.

## **YOUR CONDUCT**

Whilst you and other Ticket holders are visiting the IRE Tour, all visitors must comply with all directions of our staff, relevant health and safety notices, policies, and announcements.

For the enjoyment and safety of all visitors, the following rules apply:

- No smoking (including e-cigarettes).
- No pets or animals, except for guide dogs and assistance dogs.
- No consumption of food or drink, with the exception of food and drink purchased and consumed in the café and in designated eating / drinking areas.
- No offensive weapons (such as firearms, knives or any other items deemed dangerous by Us).
- No access to any private area of the IRE Tour which is not designated for access by visitors.
- No unnecessary noise (whether from mobile phones or otherwise) or behaviour likely to annoy or offend or intimidate other visitors or our staff.
- No use of illegal drugs or consumption of alcohol. Visitors may be refused access to the IRE Tour if they appear to be under the influence of alcohol or drugs.
- No use of prams, strollers, roller skates, skateboards, bicycles, children's toys, balls (except in designated areas and as provided as part of the IRE Tour) and frisbees.
- No damage to any part of the IRE Tour at the IRE Premises. Visitors will be held responsible for any damage they cause.
- No inappropriate footwear e.g., high heels. Due to the interactive nature of the IRE Tour, we recommend flat soled casual shoes or runners.
- No flash photography, tripods, and other specialist photographic equipment (including interchangeable lenses).
- No copying, reproducing, or republishing any part of the content of the IRE Tour.

We shall have the right to refuse admission or to eject you and any other Ticket holder from the IRE Tour if in our reasonable opinion, there is a breach of the above rules by you or another Ticket holder for which you are responsible. We also reserve the right to confiscate items that breach these Terms.

## **CHILDREN**

The IRE Tour is not suitable for children under the age of 6.

Children (under 18 years of age) must be accompanied by an Adult. Such children shall remain under the control, supervision and responsibility of an Adult at all times.

You are advised that from time to time there may be school tours attending the IRE Tour.

## **HEALTH AND SAFETY**

The IRE building is fully accessible, with lift access to all floors.

A variety of special effects (including sudden loud effects and lighting) may be used in certain areas. It is recommended that visitors with accessibility needs, sensory issues or pre-existing medical conditions ask the IRE Tour staff for further details and avoid areas of the IRE Tour at which such special effects are located.

From time to time, the IRE Tour staff may draw your attention to certain health and safety procedures, to which you must adhere to. For the safety of our visitors and colleagues, please note that we reserve the right to remove anyone from the IRE Tour who fails to comply with these measures.

## **COVID-19**

For the safety of our visitors and staff, please do not attend the IRE Tour if you:

1. have tested positive for Covid-19 in the last 14 days.
2. have been in close contact with someone who has tested positive for Covid-19 in the last 14 days: or
3. are displaying any of the symptoms of Covid-19.

We cannot guarantee that you will not be exposed to Covid-19 during your visit.

## **SECURITY**

In the interests of safety, you may be asked to submit to a search of your person or belongings. Anyone refusing to submit or found to be in possession of materials which we believe to be dangerous or unsuitable will be denied entry or removed from the IRE Tour. No refund will be provided.

You must keep your personal belongings with you at all times. We accept no responsibility for loss, theft or damage to any personal belongings brought into the IRE Tour.

## **PHOTOGRAPHY**

From time to time, we (or other authorised third parties) may carry out photography and/or other recordings at the IRE Tour. You (on your behalf and on behalf of your visitors who are under the age of 18) consent to the use of such images and/or recordings by us in connection with advertising, promoting the IRE Tour (including promotion on digital and online channels), and for our internal purposes, and in doing so, you allow us to edit, modify, publish and make available such images and/or recordings. You acknowledge and agree that you will not receive compensation if we use such images and/or recordings for the purposes set out above. You shall promptly execute such documents and perform such acts as may be required for the purposes of giving full effect to the foregoing.

Unless it is expressly prohibited, you are permitted to take photographs and recordings within the IRE Tour, provided that these are solely for your private use and are not sold or used for any commercial or public purpose. If your photography or recording causes any nuisance to our staff and/or other visitors, we reserve the right to confiscate your device for the remainder of your stay at the IRE Tour.

You agree that you transfer to us all intellectual property rights (or will transfer to us all intellectual property rights upon creation) in any content created by you in breach of these Terms. If requested by us, you will also delete any content created by you in breach of these Terms.

## **OUR LIABILITIES**

Our total liability for any direct loss suffered by you is limited to the purchase price of the Tickets you purchased.

This does not exclude or limit in any way our liability for death or personal injury caused by our negligence, or that of our staff (if acting within the course of their employment), agents or suppliers (if carrying out the work which they were contracted to do); or any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.

We are not responsible for indirect losses, including loss of income or revenue, loss of business loss of profits or contracts, loss of data or waste of management or office time, loss of goodwill, disappointments or emotional distress and/or any other loss or damage which was not reasonably foreseeable by us at the date the Ticket was bought, however arising and whether caused by tort (including negligence), breach of contract otherwise, even if foreseeable.

Please note that, in some cases, we accept orders on behalf of third party sellers. The resulting legal contract is between you and that third party seller, and is subject to the terms and conditions of that third party seller. You should carefully review their terms and conditions applying to the transaction. We do not accept liability for acts or omissions by any person(s) on behalf of whom you have placed a booking or unconnected third parties or suppliers of services which do not form part of the contract between you and us.

## **EVENTS OUTSIDE OUR CONTROL**

Subject to applicable law, we shall have no liability to you if we are prevented from, or are delayed in performing our obligations under any contract or from carrying on our business by acts, events, omissions or accidents beyond our reasonable control, including (but not limited to) epidemic or pandemic, strikes, lock-outs or other industrial disputes (whether involving our staff or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or government order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, damage to premises or default of suppliers or subcontractors.

## **HOW WE USE YOUR PERSONAL INFORMATION**

We only use your personal information in accordance with our Privacy Policy. For details, please see our Privacy Policy. Please take the time to read these, as they include important terms which apply to you.

Please note that CCTV is in operation at the IRE Tour. We process data collected via CCTV systems on the following bases, as provided for under Article 6 of the GDPR:

- We have a statutory obligation to ensure the health and safety of our staff at work pursuant to the Safety, Health and Welfare at Work Acts 2005-2010;
- We have a legitimate interest in protecting the security of the IRE Premises, visitors to the IRE Tour, as well as our property; and
- We have a legitimate interest in establishing or defending legal claims in relation to accidents or incidents involving the IRE Premises, our staff and visitors and/or our property.

## **VARIATION**

We have the right to revise and amend these Terms from time to time by notifying you or placing updated Terms on the website. You may not vary these Terms unless agreed in writing with us. You will be subject to the Terms in force at the time that you bought Tickets to the IRE Tour.

## **WAIVER**

If we fail, at any time, to insist upon the strict performance of any of your obligations under any of these Terms, or if we fail to exercise any of the rights or remedies to which we are entitled, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations.

## **SEVERABILITY**

If any of these Terms becomes invalid, illegal or to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions and deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision shall be deemed deleted. All other Terms will continue to be valid to the fullest extent permitted by law.

## **ENTIRE AGREEMENT**

These Terms and any document referred to in them constitutes the whole agreement between us and supersedes all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the subject matter of these Terms.

You acknowledge that, in agreeing to these Terms, you do not rely on any representation or warranty (whether made innocently or negligently) that is not set out in these Terms. Nothing in this clause excludes liability for fraud.

## **LAW AND JURISDICTION**

These Terms are governed by and construed in accordance with Irish law. Any dispute arising from, or related to, such Terms shall be subject to the exclusive jurisdiction of the courts of Ireland.

## **MAILING LIST**

You are invited to subscribe to our mailing list to keep up to date with special offers and events at the IRE Tour.

Your address and personal information will be stored safely in our database. We do not share or sell this information with anyone.

You can unsubscribe at any time by clicking the "Unsubscribe" button on any email or by contacting [info@internationalrugbyexperience.com](mailto:info@internationalrugbyexperience.com).

## **CONTACT DETAILS**

If you are unhappy with your booking experience or with your visit to the IRE Tour, please contact us at [info@internationalrugbyexperience.com](mailto:info@internationalrugbyexperience.com).