



Version: 1.0

Effective Date: 30 July 2026

Last Reviewed: 30 July 2026

Contents

Part 1

1. Introduction
2. Definitions
3. About Seamless Entertainment Ltd
4. Acceptance of these Terms
5. Website Use
6. Acceptable Use Policy
7. Intellectual Property Rights

Part 2:

8. Tickets sales
9. VIP experiences
10. Celebrity appearances
11. Event changes
12. Venue rules
13. Refunds

Part 3:

14. Memorable sales
15. Photography, Video Recording & Promotional Media
16. Charity Fundraising
17. Competitions & Prize Draws
18. Privacy & Data Protection
19. Cookies
20. Limitation of Liability
21. Force Majeure
22. Complaints Procedure
23. Amendments to these Terms
24. Governing Law & Jurisdiction
25. Contact details

1. Introduction

Welcome to the website of **Seamless Entertainment Ltd** ("Seamless", "we", "our" or "us").

These Website Terms of Use and Customer Terms & Conditions ("Terms") govern your access to and use of our website together with any products, services, event tickets, VIP experiences, memorabilia, hospitality packages or other services offered by Seamless Entertainment Ltd.

Our aim is to provide exceptional entertainment experiences built on professionalism, transparency and customer satisfaction. These Terms have therefore been written to clearly explain both your rights and our responsibilities when using our website or purchasing our services.

By accessing this website, browsing its content, purchasing tickets or memorabilia, booking a VIP experience or otherwise engaging with Seamless Entertainment Ltd, you confirm that you have read, understood and agreed to be bound by these Terms.

If you do not agree to these Terms, you should not continue to use this website.

Nothing contained within these Terms limits or excludes any statutory rights available to consumers under the laws of England and Wales.

2. Definitions

Throughout these Terms, the following expressions shall have the meanings set out below unless the context requires otherwise.

"Company" means Seamless Entertainment Ltd.

"Customer" means any individual, business or organisation purchasing goods or services from Seamless Entertainment Ltd.

"Website" means all webpages, domains, subdomains and online services operated by Seamless Entertainment Ltd.

"Event" means any live performance, theatre event, celebrity evening, corporate event, hospitality experience or promotional event organised, promoted or managed by Seamless Entertainment Ltd.

"VIP Experience" means any premium package which may include early entry, reserved seating, meet and greet opportunities, professional photography, signed memorabilia or additional hospitality.

"Guest" means any celebrity, performer, sporting personality, musician, television personality or public figure appearing at an event.

"Memorabilia" means signed or authenticated items offered for sale by Seamless Entertainment Ltd.

"Ticket Provider" means any authorised third-party ticketing company including theatres, venue box offices, Price is Wight or any other authorised ticketing partner.

"Consumer" has the meaning given by the Consumer Rights Act 2015.

"Force Majeure Event" means any event outside our reasonable control including (but not limited to) severe weather, flooding, fire, industrial action, pandemics, government restrictions, venue closures, transport disruption, terrorism, civil unrest, technical failures or illness affecting a performer.

3. About Seamless Entertainment

Seamless Entertainment Ltd is an independent UK entertainment company specialising in producing premium live events, celebrity evenings, VIP experiences and authenticated memorabilia.

We work with sporting legends, television personalities, musicians and well-known public figures to deliver high-quality entertainment experiences throughout the United Kingdom.

Our services may include:

- Live theatre events
- Celebrity evenings
- VIP Meet & Greet
- Authenticated memorabilia
- Charity fundraising events
- Corporate hospitality
- Private appearances
- Event management
- Entertainment consultancy
- Music supervision services

From time to time, additional services may be introduced through our website.

4. Acceptance of these Terms

By accessing or using our website you agree that:

- You are at least 18 years of age, or you are using the website under the supervision of a parent or legal guardian.
- Any information you provide is accurate and complete.
- You will comply with these Terms and all applicable laws.
- You will not use the website for any unlawful, fraudulent or malicious purpose.

If you purchase tickets, memorabilia or services on behalf of another person, you confirm that you have authority to accept these Terms on their behalf.

We reserve the right to refuse access to our website or services where we reasonably believe these Terms have been breached.

5. Website Use

You may use our website solely for lawful purposes.

You agree not to:

- interfere with the operation of the website;
- attempt unauthorised access to any part of the website or associated systems;
- knowingly introduce viruses, malware or harmful code;
- use automated software to interfere with website performance;
- impersonate another person or organisation;
- make false bookings;
- attempt fraudulent transactions;
- misuse contact forms or communication facilities;
- upload unlawful, offensive or defamatory material.

We reserve the right to suspend or terminate access where we reasonably believe misuse has occurred.

6. Acceptable Use Policy

Users must ensure that any interaction with Seamless Entertainment Ltd remains respectful, lawful and appropriate.

You must not:

- harass our employees;
- abuse venue staff;
- threaten guests;
- interfere with other customers;
- damage our reputation through knowingly false statements;
- engage in unlawful online activity using our website.

We reserve the right to block access to users who breach this policy. Where criminal activity is suspected, we may report the matter to the relevant authorities.

7. Intellectual Property Rights

Unless otherwise stated, all intellectual property rights relating to this website belong to Seamless Entertainment Ltd or are used under licence.

This includes but is not limited to:

- the Seamless Entertainment name;
- logos;
- branding;
- website design;
- event descriptions;
- promotional copy;
- blogs;
- podcasts;
- photographs;
- videos;
- promotional artwork;
- event posters;
- graphics;
- marketing materials;
- social media content;
- audio recordings;
- downloadable content.

These materials are protected by copyright, trademark and other intellectual property laws. No material may be copied, reproduced, republished, distributed, modified, translated or commercially exploited without our prior written consent.

Limited personal use is permitted solely for viewing the website or sharing official promotional material in its original form. Commercial use without permission is strictly prohibited.

AI, Data Mining and Automated Scraping

To protect our original content and the investment made in creating it, you must not use any automated system or technology to extract, collect, reproduce or analyse material from this website without our prior written consent.

This prohibition includes, but is not limited to:

- artificial intelligence training;
- machine learning datasets;
- large language model training;
- web scraping;
- automated data harvesting;
- data mining;
- content replication;
- automated downloading of photographs or event information.
- unauthorised use of our content may result in legal action.

PART 2:

Ticket Sales

8.1 General

Seamless Entertainment Ltd offers tickets for live events through authorised ticketing partners and, where available, directly through the Seamless Entertainment website.

Authorised ticket providers may include, but are not limited to:

- Price is Wight
- Theatre Box Offices
- Venue Ticket Offices
- Approved Third-Party Ticketing Platforms
- Seamless Entertainment Ltd

Purchasing a ticket constitutes acceptance of these Terms together with any additional terms imposed by the relevant venue or authorised ticket provider.

8.2 Booking Confirmation

A booking is confirmed only once:

- payment has been successfully authorised;
- confirmation has been issued by the ticket provider; and
- tickets have been allocated.

Customers should carefully check their confirmation immediately after purchase.

8.3 Pricing

Ticket prices are displayed in Pounds Sterling (£).

Prices may include or exclude:

- booking fees
- transaction charges
- postage
- venue restoration levies

These charges will be displayed before payment is completed.

8.4 Errors

Whilst every effort is made to ensure pricing is accurate; Seamless Entertainment reserves the right to correct obvious pricing errors.

Where an obvious pricing mistake has occurred, customers will be contacted before the booking is confirmed.

8.5 Seating

Where reserved seating applies:

- seats are allocated by the authorised ticket provider or venue;
- specific seating requests cannot be guaranteed unless expressly offered;
- sight restrictions caused by venue design are outside our control.

8.6 Ticket Resale

Tickets may not be resold:

- for commercial gain;
- above face value were prohibited by law;
- through unauthorised resale platforms.

We reserve the right to cancel tickets that have been obtained fraudulently or in breach of these Terms.

8.7 Lost Tickets

Replacement tickets remain entirely at the discretion of the ticket provider or venue.

Proof of identity may be required before replacements are issued.

9. VIP Experiences

9.1 General

Seamless Entertainment specialises in premium VIP experiences designed to provide guests with exclusive access and unforgettable memories.

VIP packages may include:

- Priority entry
- Reserved premium seating
- Meet & Greet opportunities
- Professional photography
- Signed memorabilia
- Champagne reception
- Exclusive merchandise

- Early access to memorabilia displays
- Additional hospitality benefits

Package contents may vary between events.

9.2 Arrival Times

VIP customers must arrive at the time stated on their confirmation.

Late arrival may result in missing elements of the experience including:

- photographs;
- autograph opportunities;
- Meet & Greet sessions;
- champagne reception.

Unfortunately, these elements cannot usually be repeated due to event scheduling.

No partial refund will normally be offered where a customer misses part of the VIP experience because of late arrival.

9.3 Photography

Professional photographs are normally taken during the VIP Meet & Greet.

By attending a VIP experience, customers acknowledge that photographs may be used by Seamless Entertainment for:

- website galleries;
- social media;
- future event promotion;
- printed marketing;
- press releases;
- promotional literature.

Customers who do not wish to appear in promotional material should notify a member of the Seamless Entertainment team before photography commences. Whilst reasonable efforts will be made to accommodate such requests, this may not always be possible for crowd or group photographs.

9.4 Signed Items

Where a signed item forms part of the VIP package, the item included will be that advertised for the event.

Customers may not bring additional items for signing unless expressly stated as part of the package.

9.5 Behaviour

VIP customers are expected to behave respectfully towards:

- celebrity guests;
- photographers;
- venue staff;
- Seamless Entertainment employees;
- fellow guests.

Aggressive, abusive or inappropriate behaviour may result in removal without refund.

10. Celebrity Appearances

Seamless Entertainment works closely with celebrity guests and their representatives to ensure advertised appearances take place as planned.

However, customers acknowledge that appearances are subject to circumstances beyond our reasonable control.

These include:

- illness;
- injury;
- television commitments;
- filming schedules;
- family emergencies;
- travel disruption;
- severe weather;
- government restrictions;
- force majeure events.

Whilst every reasonable effort will be made to secure the advertised guest, Seamless Entertainment reserves the right to:

- postpone an event;
- reschedule an event;
- substitute a guest where appropriate;
- amend event timings.

Any such decision will be made with the aim of delivering the best possible experience for customers.

10.1 Guest Opinions

Views expressed by celebrity guests during live events are their own.

They do not necessarily represent the views of Seamless Entertainment Ltd.

10.2 Audience Questions

Where audience question sessions are included:

- questions remain subject to moderation;
- offensive or defamatory questions will not be permitted;
- guests reserve the right not to answer particular questions.

11. Event Changes

Despite careful planning, changes may occasionally become necessary.

Seamless Entertainment reserves the right to alter:

- venue;
- event date;
- start time;
- running order;
- host;
- support acts;
- seating arrangements;
- VIP timings;
- merchandise availability.

Where practical, customers will be notified as soon as reasonably possible.

11.1 Postponements

Where an event is postponed:

- tickets will normally remain valid for the new date;
- customers should retain their tickets;
- further instructions will be issued by the ticket provider.

11.2 Cancellation

If an event is cancelled and not rescheduled, refunds will normally be administered by the original ticket provider in accordance with their published refund policy.

12. Venue Rules

All customers must comply with:

- venue conditions of entry;
- health and safety regulations;
- fire safety procedures;
- security requirements.

Venue staff retain the right to refuse admission where appropriate.

Customers must not:

- smoke or vape where prohibited;
- consume illegal substances;
- bring prohibited items into the venue;
- behave in a violent or threatening manner;
- intentionally disrupt the event;
- interfere with performers;
- enter restricted areas.

Failure to comply may result in removal without refund.

Searches

Venue security may carry out bag or security searches where required. Customers refusing lawful security checks may be refused entry.

Recording

Unless expressly permitted:

- professional cameras;
- audio recording;
- video recording;
- livestreaming

are prohibited.

Mobile phone photography may be permitted unless otherwise instructed by the venue or event staff.

13. Refunds

Third-Party Ticket Providers

Where tickets are purchased through an authorised third-party provider, including theatres, venue box offices or Price is Wight, all refund requests shall be subject to that provider's published Terms & Conditions and refund policy.

Customers should contact the original ticket provider in the first instance.

Direct Purchases

Where tickets are purchased directly from Seamless Entertainment, refunds will be considered in accordance with UK consumer legislation and any specific event terms published at the time of booking.

Customer Cancellation

Customers who are unable to attend an event are not automatically entitled to a refund.

Requests will be considered only where required by law or where stated within the applicable ticket policy.

Event Cancellation

If Seamless Entertainment cancels an event without rearranging it, customers will normally be entitled to a refund of the ticket price.

Booking fees and third-party charges may remain subject to the ticket provider's own policy.

Event Rescheduling

Where an event is rescheduled, tickets will normally remain valid for the new date.

If a refund is available, this will be determined by the original ticket provider's policy or any applicable consumer legislation.

Force Majeure

Where an event is affected by circumstances beyond the reasonable control of Seamless Entertainment, customers' rights will be governed by applicable consumer law and the terms of the relevant ticket provider.

Seamless Entertainment will always seek to minimise disruption and communicate clearly with customers.

PART 3

14. Memorabilia Sales

14.1 General

Seamless Entertainment Ltd offers a range of authentic signed memorabilia, collectible items and limited-edition products. Every effort is made to ensure that all memorabilia is accurately described and represented before purchase.

Unless otherwise stated, memorabilia is sold subject to availability.

14.2 Authenticity

All signed memorabilia sold directly by Seamless Entertainment Ltd is guaranteed to be authentic.

Where applicable, each item will be supplied with:

- A Certificate of Authenticity (COA).
- Photographic proof of the signing where available.
- Any additional authentication details advertised at the time of sale.

Customers should retain all certificates and supporting documentation, as these form part of the item's provenance and may enhance its future value.

14.3 Condition of Goods

Many memorabilia items are individually signed and unique. Minor variations in pen colour, signature placement or the appearance of photographic proof may occur and do not constitute a defect.

Where memorabilia is vintage, limited edition or individually sourced, slight imperfections consistent with its age or nature may be present and will not normally affect authenticity.

14.4 Delivery

Risk in the goods passes to the customer upon confirmed delivery.

Customers should inspect deliveries promptly and notify Seamless Entertainment within **48 hours** of receipt if an item has been damaged in transit.

14.5 Returns

Nothing in these Terms affects a consumer's statutory rights under UK consumer legislation.

Where memorabilia is personalised or specially commissioned, it may not be eligible for return unless faulty or not as described.

15. Photography, Video Recording & Promotional Media

Professional photography and videography are an important part of the experience provided by Seamless Entertainment Ltd.

By attending any event organised or promoted by Seamless Entertainment, customers acknowledge that photography, video recording and other media may take place throughout the event.

These images may be used for:

- the Seamless Entertainment website;
- Facebook;
- Instagram;
- LinkedIn;
- X (formerly Twitter);
- printed marketing;
- press releases;
- promotional videos;
- future event advertising;
- sponsor communications.

Where an individual is the primary subject of an image (for example, a VIP meet and greet photograph), that image may also be supplied to the customer where included within the purchased package.

Customers who have concerns regarding the use of their image should notify a member of the Seamless Entertainment team before the event begins. While reasonable efforts will be made to accommodate individual requests, this may not always be possible for crowd or incidental photography.

16. Charity Fundraising

Supporting charitable causes forms an important part of the work undertaken by Seamless Entertainment Ltd.

Many events include fundraising activities such as:

- Silent Auctions.
- Charity Auctions.
- Prize Draws.
- Raffles.
- Donation Collections.

Where fundraising is undertaken on behalf of a nominated charity, this will normally be identified in promotional material and at the event.

Seamless Entertainment is committed to administering fundraising activities honestly, transparently and responsibly.

17. Competitions & Prize Draws

From time to time, Seamless Entertainment may organise competitions, prize draws or promotional giveaways.

Additional rules may apply to individual promotions.

Unless otherwise stated:

- entrants must satisfy any published eligibility requirements;
- prizes are non-transferable;
- prizes have no cash alternative unless stated otherwise;
- winners may be required to provide proof of identity;
- Seamless Entertainment reserves the right to substitute prizes of equal value where necessary.

The decision of Seamless Entertainment shall be final in relation to any competition.

18. Privacy & Data Protection

Seamless Entertainment Ltd is committed to protecting the privacy and security of personal information.

Personal data is processed in accordance with:

- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- other applicable UK privacy legislation.

Information collected may include:

- name;
 - email address;
 - telephone number;
 - billing details;
 - booking information;
-
- event attendance records;
 - customer correspondence.

Personal information will only be processed for legitimate business purposes including:

- ticket administration;

- customer service;
- event management;
- legal compliance;
- marketing communications where consent has been provided.

Personal information will never be sold to third parties.

Further information is available within our Privacy Policy.

19. Cookies

The Seamless Entertainment website uses cookies and similar technologies to improve user experience and website performance.

Cookies may be used for:

- website functionality;
- analytics;
- remembering preferences;
- improving website performance;
- marketing where appropriate.

Users may control cookie preferences through their web browser settings. Further information is available within our Cookie Policy.

20. Limitation of Liability

Nothing within these Terms excludes or limits liability where such exclusion would be unlawful, including liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- any other liability which cannot legally be excluded under English law.

Subject to the above, Seamless Entertainment Ltd shall not be liable for:

- indirect or consequential losses;
- loss of profits;
- loss of business opportunity;
- travel or accommodation costs incurred independently by customers unless expressly agreed;
- delays caused by third-party suppliers;
- events beyond our reasonable control.

Our total liability arising from any single booking shall not normally exceed the value of the goods or services purchased.

21. Force Majeure

Seamless Entertainment shall not be liable for failure or delay in performing its obligations where such failure results from events beyond its reasonable control.

These include, but are not limited to:

- severe weather;
- flooding;
- fire;
- pandemic;
- epidemic;
- government restrictions;
- terrorism;
- industrial action;
- transport disruption;
- venue closure;
- technical failures;
- power outages;
- illness or injury affecting a guest;
- national emergencies.

Where possible, customers will be informed promptly of any resulting changes.

22. Complaints Procedure

Seamless Entertainment aims to deliver exceptional customer service. If a customer wishes to make a complaint, they should contact us as soon as reasonably practicable.

Complaints should include:

- booking reference;
- event name;
- date;
- details of the complaint;
- supporting evidence where available.

We aim to acknowledge complaints within **five working days** and provide a substantive response as soon as reasonably practicable.

23. Amendments to these Terms

Seamless Entertainment Ltd reserves the right to amend these Terms from time to time. Updated versions will be published on our website together with the effective date.

Customers should review these Terms periodically. Continued use of the website following publication of revised Terms constitutes acceptance of those changes.

24. Governing Law & Jurisdiction

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any dispute arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales, except where mandatory consumer legislation provides otherwise.

25. Contact Details

For any questions relating to these Terms, please contact:

Seamless Entertainment Ltd

Company Number: **12104249**

Registered Office:
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Email: hello@seamlessentertainment.co.uk

Website: www.seamlessentertainment.co.uk