



## **Terms and Conditions**

Tower Bridge is situated on the River Thames in central London and spans between the London Boroughs of Tower Hamlets (North) and Southwark (South). The Monument is located at the junction of Monument Street and Fish Street Hill.

They are owned, funded and managed by the City of London Corporation (the “City”) and all persons visiting Tower Bridge and/ or The Monument are subject to the following Terms and Conditions.

By acquiring one or more tickets to Tower Bridge and/ or The Monument you confirm that you accept these terms and conditions of use. Ticket holders are referred to in these terms and conditions as ‘Visitors’.

### **1. Opening Times**

1.1 Tower Bridge is open as follows:

Summer	10.00 – 17.30 (last admission),
Winter	09.30 – 17.00 (last admission)

The Monument is open as follows:

Summer	09.30 – 17.30 (last admission),
Winter	09.30 – 17.00 (last admission)

1.2 Tower Bridge is closed from 24<sup>th</sup> – 26<sup>th</sup> December and open from 10.00 on the 1<sup>st</sup> January. The Monument is closed from 24<sup>th</sup> – 26<sup>th</sup> December and 1<sup>st</sup> January.

### **2 Tickets**

2.1 A range of Tickets may be purchased from the individual ticket offices at each location on the day of visit or on-line via the Tower Bridge website – <http://www.towerbridge.org.uk/>.

2.2 One Ticket purchased entitles one person entry on a single occasion. Once visitors have left Tower Bridge and/ or The Monument they will need to purchase an additional Ticket to re-enter.

2.3 Tower Bridge is in two parts and consists of the Towers/Walkways and the Engine Rooms. All persons entering Tower Bridge must hold a valid Ticket

which must be retained at all times and presented for inspection if required by any member of staff. Failure to produce a valid ticket on request may result in refusal of entry or removal from Tower Bridge.

- 2.4 Where Ticket prices vary according to age the following provisions apply:
  - a. A person of 16 years or older is classed as an adult,
  - b. A person aged 5 to 15 years is classed as a child,
  - c. For children under 5 years no admission fee will be charged.
- 2.5 Children under the age of 16 must be accompanied by an adult.
- 2.6 The price of Tickets may vary from time to time and the prices advertised are not guaranteed.
- 2.7. Once acquired, whether by purchase or on a complimentary basis, Tickets can be refunded as entitled by your consumer rights. Refund requests must be made in writing within 14 working days of receiving your tickets. Tickets are non-transferable and void if altered. Tickets that Tower Bridge staff reasonably suspect have been transferred or altered will not be honoured.
- 2.8 Tickets include entry to all parts of Tower Bridge (Towers/Walkways and Engine Rooms) and/or The Monument. On occasions where certain areas of Tower Bridge/ The Monument are closed due to maintenance works, information regarding these closures will be communicated via the Tower Bridge website and staff on duty in the ticket office.

### **3 Online Tickets (eTicket)**

- 3.1 eTickets may be purchased online via the Tower Bridge website at <http://www.towerbridge.org.uk/tickets>.
- 3.2 The eTicket is valid for up to one year from the date of purchase and before purchasing visitors should check whether there are any special restrictions on entry to the relevant attraction or event (eg. age restrictions).
- 3.3 The eTicket will be sent via e-mail (it will **NOT** be posted). The eTicket must be printed or displayed on your smart phone/ tablet. Visitors should check tickets carefully, as well as any receipt or booking confirmation received after completion of purchase. If there is an error or mistake, please contact [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk) immediately.
- 3.4 The eTicket must be clearly printed and the barcode and barcode number clearly visible in order for the eTicket to be valid. It must be brought by the visitor on the day of visit and presented at the ticket office in order to gain entry to the attraction.
- 3.5 No ticket purchased from the website shall be resold to a third party under any circumstances and any such resale shall have the effect of rendering that

ticket void and unusable as a means of entry to Tower Bridge.

- 3.6 No ticket purchased from the website shall be used for advertising, promotions, contests, competitions or sweepstakes, unless permission has been obtained in advance from Tower Bridge.
- 3.7 No ticket purchased from the website shall be transferred to or used by a third party unless permission is obtained from Tower Bridge.
- 3.8 Tickets purchased from the website are only for the personal use by the purchaser and their party. Tower Bridge reserves the right to cancel tickets purchased if there is any resale or attempted resale of tickets at a higher price than purchased.

#### **4 Group Bookings (10 or more visitors)**

- 4.1 Group bookings can be purchased by contacting 020 7407 9191 or email [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk).
- 4.2 Tickets (including General Admissions) should be collected from the Ticket Office and visitors should produce the booking reference and credit card used to pay for the Tickets.
- 4.3 Tickets may not be used in conjunction with any voucher, promotion or special offer.

#### **5 Account Holders**

- 5.1 Separate terms and conditions apply for account holders and further information can be provided by contacting 020 7407 9191 or email [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk).

#### **6 Refund and Exchange Policy**

- 6.1 In the event of Tower Bridge being closed due to exceptional circumstances a refund may be applicable and visitors should contact 020 7407 9191 or email [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk).
- 6.2. Consumer rights entitle Visitors to a full refund should they decide they no longer want their eTickets or cannot attend Tower Bridge. Refund requests must be made in writing within 14 working days of receiving your tickets. Tower Bridge will issue a refund to you using the same method of payment that you used to purchase the Tickets. Please contact 020 7407 9191 or email [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk) to clarify.
- 6.3. Exchanges cannot be guaranteed for visitors who decide they no longer want their eTickets, or cannot attend Tower Bridge (even if this is due to circumstances beyond their control). Please contact 020 7407 9191 or email [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk) to clarify if you are entitled to a refund or exchange.

## 7 Schools Bookings

- 7.1 A full refund may be given provided it is a minimum of one week in advance of the visit. Refund requests must be made in writing within 7 working days of the visit taking place. Tower Bridge will issue a refund to you using the same method of payment that you used to purchase the Tickets.

## 8 Special Event and Tours

- 8.1 Consumer rights entitle Visitors to a full refund should they decide they no longer want their tickets or cannot attend the event. Refund requests must be made in writing within 14 working days of receiving your tickets. Please contact 020 7407 9191 or email [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk) to clarify.
- 8.2 Tickets are non-transferrable and cannot be resold. Any resold tickets will be considered void and attendance will be refused.
- 8.3 Where the service cannot be provided, ticket holders will be informed and a full refund given.
- 8.4 All ticket holders must bring photo ID with them.

### 8.1.1 Behind-the-scenes Tours Waiver

- 8.1.2 This tour takes place in the restricted, operational areas which house the moving parts and mechanisms for raising the Bridge to river traffic and as such is not fully accessible. If you have any access requirements, please contact 020 7407 9191 or email [enquiries@towerbridge.org.uk](mailto:enquiries@towerbridge.org.uk) before booking.
- 8.1.3 Participants must be aware of the below conditions before booking.
- The Bascule Chambers are accessed via 115 steep steps; a combination of concrete stairs and metallic spiral staircases. The Chambers are considered confined spaces, located underneath the Bridge and below river level. As such there are no windows and no natural light. The tour includes outdoor spaces, areas which are naturally dirty as part of Bridge operations, uneven floors and damp and/or cold spaces, which are beneath river level. Participants must therefore be of sound health in the event of an emergency evacuation from these areas.
  - Tower Bridge staff will accompany you at all times during the visit.
  - Tower Bridge's Towers, high-level Walkways and Victorian Engine Rooms are fully accessible.
  - All participants should wear comfortable footwear (no high-heels) and practical, warm clothing.
  - Attendees must be over 14 years old; those aged 14 to 18 years must be accompanied by an adult.
  - Tour participants will be subject to a bag search upon entry.
  - All tour participants must bring photo ID.
  - Due to the City of London Corporation's statutory obligation to raise Tower Bridge for river traffic with 24 hours' notice, it is possible that booked Bridge Lifts can alter the time of the tour. The effect on timings is likely to be minimal, and you will be contacted at the earliest opportunity via email if your tour is

affected. Where the service cannot be provided, ticket holders will be informed and a full refund given.

- If for any reason you can no longer attend after purchasing a ticket no refund will be given.
- Where ticket holders arrive late for the start of a tour every effort will be made to get them to the group, however, no refunds will be given in the event of us not being able to add you to the group.
- Tower Bridge has the right to refuse entry to participants who have not complied with these conditions.
- Tower Bridge can take no responsibility for accidents that may ensue during this tour.

## **9 Health and Safety**

- 9.1 As necessary, Tower Bridge staff will communicate certain health and safety procedures to Visitors which they must adhere to.
- 9.2 In the event of an evacuation visitors must co-operate with Tower Bridge staff who will direct them to the nearest refuge point. Re-entry will be permitted once it is safe to do so upon production of a valid ticket.

## **10 Visitors' Conduct and Behaviour**

- 10.1 The following must be observed whilst visiting Tower Bridge:
- No smoking,
  - No offensive weapons,
  - No glass (including glass bottles),
  - No access to any area of Tower Bridge other than areas designated for access by Visitors,
  - No unnecessary noise (whether from mobile phones or personal stereos or otherwise) or behaviour likely to annoy or offend other Visitors or intimidate Tower Bridge staff,
  - No use of illegal drugs
  - No consumption of alcohol except in authorised places and in accordance with the Licensing Act 2003.
- 10.2 The right to refuse entry to or expel any Visitor who fails to observe the conditions in 8.1 or whom Tower Bridge considers likely to affect the safety or enjoyment of any other Visitor or member of staff is reserved.

## **11 Security**

- 11.1 Visitors may be asked to submit to a search of their person or belongings and anyone refusing to submit or found to be in possession of materials believed by Tower Bridge staff to be dangerous or unsuitable will be denied entry or removed.
- 11.2 Large items of luggage such as suitcases, rucksacks etc may be permitted inside Tower Bridge subject to search and agreement of Tower Bridge staff.
- 11.3 Visitors must keep their personal belongings with them at all times as no responsibility for loss, theft or damage to any personal belongings can be

accepted.

## **12 Photography/ Filming**

- 12.1 From time to time photography or other recording may be carried out at Tower Bridge and any images or recordings thereby may feature Visitors. Images may be used by the City in connection with advertising, promotions or monitoring and acknowledge that the copyright in such images rests with the City and/or any authorised third party. When filming occurs, signs will be placed around Tower Bridge, please make yourself known to staff if you would not like to appear in any imagery. Please see our privacy policy for more information - <http://www.towerbridge.org.uk/privacy/>

## **13 The City's Obligations**

- 13.1 Visitors are reminded that from time to time parts of Tower Bridge may be closed and certain exhibits may be removed for maintenance or for technical reasons. Tickets will not be refunded and no compensation will be paid in the event of such closures or removals.
- 13.2 The City will use its reasonable endeavours to keep Tower Bridge open and operational during published opening hours but reserves the right to close Tower Bridge on any given day, whether for security or any other reason, without notice.
- 13.3 In the event of such closure, any Tickets issued for use only on the day of closure will be exchanged or refunded by Tower Bridge staff at the price paid for them, but no further compensation will be paid.

## **14 EXCLUSION OF LIABILITY**

- 14.1 The City accepts no liability for any accident, damage or injuries to visitors suffered in any way at Tower Bridge. Visitors attend Tower Bridge at their own risk.