

## The MAD Museum

Henley Street, Stratford upon Avon, Warwickshire. CV37 6PT

*(this document was produced on 23/10/2019)*



### **THE MAD MUSEUM** **COMPLIMENTARY TICKET TERMS AND CONDITIONS**

- When a visitor requests to redeem their complimentary ticket(s), The MAD Museum reserves the right to ask the visitor how and where they acquired the ticket(s).
- ID proof (driving licence, school ID card etc) may be asked for to approve the complimentary tickets, this is discretionary and fully the right of The MAD Museum.
- If the visitor cannot produce proof of ID or account for how they acquired the complimentary tickets, The MAD Museum reserves the right not to authorise the redemption of the complimentary ticket. **Please always bring an up-to-date form of ID to The MAD Museum.**
- If the visitor with the complimentary ticket cannot or refuses to provide ID or proof of acquisition, The MAD Museum holds the right to refuse the use of the complimentary ticket(s).
- A maximum of 6 complimentary tickets can be used per family/ group/ transaction.
- The validity dates of the complimentary ticket are stated on the reverse of the ticket and must be used before the specified expiry date.
- The MAD Museum does not accept complimentary tickets stating The MAD Museum's previous address – Sheep Street, Stratford upon Avon, CV37 6EF.
- One person per complimentary ticket.
- One adult, concession or child is admitted per complimentary ticket.
- A child (aged 0-15yrs) has to be accompanied by an adult to use a complimentary ticket.
- Complimentary tickets cannot be used in conjunction with any other discounts or offers (including Blue Peter badges, Tesco Clubcard Vouchers, group discounts, educational discounts or any seasonal vouchers).
- The MAD Museum reserves the right not to redeem or accept complimentary tickets if their reasoning is fair and rational.
- There are no cash/ credit alternatives in lieu of redeeming a complimentary ticket.
- Exchange, re-sale of sale of vouchers is strictly prohibited.
- The MAD Museum accepts no liability for lost or stolen complimentary tickets.

To discuss this further, please contact Katie Wilson

Email: [katie.wilson@themadmuseum.co.uk](mailto:katie.wilson@themadmuseum.co.uk)

Tel: 01926 865839