

Tours of Clapham South deep-level shelter:

Entry as part of the tour will constitute acceptance of the following Terms and Conditions between London Transport Museum Limited (company number 06495761) of, Windsor House, 42-50 Victoria Street, London, SW1H 0HL ('LTM') to provide the Tour of Clapham South deep-level shelter to you and your guest (s) ('You or Your').

Please read the following information carefully:

Site Specific Terms and Conditions

- You must arrive with Your ticket(s) 15 minutes before Your tour begins, to be issued with the relevant safety equipment and information. If You do not arrive on time, You may be refused entry.
- **Access to the venue is by staircase only and there is no working lift in operation. 180 stairs connect ground level to the underground shelter.**
- **The tour includes low lighting and access to dusty and confined areas, which may be unsuitable for people with claustrophobia.**

Meeting point:

- Please meet outside Clapham South Underground station. A member of the Hidden London team will meet You on arrival.
- Clapham South shelter tours are best accessed via public transport. There is no on-site parking available. For the easiest way to get to the event visit <https://tfl.gov.uk/plan-a-journey/> or call 03432221234.

The tour:

- The tour will be 75 minutes in duration.
- Public toilets are located on the south side of Clapham Common, between Clapham South and Clapham Common Underground stations. No public toilets are available on the tour route.
- LTM request that no large or heavy bags are brought to the event. There will be no on-site cloakroom available.
- **Sturdy walking shoes are recommended. There are uneven underfoot conditions throughout the tour.**

General Terms and Conditions

Tickets:

- Tickets can only be purchased via the website <http://www.ltmuseum.co.uk/hiddenlondon>.
- Tickets must be purchased in advance and payment must be made in full.
- Upon purchase, You will receive Your ticket(s) via email to the email address You have provided. It is Your responsibility to check the accuracy of the details in advance of your booking as mistakes cannot always be rectified, especially at short notice.
- **Entry to the Clapham South deep-level shelter tour is only granted to those in possession of a valid ticket. Only tickets issued by LTM are valid for this event. No re-admissions are permitted.**
- All tickets are non-transferable and You must bring a valid proof of ID (passport, photo driver's licence or PASS Card), including for children.
- **Children under 14 years of age are not permitted on the tour. All children aged 14 to 16 years old must be accompanied on the tour by a full paying adult. Both children and adults must be in possession of a valid ticket.**
- If Your ticket(s) are sold or transferred for commercial gain via a third party the ticket(s) will become void and You will be refused entry.
- Your Clapham South tour ticket includes one half price day pass to London Transport Museum, valid for and to be used during a limited period as stated by LTM members of staff and in Your tour confirmation email. You must Your tour ticket to the London Transport Museum to enable You to receive this offer.
- A booking fee of £1.50 per transaction will be applied to cover LTM booking and administration costs.
- Your tour ticket(s) are not valid for travel on any part of the London Underground or Transport for London network.
- Lost tickets will not be replaced. Please retain Your ticket(s) at all time. Your ticket must be available for inspection by LTM and/or Authority Group members of staff. (Authority Group means LTM, Transport for London and as holding company of all its subsidiaries as defined in section 1159 of the Companies Act 2006 from time to time).
- Only guide dogs with prior permission from LTM are permitted on this tour.

- Booking dates and tour times are non-transferable. Ticket(s) will not be refunded if You cancel after You purchase Your ticket(s). The booking fee is non-refundable.
- LTM and its service providers will use Your personal information for the purpose of administering the event You have registered or purchased a ticket for. This may include taking any payment, sending You Your tickets and event reminders and registering You on arrival at Your chosen event. LTM may also contact You for feedback after the event, so that LTM can learn what went well and what LTM can improve on in future. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. Further information is available on the [LTM privacy page](#).

Accessibility:

- **Due to health and safety requirements LTM (or the Authority Group) may refuse entry if You are not wearing flat shoes. No heeled or open toe shoes are permitted. Feet must be fully covered.**
- **There is no step-free access on the tour. It is advisable therefore that you should have an adequate level of fitness to undertake this tour. You may be refused entry if You appear to not meet this requirement.**

Conditions of Entry:

- Admission to the event is at Your own risk. LTM and the Authority Group shall have no liability whatsoever for any loss, damage or injury to person or property howsoever caused. This does not exclude liability for death or personal injury caused by LTM's or by any member of the Authority Group's negligence.
- **LTM and the Authority Group takes no responsibility for any damage, loss or theft to Your personal belongings except due to LTM's or any member of the Authority Group's negligence.**
- **You must observe all laws, byelaws and health and safety requirements, policies and announcements relating to the tour as directed by LTM or Authority Group members of staff.**
- If You do not follow directions given by LTM and/or Authority Group members of staff or cause damage, nuisance or injury to another ticketholder, LTM or

Authority Group members of staff, LTM and/or Authority Group members of staff at its absolute discretion may remove You from the tour.

- You will be refused entry to the tour if You appear to be under the influence of alcohol or illegal substances.
- You shall not bring to the tour any kind of weapon or firearm, real or artificial.
- No food or drink is to be brought on the tour. Bottled water is permitted.
- Smoking, including e-cigarettes, is prohibited on the premises.
- LTM and/or the Authority Group reserves the right to refuse entry to the tour at its absolute discretion.
- **LTM reserves the right to make any changes to the tour (including cancelling or postponing the tour at short notice) due to unforeseen and unavoidable circumstances and events outside of its control (including industrial action).** LTM will endeavour to notify You via the LTM website (<http://www.ltmuseum.co.uk>) and/or the email address You provided on booking as soon as LTM becomes aware this is necessary. LTM will endeavour to reschedule the tour. LTM will refund You the ticket price only if LTM reschedules the tour and You are unable to make it. LTM will refund all the monies You have paid if LTM cancels the tour and does not reschedule it.
- **LTM and the Authority Group will not be liable for any expenses as a result of LTM's postponement or cancellation of the tour that You incur including but not limited to travel and/or hotel expenses.**
- You must ensure You provide LTM with Your most up to date contact details in case LTM need to contact You.
- Photography and filming is permitted for personal and non-commercial use only. All filming and images are not to be reproduced publicly for commercial use without LTM's prior written consent.
- No professional audio visual or audio recording equipment may be brought on to the tour without the express permission of LTM. No tripod equipment is permitted on the tour.
- You give consent to photographs being taken of You by LTM or Authority Group members of staff whilst on the tour. You consent to such images being used in any LTM or Authority Group's promotional material.
- These terms represent the whole agreement between LTM and You and supersede all previous discussions, correspondence, negotiations, previous arrangements and understandings.

- This agreement is subject to the exclusive jurisdiction of the laws of England and Wales.