Terms & Conditions

Last reviewed: 2 November 2026

About these terms

These terms apply when a customer buys a ticket directly from Sedgefield Rock & Blues Club for an event promoted by the club. Together with the event description, the Ticket Returns and Refunds Policy, Privacy Policy and any information supplied during checkout, these terms form the agreement between the club and the ticket purchaser.

Nothing in these terms excludes or restricts rights that cannot lawfully be excluded or restricted.

About the club

Sedgefield Rock & Blues Club is a volunteer-run, not-for-profit live music club. Events are normally held at Sedgefield Parish Hall, Front Street, Sedgefield, County Durham, TS21 3AT, unless the event information states otherwise.

Contact details

Email: club@sedgefieldblues.com

Telephone: 07957 104434

Website: sedgefieldblues.com

Buying tickets

- Tickets are sold subject to availability and the stated venue capacity.
- The customer must provide accurate contact, delivery and payment information.
- Online payment is processed by PayPal. A PayPal account may not be required, depending on the checkout options presented.
- A booking is accepted when payment is successfully received, either online or in person, and the club or payment provider issues confirmation.
- The club may contact the purchaser if information is incomplete, payment is reversed, or clarification is needed.
- Tickets must not be purchased for commercial resale or in a manner intended to defeat ticket limits.

Ticket prices and charges

The ticket price and any applicable delivery or other charge will be shown before payment. The customer should check the event, quantity, price and delivery information before completing the order.

The club does NOT offer concessionary, promotional or complimentary tickets.

Ticket delivery and collection

Tickets purchased online will normally be posted to the address supplied during checkout. Dispatch may not be immediate because the club is operated by volunteers.

- Customers should allow a reasonable period for processing and postage.
- Door collection is available only where agreed with the club in advance.
- The customer must notify the club promptly if the delivery address is incorrect or tickets have not arrived within a reasonable period.
- The club may require the purchaser's name, order details and payment reference before arranging replacement or collection.

Admission and use of tickets

- The original valid ticket must be presented on entry unless a different arrangement has been agreed.
- A ticket is valid only for the event and date stated on it, subject to any officially announced rescheduling.
- Each ticket permits one admission and must not be copied, altered, duplicated or used more than once.
- Photographs or screenshots of physical tickets do not guarantee admission.
- The club may carry out reasonable checks to confirm that a ticket or booking is genuine.
- Customers should retain tickets until the event has finished and any ticket-related issue has been resolved.

Event times and venue arrangements

Published door, performance and finish times are approximate and may change where reasonably necessary. Customers should check the website and official Facebook page before travelling.

Sedgefield Parish Hall is an intimate venue with a limited capacity. Seating is unreserved unless the event information says otherwise. Customers with access or seating requirements should contact the club before booking or as early as possible afterwards.

Artists, support acts and programme changes

Live events are subject to circumstances beyond the club's control. Artists, support acts, running orders, set lengths and performance times may change.

Where the advertised headline artist changes materially, ticket holders may keep the existing ticket for the replacement performance or request a refund in accordance with the Ticket Returns and Refunds Policy.

A change to a support act, running order or approximate performance time will not automatically create a right to a refund, unless the change is sufficiently significant or a refund is otherwise required by law.

Cancellation, postponement and rescheduling

If an event is cancelled, postponed, moved or rescheduled, the arrangements in the club's Ticket Returns and Refunds Policy will apply.

- Tickets will normally remain valid for a rescheduled event.

- Where a refund is available, the club may require the original physical ticket or other satisfactory proof of purchase.
- Customers should follow the return instructions provided by the club and should not send tickets before receiving those instructions.

Customer inability to attend

Tickets are normally non-refundable when the event proceeds as advertised but the customer changes their mind or becomes unable to attend.

Customers should contact the club as early as possible. Where an event is sold out and another customer can use the ticket, the club may be able to assist at its discretion, but this is not guaranteed.

Transfers and resale

A customer may give a genuine ticket to another person for personal use, unless the event information states that the ticket is non-transferable. Commercial resale, resale above face value, or resale in a misleading or fraudulent manner is prohibited.

The club is not responsible for tickets obtained from unauthorised sellers and may refuse entry where a ticket is invalid, duplicated, altered, cancelled or obtained fraudulently.

Conduct and right of admission

Customers, artists, volunteers and venue staff are entitled to a safe and respectful environment.

- Customers must follow reasonable safety, security and venue instructions.
- Abusive, threatening, discriminatory, dangerous or seriously disruptive behaviour is not permitted.
- Illegal substances, weapons and items presenting a safety risk are not permitted.
- The club or venue may refuse admission or require a person to leave where reasonably necessary for safety, serious misconduct, legal compliance or protection of others.

Where admission is refused or a customer is removed because of that customer's conduct, a refund will not normally be provided.

Alcohol and refreshments

Alcohol will be supplied only in accordance with licensing requirements. Proof of age may be requested. The club may refuse service where it is legally required or reasonably necessary for safety and responsible operation.

Photography, filming and recording

Professional photography, filming, livestreaming or audio recording is not permitted without prior approval from the club and, where relevant, the artist.

Personal photography may be restricted at an artist's request. Flash photography and equipment that obstructs views or causes disruption are not permitted.

The club may take general photographs or video at events for legitimate promotional and historical purposes. Customers with concerns should speak to a club volunteer. Personal information is handled in accordance with the Privacy Policy.

Accessibility

The club aims to make events accessible and welcomes advance contact about reasonable adjustments. Wheelchair positions and particular seating arrangements are limited by the venue, so customers should contact the club as early as possible.

Personal belongings and loss

Customers remain responsible for personal belongings brought to the venue. The club is not responsible for loss, theft or damage unless caused by the club's failure to exercise reasonable care or where liability cannot legally be excluded.

Liability and additional expenses

The club is not responsible for travel, accommodation, food, childcare, loss of earnings or other separate costs incurred in connection with an event. Customers are encouraged to make flexible arrangements where appropriate.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

Personal information

Personal information is used for ticket fulfilment, event administration, enquiries, accessibility arrangements and other purposes described in the club's Privacy Policy. The use of cookies and similar technologies is explained in the Cookie Policy.

Complaints and resolving problems

Customers should raise problems as soon as possible so the club has a reasonable opportunity to investigate and help.

- Email: club@sedgefieldblues.com
- Telephone: 07957 104434
- Facebook: the official Sedgefield Rock & Blues Club page

The club will try to resolve complaints fairly and promptly. Customers may seek independent consumer advice if a matter remains unresolved.

Changes to these terms

The club may update these terms to reflect changes in law, ticketing arrangements, venue operation or club practices. The version applying to a purchase will normally be the version available when the ticket was purchased, except where a later change is required by law or benefits the customer.

Governing law

These terms are governed by the laws of England and Wales. The courts of England and Wales will have jurisdiction, subject to any mandatory consumer rights that apply.

Related documents

- Ticket Returns and Refunds Policy
- Privacy Policy
- Cookie Policy

The latest versions should be available from the club website or on request from club@sedgefieldblues.com.

By purchasing tickets, the customer agrees to the Ticket Terms & Conditions and acknowledges the Ticket Returns and Refunds Policy and Privacy Policy.