

Terms & Conditions of Ticket Purchase

These terms and conditions set out the basis on which you can purchase tickets for your visit to GPO Museum (the "Museum"). In these terms and conditions, the words "you" and "your" means you the customer and the words "we", "us" and "our" mean GPO Museum IEC, with a registered address at O'Connell Street Lower, Dublin 1, D01 F5P2.

By purchasing tickets to the Museum, you acknowledge that you have read and agree to be bound by and subject to these terms and conditions and have read and agree to the use of the information you provide the museum to use.

We reserve the right at all times to refuse admission.

1. Booking

1.1

It is your responsibility to check prior to your purchase that the information you have supplied to us in respect of your ticket requirements are accurate. We are only responsible for issuing tickets in accordance with the information you provide.

1.2

Once your tickets have been purchased, the ticket is non-changeable and non-refundable. Unfortunately, we cannot issue refunds, or allow exchanges or cancellations.

All prices are quoted in Euro and prices are inclusive of all taxes and applicable charges. Whilst we reserve the right to increase or decrease prices at any time before a booking is made, once the booking is confirmed the price of your booking as stated in the confirmation email will not be altered.

1.3

To make a purchase or booking with a credit or debit card, you must hold a valid credit/debit card in your name, and or have the permission of the person or company to whom the card has issued to use the card and that sufficient funds are available to cover any and all charges incurred by you. We accept the following method of payments; Visa, Mastercard, Discover & Diners, AMEX, JCB and Union Pay as well as the following digital wallets Apple Pay and Google Pay. We reserve the right to refuse your booking if your proposed payment by credit or debit card cannot be processed for any reason. It is your responsibility to ensure that the card proffered may lawfully be utilised for this purpose.

1.4

As soon as practicable after booking online, we will send a confirmation email confirming the date, time and cost of your booking. Please retain your

confirmation email. It is essential that you present this upon arrival at the Museum.

1.5

You must have received a confirmation email from the Museum to have a valid booking if you have booked online. We accept no responsibility for incorrect email addresses or inability to deliver email. If the confirmation of the booking does not arrive on time or at all, then you must inform us and ask us to resend the booking confirmation.

1.6

Once purchased, your ticket must be redeemed on the date you have specified. Tickets can only be redeemed on presentation of a valid confirmation email or booking reference number. Visitors will be permitted entry at the time specified on their booking confirmation.

1.7

Children under the age of 16 must be accompanied and supervised by an adult, aged 18 years or over, throughout the visit.

1.8

Tickets must be retained at all times and submitted for inspection if required by any employee of the museum. Any person attempting to gain admission without a valid ticket will be asked to leave the Museum.

1.9

No ticket may be re-sold without our prior written consent. If we reasonably believe that a ticket has been resold without such consent, the holder may be refused entry to or be asked to leave the Museum without payment or compensation. In this regard our decision shall be final.

1.10

Group bookings of ten or more people (a "Group Booking") must be made in advance by email or telephone, please contact reservations at E: info@gpomuseum.ie or T: + 353 (0) 1 872 1916 during office hours.

2. Visitor Information

2.1 Please limit the items that you bring with you. Large baggage, including backpacks, large umbrellas and other items deemed too large or a danger to exhibits will result in denied entry.

2.2 There is no re-entry after exiting the museum.

2.3 There are no storage facilities available at the museum.

2.4 DO NOT leave items/bags unattended at any time.

2.5 Pets or animals (with the exception of guide dogs and hearing dogs) are expressly prohibited within the museum.

2.6 In accordance with Irish Law, smoking/vaping is strictly prohibited within the museum and courtyard area.

2.7 We reserve the right, in our absolute discretion, to refuse entry on or to remove from the premises or the vicinity any person who: -

- i. Behaves in a manner, which, in the opinion of staff at the Museum is likely to affect the safety or enjoyment of other visitors, cause annoyance to other visitors, behaving in such a way as to cause danger or distress to others or damage the property.
- ii. Has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace.
- iii. Is thought to be under the influence of alcohol or other substances.

2.8 In addition to the foregoing, where a person has caused damage within the Museum he/she must discharge any expenses incurred as a result of such behaviour.

2.9 We reserve the right to prosecute any persons found damaging or defacing any part of the property of the Museum.

2.10 We value the safety and comfort of our visitors above all. To protect you and staff, visitors and their belongings may be subject to a security screening before gaining entry to the Museum. The list below outlines the items prohibited from the Museum. This list is not exhaustive and is subject to change and amendment at any stage.

3. Prohibited Items include the following:

3.1 All weapons, including: firearms, knives, machetes and flick knives, any items deemed dangerous, any dual-use items that could be dangerous. Pepper spray is considered a fire arm in Ireland and it is therefore illegal to have in your possession.

3.2 All such items, if found during a search, will be confiscated and handed over to the Gardaí.

3.3 Scissors, sharp instruments and tools are also prohibited and will be confiscated.

3.4 Large packages. Suitcases, carry-on luggage and other large parcels are not permitted.

3.5 Face coverings and/or costumes which are designed to conceal the identity of a person are prohibited.

4. Changes by Us

4.1 Every effort is made to ensure the accuracy of our brochures and other printed material at time of going to print, however we cannot be held responsible for printing and typographical errors, or changes in the itinerary arising from unforeseen circumstances after the material has gone to print.

4.2 We will use all reasonable endeavours to ensure that the Museum is open for use by visitors during normal opening hours. However, we reserve the right, in our

absolute discretion, whether for safety or maintenance reasons or otherwise, and with or without prior notice, to close an attraction or an exhibit or any part of it. In the event of the attraction having to close, resulting in the cancellation of a customer's visit, we will endeavour to offer a refund to any visitor the cost of his or her prepaid ticket.

5. Limitation of Liability

- 5.1 We will do what we reasonably can to make our ticket purchasing system available to you as set out in these Terms and Conditions. However, we have no liability to you for any failure or delay in performing any of its obligations under these Terms and Conditions where that such failure or delay is caused or contributed to by you or by an event or circumstances beyond our reasonable control (for example, a delay or failure in the transmission of a message or communication through a mobile network, or failure of telecommunications network, labour dispute, or an act of a government).
- 5.2 With the exception of any liability referred to in clause 5.3 below, our total aggregate liability to you under or in relation to these Terms and Conditions whether expressed or implied, and tort (including but limited to negligence) is limited to the purchase price of the tickets you booked. We will not be liable to you in any event for any consequential or indirect loss or damage including, without limitation, loss of income, profits, interest, utility or loss of market, however arising in, connection with these Terms and Conditions.
- 5.3 We do not in any way exclude or limit our liability for death or personal injury caused by our negligence or fraud or fraudulent misrepresentation.
- 5.4 All customers are responsible for the care of their own belongings whilst on the premises of the Museum and we accept no legal responsibility whatsoever for the same. All such electronic equipment, bags, money, cheques are brought onto the premises at the sole risk of the customer.

6. Data Protection

Your personal data will be held us. We will only use your personal data as set out in our privacy policy. The privacy policy may be viewed on the website www.gpomuseum.ie

7. Filming

- 7.1 From time to time, we or other authorised third parties may carry out photography and/or video recording and/or other monitoring at the Museum which may feature visitors. If you do not wish to be photographed or filmed, please let a member of staff know.
- 7.2 Visitors are welcome to use all cameras, videos and other recording devices within the grounds and premises subject to law. However, all such photographs and footage taken shall be for home and personal use only and shall not be sold, used or reused for any commercial purpose whether or not for gain without our prior express permission in writing. Photography is permitted for private,

non-commercial use only and is permitted in all locations unless otherwise posted. No flash photography or filming permitted.

8. General

- 8.1 Whilst all reasonable efforts are made to ensure that any information contained on the Museum's website is correct, we make no representations or warranties, express or implied in relation to the accuracy or completeness of said information.
- 8.2 These terms & conditions are governed by and shall be construed in accordance with Irish law and any claim brought under these conditions shall be subject to the exclusive jurisdiction of the Irish law.
- 8.3 While we endeavour to make our website available 24 hours a day, we shall not be liable for any reason if the website is unavailable at any time or for any period. Access to the website may be suspended temporarily and without notice in the case of system failure, maintenance or repair or for any other reason. The Museum does not warrant or make any representations that use of the site or the booking service will be uninterrupted or error free, that the contents will be correct accurate or reliable or that this site or server that makes it available are free of viruses or other harmful components.
- 8.4 If for some reason you are unhappy with any aspect of your booking, we ask that you write to us at GPO Museum, O'Connell Street Lower, Dublin 1 D01 F5P2 or by email to info@gpomuseum.ie. Where possible, please quote the relevant booking reference number and provide all other relevant information.