



Terms and Conditions

These Terms and Conditions cover:

[Tower Bridge](#), and

[The Monument to the Great Fire of London](#)

Tower Bridge

All persons visiting Tower Bridge are subject to the following terms and conditions.

A Ticket can refer to entrance to:

- Tower Bridge
- a special event or tour.

Ticket holders are referred to in these terms and conditions as 'Visitors'.

1. Opening times

- 1.1. Tower Bridge is open daily from 09:30 to 18:00 (last admission at 17:00).
- 1.2. Tower Bridge is closed from 24 to 26 December and open from 10:00 on the 1 January.
- 1.3. Visitors should refer to www.towerbridge.org.uk for up-to-date opening times.

2. Tickets

- 2.1. A range of Tickets may be purchased from the ticket office at Tower Bridge on the day of the visit. Alternatively, an eTicket may be purchased in advance at www.towerbridge.org.uk.
- 2.2. One Ticket purchased covers one-person entry on a single occasion. Once Visitors have left Tower Bridge, they will need to purchase a new Ticket to re-enter.
- 2.3. The attraction at Tower Bridge is in two parts and consists of the Bridge and the Engine Rooms. All Visitors entering Tower Bridge must hold a valid Ticket. If required by any member of staff, Visitors are required to present for inspection a valid Ticket, eTicket or receipt issued at the Ticket Office. Failure to produce a valid Ticket, eTicket or receipt 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:
 - 2.4.1. A person aged 16 years or older is classed as an adult
 - 2.4.2. A person aged 5 to 15 years is classed as a child
 - 2.4.3. 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.



3. Online Tickets (eTickets)

- 3.1. eTickets can be purchased via the Tower Bridge website at www.towerbridge.org.uk.
- 3.2. An eTicket does not permit fast track entry to Tower Bridge. Visitors are advised to allow additional time for validating their booking and security checks.
- 3.3. eTickets are only valid on the date and time stated.
- 3.4. Visitors arriving before their allocated time will have to wait until the time stated on their eTicket before being permitted entry.
- 3.5. Visitors can enter Tower Bridge at any time up to ten minutes after the time on their eTicket.
- 3.6. Latecomers may have to wait until capacity is available for them to enter.
- 3.7. Entry cannot be guaranteed for Visitors arriving after the time stated on their eTicket.
- 3.8. As far as possible Visitors will be permitted entry at the time stated on their eTicket. There may be occasions where Tower Bridge staff are required to delay entry in order to manage capacity, for example, during a Bridge Lift.
- 3.9. eTickets will be sent via email. The eTicket must be printed or displayed on the Visitor's smart phone or 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, they should contact bookings@towerbridge.org.uk immediately.
- 3.10. If printing, the eTicket must be clearly printed and the barcode and barcode number clearly visible for the eTicket to be valid.
- 3.11. eTickets are only for the personal use by the purchaser and their party.
- 3.12. No eTicket shall be transferred to or used by a third party unless permission is obtained from Tower Bridge.
- 3.13. No eTicket shall be used for advertising, promotions, contests, competitions or sweepstakes, unless permission has been obtained in advance from Tower Bridge.
- 3.14. Tower Bridge reserves the right to cancel Tickets if there is any resale or attempted resale of Tickets.

4. £1 Community Ticket

- 4.1. The Community Ticket allows residents of Southwark, Tower Hamlets and the City of London entry to Tower Bridge for only £1.
- 4.2. This offer is only valid for residents of the boroughs of Southwark, Tower Hamlets and City of London.
- 4.3. All adults will be required to provide proof of address (clearly displaying a valid postcode) and photo ID to be eligible for a £1 ticket.
- 4.4. Each child (aged 5 – 15) requires a £1 ticket but does not require proof of address or photo ID. They must be accompanied by an eligible adult. A maximum of 4 children or students will be eligible per accompanying eligible adult.
- 4.5. Children under 5 receive free entry, but a ticket is required so please book an under 5 ticket.



- 4.6. Students (aged 16+) without proof of address must bring a student ID card and also be accompanied by an eligible adult.
- 4.7. Accepted proof of address must have been issued within the last 12 months and include bank or building society statement, financial statement (e.g. pension or endowment) council tax statement, driving licence, utility bill, benefit statement or other at the discretion of Tower Bridge staff.
- 4.8. Accepted photo ID includes passport, photographic driving licence, public transport photo cards, student ID cards, work photo ID cards or other at the discretion of Tower Bridge staff.
- 4.9. Standard ticketing terms and conditions apply.
- 4.10. The Community Ticket is for individuals and families only. It is not for schools or groups.
- 4.11. Tickets are intended for use by the purchaser only, are non-transferable and cannot be resold.
- 4.12. Tickets cannot be refunded or exchanged for cash.

5. Group Tickets (15 or more visitors)

- 5.1. All groups are encouraged to pre-book Tickets to guarantee an entry time.
- 5.2. To guarantee this allocated entry time, pre-payment is required.
- 5.3. Payment is required a minimum of six working days in advance.
- 5.4. Walk-up groups are welcome, but entry cannot be guaranteed, and the group may have to queue for the next available time slot.
- 5.5. Group Tickets can be purchased by contacting +44 (0)20 7407 9191 or bookings@towerbridge.org.uk
- 5.6. The group leader should collect their Tickets from the ticket office. They will need to produce the booking confirmation reference.
- 5.7. Tickets may not be used in conjunction with any voucher, promotion or special offer.

6. Family Activities Pass

- 6.1. The Tower Bridge allows any family taking part in Family Activities on a Family Activity Day at Tower Bridge to attend Family Activity Days free of charge for the next 6 months. Families will receive the Pass when they attend a Family Activity Day and take part in our facilitated Family Activities.
- 6.2. The Family Activities Pass is only issued to non-Pass holders.
- 6.3. The Pass must be presented at the ticket office, no photocopies accepted. If the Visitor arrives at Tower Bridge without their Family Activities Pass and ID, they will be asked to pay the normal admission price.
- 6.4. Proof of identity will be requested from the adult(s) named on the Family Activities Pass when repeat visits are made. Accepted ID includes passport, photographic driving licence, public transport photo cards, work photo ID cards or other at the discretion of Tower Bridge.



- 6.5. Passes are intended for use by the named Visitors, are non-transferable and cannot be resold.
- 6.6. Passes cannot be refunded or exchanged for cash and lost and damaged Passes cannot be replaced.

7. Trade partners (third-party ticket sellers)

- 7.1. Any Ticket purchased via a third-party seller can only be refunded through them. Visitors with queries about a Ticket or Voucher purchased via a third-party seller should contact that seller in the first instance.
- 7.2. Separate terms and conditions apply for third-party sellers who wish to become trade partners and further information can be provided by contacting marketing@towerbridge.org.uk.

8. Refund policy

- 8.1. All ticket types are non-refundable.
- 8.2. Where Visitors are unable to use their Ticket, their booking can be transferred to an alternative date and time. Transfer requests must be made in writing no less than 3 days prior to the original visit date. Visitors should contact bookings@towerbridge.org.uk. Please note our Bookings Team works Monday to Friday from 10:00 to 16:00 excluding UK bank holidays.
- 8.3. An available alternative timeslot will be allocated and a new Ticket confirmation will be emailed to the Visitor.
- 8.4. In the event of Tower Bridge being closed due to exceptional circumstances a refund may be applicable. Visitors should email bookings@towerbridge.org.uk.
- 8.5. For special events and tours, please see the relevant section below for specific terms.

9. Special events and tours

- 9.1. Refund requests must be made in writing to bookings@towerbridge.org.uk 14 working days prior to the event date.
- 9.2. Any refund request received later than 14 working days before the event date cannot be guaranteed.
- 9.3. Tickets cannot be resold. Any resold Tickets will be considered void and attendance will be refused.
- 9.4. Where the service cannot be provided, Ticket holders will be informed, and a full refund given.
- 9.5. All Visitors must bring photo ID with them.
- 9.6. Behind-the-Scenes Tours:
 - 9.6.1. All visitors must bring photo ID with them.
 - 9.6.2. 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 this tour is not



fully accessible. If a Visitor has any access requirements, they should contact +44 (0)20 7407 9191 or bookings@towerbridge.org.uk before booking.

- 9.6.3. 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. Visitors must therefore be of sound health in the event of an emergency evacuation from these areas.
- 9.6.4. Tower Bridge's Towers, high-level Walkways and Victorian Engine Rooms are fully accessible.
- 9.6.5. Tower Bridge staff will accompany Visitors at all times during the tour.
- 9.6.6. All Visitors should wear comfortable footwear (no high heels) and practical, warm clothing.
- 9.6.7. Visitors must be over 14 years old; those aged 14 to 17 years must be accompanied by an adult.
- 9.6.8. 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 advertised time of the tour. The effect on timings is likely to be minimal, and Visitors will be contacted at the earliest opportunity via email if their tour is affected. Where the service cannot be provided, ticket holders will be informed, and a full refund given.
- 9.6.9. Where Visitors 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 staff not being able to add them to the group.
- 9.6.10. Tower Bridge has the right to refuse entry to Visitors who have not complied with these conditions.
- 9.6.11. Tower Bridge can take no responsibility for accidents that may ensue during this tour.

10. Health and safety

- 10.1. As necessary, Tower Bridge staff will communicate certain health and safety procedures to Visitors to which they must adhere.
- 10.2. In the event of a security or safety incident, 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.
- 10.3. Failure to co-operate with these communications may result in the refusal of re-entry.



11. Visitors' conduct and behaviour

- 11.1. The right is reserved to refuse entry to or expel any Visitor who fails to observe these conditions or whom staff consider likely to affect the safety or enjoyment of any other Visitor or member of staff.

12. Security

- 12.1. Visitors will be asked to submit to a search of their person or belongings and anyone refusing to submit or found to be in possession of unsuitable items will be denied entry or removed.
- 12.2. Tower Bridge staff will permanently confiscate any illegal items and inform the police.
- 12.2.1. Illegal items include but are not limited to knives with a blade of more than 3 inches; CS, pepper spray or any other incapacitant spray; firearms; tasers; imitation firearms, deactivated firearms and air rifles.
- 12.3. Tower Bridge reserves the right to confiscate any items that it classes as prohibited or discretionary. Visitors may reclaim these items at the end of their visit.
- 12.3.1. Prohibited items include but are not limited to climbing or abseiling equipment; banners or placards; large quantities of accelerant; fireworks or other types of explosives; knives with a folding blade 3 inches or less that does not lock; items which could be used to deface the building; alcohol intended to be consumed within the building; practical joke items including smoke bombs, stink bombs.
- 12.3.2. Discretionary items include but are not limited to folding pocket type knives and small fruit knives with a blade up to 3 inches that does not lock; karabiners.
- 12.4. Items of luggage may only be permitted inside Tower Bridge following a search and at the discretion of Tower Bridge security staff. Restrictions to the size of luggage permitted apply and will be communicated in advance.
- 12.5. Visitors must keep their personal belongings with them at all times. Tower Bridge cannot accept responsibility for the loss, theft or damage to any personal belongings.
- 12.6. Tower Bridge is live monitored by CCTV. CCTV is managed by the City of London Corporation (+44 (0)20 7940 3975). Information about our CCTV can be found online at www.towerbridge.org.uk

13. Photography and filming

- 13.1. All Visitor filming and photography is for personal use only.
- 13.2. Permission to carry out commercial or promotional filming or photography should be sought, in the first instance, from the [City of London Film Team](#).
- 13.3. 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 Visitors



acknowledge that the copyright of such images rests with the City and/or any authorised third party.

- 13.4. When photography or other recording occurs, signs will be placed around Tower Bridge to alert Visitors. Visitors who do not wish to appear in any imagery should make themselves known to staff. Please see our privacy policy at www.towerbridge.org.uk/privacy/ for more information.

14. The City's obligations

- 14.1. 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.
- 14.2. 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.
- 14.3. Visitors are advised to check www.towerbridge.org.uk before their visit.
- 14.4. In the event of such closure, any Tickets issued for use only on the day of closure will be exchanged or refunded by staff at the price paid for them, but no further compensation will be paid.

15. Exclusion of liability

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



The Monument to the Great Fire of London

All persons visiting The Monument are subject to the following terms and conditions.

A Ticket can refer to entrance to:

- The Monument
- a special event or tour.

Ticket holders are referred to in these terms and conditions as 'Visitors'.

1. Opening times

- 1.1 The Monument is open daily from 09:30 to 18:00 (last admission at 17:30).
- 1.2 The Monument is closed from 24 to 26 December.
- 1.3 The Monument is open from 10:00 on 1 January.
- 1.4 Visitors should refer to www.themonument.org.uk/ for up-to-date opening times.

2. Tickets

- 2.1 A range of Tickets may be purchased from the ticket office at The Monument on the day of the visit.
- 2.2 One Ticket purchased entitles one-person entry on a single occasion. Once visitors have left The Monument, they will need to purchase a new Ticket to re-enter.
- 2.3 Where Ticket prices vary according to age the following provisions apply:
 - 2.3.1 A person aged 16 years or older is classed as an adult
 - 2.3.2 A person aged 5 to 15 years is classed as a child
 - 2.3.3 For children under 5 years no admission fee will be charged.
- 2.4 Children under the age of 16 must be accompanied by an adult.
- 2.5 The price of Tickets may vary from time to time and the prices advertised are not guaranteed.
- 2.6

3. Refund policy

- 3.1 All ticket types are non-refundable.
- 3.2 For special events and tours, please see the relevant section below for specific terms.

4. Special event and tours

- 4.1 Refund requests must be made in writing to themonument@cityoflondon.gov.uk within 14 working days of the event date.
- 4.2 Any request received later than 14 working days before the event date cannot be guaranteed.



- 4.3 Tickets cannot be resold. Any resold Tickets will be considered void and attendance will be refused.
- 4.4 Where the service cannot be provided, Ticket holders will be informed, and a full refund given.
- 4.5 All Visitors must bring photo ID with them.

5. Health and safety

- 5.1 As necessary, staff will communicate certain health and safety procedures to Visitors to which they must adhere.
- 5.2 In the event of a security or safety incident, Visitors must co-operate with 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.
- 5.3 Failure to co-operate with these communications may result in the refusal of re-entry.

6. Visitors' conduct and behaviour

- 6.1 The right is reserved to refuse entry to or expel any Visitor who fails to observe these conditions or whom staff consider likely to affect the safety or enjoyment of any other Visitor or member of staff.

7. Security

- 7.1 Visitors will be asked to submit to a search of their person or belongings and anyone refusing to submit or found to be in possession of unsuitable items will be denied entry or removed.
- 7.2 Monument staff will permanently confiscate any illegal items and inform the police.
 - 7.2.1 Illegal items include but are not limited to knives with a blade of more than 3 inches; CS, pepper spray or any other incapacitant spray; firearms; tasers; imitation firearms, deactivated firearms and air rifles.
- 7.3 The Monument reserves the right to confiscate any items that it classes as prohibited or discretionary. Visitors may reclaim these items at the end of their visit.
 - 7.3.1 Prohibited items include but are not limited to climbing or abseiling equipment; banners or placards; large quantities of accelerant; fireworks or other types of explosives; knives with a folding blade 3 inches or less that does not lock; items which could be used to deface the building; alcohol intended to be consumed within the building; practical joke items including smoke bombs, stink bombs.
 - 7.3.2 Discretionary items include but are not limited to folding pocket type knives and small fruit knives with a blade up to 3 inches that does not lock; karabiners.
- 7.4 Large items of luggage such as suitcases, rucksacks etc will not be permitted inside The Monument. This is to protect the historic structure and because the staircase and viewing platform are narrow at some points
- 7.5 Visitors must keep their personal belongings with them at all times. The Monument cannot accept responsibility for the loss, theft or damage to any personal belongings.



7.6 The Monument is live monitored by CCTV. CCTV is managed by the City of London Corporation (+44 (0)20 7940 3975). Information about our CCTV can be found online at www.themonument.org.uk

8. Photography and filming

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- 8.3 From time to time photography or other recording may be carried out at The Monument and any images or recordings thereby may feature Visitors. Images may be used by the City in connection with advertising, promotions or monitoring and Visitors acknowledge that the copyright of such images rests with the City and/or any authorised third party.
- 8.4 When photography or other recording occurs, signs will be placed around The Monument to alert Visitors. Visitors who do not wish to appear in any imagery should make themselves known to staff. Please see our privacy policy at www.themonument.org.uk/legal/privacy for more information.

9. The City's obligations

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- 9.2 The City will use its reasonable endeavours to keep The Monument open and operational during published opening hours but reserves the right to close The Monument on any given day, whether for security or any other reason, without notice.
- 9.3 In the event of such closure, any Tickets issued for use only on the day of closure will be exchanged or refunded by staff at the price paid for them, but no further compensation will be paid.

10. Exclusion of liability

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