

## London Stadium Tour Terms and Conditions

The ticket is issued on behalf of London Stadium, and is subject to the terms and conditions associated on this ticket (see below), along with the Stadium Regulations already in place (<https://www.london-stadium.com/terms-conditions.html>).

The terms and conditions may be amended by Delaware North or LS185 and posted online at <https://www.london-stadium.com/index.html>. London Stadium is a working venue that operates throughout the year, therefore the stadium, and tour, may have a different feel/route/access to it depending on the event calendar and different events owners.

By purchasing your ticket, you agree to the following conditions:

### General

1. We reserve the right to refuse your admission into the stadium, or eject/remove persons, where we deem necessary and reasonable.
2. All tour routes are subject to availability and subject to change, even at short notice on the day. London Stadium reserves the right to alter or vary tour date/tour route at the discretion with prior notification or obligation to refund monies or exchange this ticket. No liability will be taken for any personal travel, accommodation, promotional or hospitality arrangements made relating to the tour or its cancellation. London Stadium cannot guarantee daily that all advertised elements of the tour are available every day. Every effort, however, will be made by London Stadium to contact ticket holder for any major changes such as cancellations and rescheduling.
3. There is no access to the stadium without the purchase of a stadium tour ticket.
4. Tickets are not for resale and are non-refundable.
5. London Stadium reserves the right to cancel or reschedule your Tour booking should any stadium licensing or partner preclude access.
6. Refunds will not be given under any circumstances, unless the tour is cancelled by London Stadium itself on the day that the ticket is valid for.
7. Please have your E-ticket ready on your devices to be checked at our check in desk.
8. We advise that you arrive at the West Ham Stadium Store (unless instructed otherwise) 15 minutes before your tour start time, on the day of the valid ticket. Arriving after your allocated time will not guarantee your tour entry.
9. All areas of the stadium are non-smoking.
10. London Stadium will conduct security searches to your belongings and/or outer clothing on entry, exit, or at any time to ensure the safety of patrons and London Stadium. Bags or luggage larger than those permitted in aircraft cabins may be refused entry. London Stadium has NO facilities for leaving any item, and any luggage or baggage will need to be carried with you. London Stadium will refuse admission to or eject from London Stadium any person who refuses to be searched.
11. Alcohol, knives, fireworks, smoke canisters, weapons, flags, banners, poles, and similar articles or dangerous hazardous articles are not permitted within London Stadium, and any person in possession of such articles may be refused entry or ejected.
12. London Stadium takes no responsibility for any personal property and takes no responsibility for any lost or stolen items whilst at the stadium or on the tour.

13. Admission to London Stadium is at the ticket holder's own risk. LS shall not be liable for any loss, injury or damage sustained within the premises except for death or personal injury which is caused by negligence of LS or their respective employees or agents.
14. The use of photographic or audio visuals is for personal use only and cannot be used for commercial purposes unless express written consent is gained in advance of the tour.
15. The use of professional audio-visuals recording equipment is prohibited.  
No professional audio visuals or cinematographic equipment or device may be brought into London Stadium unless express written consent is gained in advance of the tour.  
All professional recording and/or transmission is prohibited including, without limitation, recording of any data, information or audio or audio-visual footage of or relating to London Stadium.  
Audio visual recording and photographic equipment may be used for personal use only and cannot be used for commercial purposes unless express written consent is gained in advance of the tour.
16. Ticket holders give London Stadium Tours and any authorised third parties their express consent to the use of their actual simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of the London Stadium Tour without payment.
17. CCTV surveillance is in operation at London Stadium.
18. No tickets may be used for commercial or promotional purposes (such as competitions, promotions, or hospitality packages) without written consent of London Stadium Tours. Any ticket re-sold or transferred in such a manner will become void and the holder may be refused admission or ejected from London Stadium.
19. All areas of the tour are fully accessible. But please contact our bookings team prior to your arrival on 02085226157 or [Lstours@delawarenorth.com](mailto:Lstours@delawarenorth.com) to discuss any specific requirements and to make necessary arrangements.
20. No animals (other than guide dogs) will be admitted into London Stadium.
21. There is no re-admission or pass-outs to London Stadium.
22. Children under the age of 16 will not be admitted to the tour if not accompanied by an adult with a valid ticket.
23. Children under the age of 5 will be admitted on the standard London Stadium Tour at no extra charge provided they are accompanied by a paying adult.
24. There is no parking supplied for Tours customers (except blue badge holders).  
London stadium will not be liable for damage or loss to vehicles or personal property, or personal injury caused to you or any other person using the car park except to the extent that such liability cannot be excluded or limited as a matter of law.
25. London Stadium is a public transport destination, and you are encouraged where possible to travel to the stadium via public transport. The stadium has good local connections through nearby stations such as Stratford, Stratford International, Pudding Mill Lane (DLR) AND Hackney Wick (London Overground).  
The nearest parking is Westfields, but we have no responsibility for the location, price and services provided by them.
26. You acknowledge that you will be liable to London Stadium for any damage caused by you to the stadium, the handsets, or any of its contents, or for injury caused to any of our staff or other visitors to the stadium.
27. All customers are not permitted on the pitch at any time and failure to adhere to this will result in removal of the customer, as well as the rest (if applicable) of the booking group.

- Any person who fails to comply with instructions issued by a Guide, Tours team member, Security and other person acting for London Stadium may be ejected from London Stadium.
28. In the event of unruly behaviour, London Stadium have the right to eject customers. The stadium and tour operate a zero-tolerance policy and any criminal offences will be dealt with accordingly with the cooperation of the local authorities.
  29. London Stadium reserve the right to remove any customer who do not adhere to the rules and regulations stated in the terms and conditions stated.
  30. Admission to the London Stadium Tour is at the ticket holder's own risk. Delaware North shall not be liable for any loss, injury or damage sustained within the premises except for death or personal injury which is caused by the negligence of Delaware North or their respective employees or agents.
  31. Delaware North cannot accept responsibility for property lost or stolen at London Stadium.
  32. Promo codes must be entered at checkout, bookings cannot be altered after processes has been completed.
  33. Legend tour tickets include 1 photo per booking.

#### Gift vouchers

1. Gift vouchers must be redeemed at the [tours website](#) or through our dedicated booking number 02085226157.
2. Gift vouchers cannot be used to pay for gift vouchers.
3. Gift vouchers have no cash redemption value and are not transferable.
4. If the order exceeds the gift voucher value, then the balance must be paid at time of booking via debit or credit card.
5. Gift vouchers are only valid up to the expiry date, as stated on the voucher
6. No promotional code may be used in conjunction with Gift Vouchers
7. No responsibility will be accepted for lost, stolen, or damaged Gift Vouchers and such vouchers will not be refunded.