

Tours of Down Street station

Entry as part of the tour will constitute acceptance of the following Terms and Conditions between London Transport Museum Limited (company number 06495761) of, 55 Broadway, London, SW1H 0BD ('LTM') to provide the Tour of Down Street station to You and Your guest (s) ('You or Your').

Please read the following information carefully:

Site Specific Terms and Conditions

- You must arrive no more than 15 minutes prior to Your tour time to be issued with the relevant safety equipment and information. If You do not arrive on time, You may be refused entry.
- **There is no step free access to the tour, and there is no lift on site. There are 122 stairs connecting the entrance at the ground level to the Down Street station.**
- **The tour will include access to confined and dusty areas, which may be unsuitable for people with claustrophobia. There will also be areas of low lighting, and periods of complete darkness.**

Meeting Point:

- Please meet at Office Space in Town, 10 Brick Street, Mayfair, W1J 7HQ. A member of the Hidden London team will meet You on arrival.
- Down Street station tours are best accessed via public transport and there is no on-site parking available. For the easiest way to get to Down Street, please visit <https://tfl.gov.uk/plan-a-journey/> or contact TfL's Travel Information Centre on 0343 222 1234.

The tour:

- Your tour of Down Street station will be 90 minutes in duration.
- LTM request no large or heavy bags are to be brought to the tour. There will be no cloakroom facilities available.
- No public toilets are available once on the tour route.

General Terms and Conditions

Tickets:

- Tickets can only be purchased via the website <https://www.ltmuseum.co.uk/hiddenlondon>, or via third parties authorised by LTM.
- Tickets must be purchased in advance and payment must be made in full.
- Upon purchase, You will receive Your tickets(s) via email to the email address which 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 Down Street station tour is only granted to those in possession of a valid tour ticket. Only tickets issued by LTM, or via third parties authorised by LTM, are valid for this event. No re-admissions are permitted.**
- All tickets are non-transferable, and You must bring 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 an 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.
- The Down Street station tour ticket includes one free day pass per ticket 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 bring with You the 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. This fee is used to cover LTM administration and booking costs.
- The 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 times and be available for inspection by LTM 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 assistance dogs with prior permission from LTM are permitted on the 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 reserves the right to make any changes to the tour (including cancelling or postponing the tour at short notice) owing to unforeseen and unavoidable circumstances and events outside its control (including industrial action).**
- LTM will endeavour to notify You via the LTM website (<https://www.ltmuseum.co.uk/contact-us>) 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.
- You must ensure you provide LTM with the most up to date contact details in case LTM needs to contact you.
- If LTM reschedules the tour and You are unable to make it, LTM will only refund You Your ticket price and not the booking fee. LTM will refund all the monies (including booking fee) 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 You incur as a result of LTM's postponement or cancellation of a tour including but not limited to hotel and/or travel expenses.**
- LTM and its service providers will use Your personal information for the purpose of administering the tour You have purchased a ticket for. This may include taking any payment, sending You Your tickets and event reminders and registering You on arrival at the tour. LTM may also contact You for feedback after the tour, 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.**

- Sturdy walking shoes are recommended. There are uneven underfoot conditions throughout the tour.

Conditions of Entry

- **Admission to the event is at Your own risk. LTM and any member of the Authority Group shall have no liability whatsoever for any loss, damage or injury to person or property whatsoever caused. This does not exclude liability for death or personal injury caused by LTM's or any member of the Authority's 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's Group's negligence.**
- **You must observe all applicable laws, byelaws and health and safety requirements, policies and announcements relating to the building and tour as directed by LTM (or Authority Group) members of staff.**
- If You do not follow any directions given by LTM or Authority Group members of staff or cause damage, nuisance or injury to another ticketholder or LTM or Authority Group members of staff, LTM 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 on the tour any kind of weapon or firearm, real or artificial.
- No food or drink is to be consumed on the tour. Bottled water is permitted.
- Smoking, including e-cigarettes, is prohibited whilst on the tour.
- LTM or the Authority Group reserves the right to refuse entry to the tour at its absolute discretion.
- Photography and filming is permitted for personal and non-commercial use only. Filming / video clips may be posted on the internet including on social media platforms for non-commercial use only. Video clips/images must contain no images of the public and LTM staff unless prior permission has been obtained, and video clips must be no longer than 30 seconds in total length. LTM reserves the right to request You to remove the images or video clips which breach this clause. 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 into the building without

the express permission of LTM. No tripod or similar equipment will be allowed onto the tour.

- You consent to photographs being taken of You by LTM or Authority Group members of staff whilst on the tour. You consent to Your images being used by LTM or by the Authority Group for any promotional material.
- These terms represent the whole agreement between LTM and You, and supersede all previous discussions, correspondence, negotiations, previous arrangements and understandings.
- The agreement is subject to the exclusive jurisdiction of the laws of England and Wales.