TICKETING TERMS AND CONDITIONS

1. GENERAL

1.1 We are MM! The Party Limited, a company registered in England and Wales under registration number 10740742 (the "Company"). Our registered office is Building 6.05, The O2, Peninsula Square, London SE10 0DX. Our VAT number is 273831588.

1.2 These terms and conditions relate to the sale of admission to performances of *Mamma Mia! The Party* (the "Production") in the venue operated by *Mamma Mia! The Party (Holdings) Limited* (the "Venue") at Building 6.05, The O2, Peninsula Square, Greenwich Peninsula, London SE10 0DX.

1.3 We subscribe to the Code of Practice of STAR, the Society of Ticket Retailers and Agents, which may be viewed at www.star.org.uk.

1.4 For the purposes of this document, the terms "guests" and "customers" shall be used interchangeably and refer to the same entity. Any reference to "guests" or "customers" within these terms and conditions should be understood as applying equally to both.

1.5 The Company reserves the right to make alterations to the advertised time, programme, or cast of the Production without being obliged to refund monies or exchange tickets.

1.6 The Company does not guarantee the appearance of any performer and will not be obliged to refund monies or exchange tickets in the event of the non-appearance of any performer.

2. ADMISSION, BOOKINGS, AND TICKETS

2.1 The Company accepts bookings for admission to the Production on a per-person, not per-table basis. Bookings may be made using the Company's website or by calling its telephone booking service.

2.2 All bookings are non-refundable and cannot be cancelled once purchased. In exceptional circumstances, the Company may, at its sole discretion, issue a refund of only the face value of the items purchased. **Booking fees are charged for the processing and administration of your order and are incurred at the time the booking is made. These fees are therefore non-refundable, even where the Company agrees to refund the face value of the items purchased.** For the avoidance of doubt, any discretionary refund does not include refund protection insurance or booking fees.

2.3 At the discretion of The Company, tickets from individual bookings of up to 15 guests may be exchanged to alternative performances for the fee detailed below:

Exchange Fees (per ticket)

13 weeks, or more, before the performance	£5.00
8 to 12 weeks before the performance	£7.50
4 to 7 weeks before the performance	£10.00
2 to 3 weeks before the performance	£12.50
Between 4 days and 2 weeks before the performance	£15.00
1 to 3 days before the performance	£22.50
on the day of the performance	£75.00

Group bookers should contact groups@mammamiatheparty.co.uk.

2.4 The Company reserves the right, at its sole discretion, to withdraw any performance from general sale, reclassify a performance (including but not limited to designating it as a private, corporate, or gala event), or otherwise restrict availability after tickets have been sold.

In such circumstances, affected customers will be notified as soon as reasonably practicable and will be offered one of the following (subject to availability):

2.4.1 alternative seats at the same performance, which may be in a lower price category than originally purchased; or

2.4.2 tickets to an alternative performance of equivalent or higher value; or

2.4.3 a full refund of the ticket price and any booking fees or order administration charge paid.

The Company shall not be liable for any additional costs or expenses incurred by customers in connection with such changes, including but not limited to travel, accommodation, or subsistence.

2.5 If a performance is cancelled, we will exchange your ticket for a ticket to an alternative performance up to the value of your ticket (subject to availability) or you may request a refund of the value of your ticket, together with any booking fee or order administration paid. In the event your purchase was made using a gift voucher (see also Section 5), you will be issued with a new voucher to the value of the voucher used to make your booking.

2.5.1 For the avoidance of doubt, we will not refund the cost of any other expenses incurred by you in connection with your visit or that would be deemed a side effect of the main loss or damage under these terms, including but not limited to travel, accommodation or subsistence expenses.

2.5.2 Where, for reasons relating to health and safety, security, fire, fire alarms, suspected fire, emergency services, technical failure, adverse weather, utility failure, public authority requirements, or any other circumstance beyond the Company's reasonable control, the Production is interrupted, delayed, suspended or the Venue is wholly or partially evacuated, the Company reserves the right to delay, suspend, resume, modify, abbreviate or conclude the Production in such manner as it reasonably considers necessary for the safety of guests, staff, performers and contractors.

2.5.3 Any temporary interruption, suspension or evacuation of the Venue shall not, of itself, constitute cancellation of the Production and shall not entitle customers to a refund, exchange of tickets or return visit.

2.5.4 Where the Company reasonably determines that the Production cannot safely or practicably continue or be completed, the Company may treat the performance as cancelled, in which case Clause 2.5 shall apply. In all other circumstances, any refund, exchange, credit or other goodwill gesture shall be entirely at the Company's discretion.

2.5.5 Nothing in this clause limits or excludes any rights that customers may have under applicable consumer protection legislation.

2.6 Mamma Mia! The Party is a ticketless event. For the purpose of these terms and conditions, "Tickets" shall mean a printed, electronic, or other similar physical or digital instrument which evidences the right to attend the applicable performance and occupy the applicable seat.

2.6.1 Bookings for admission to the Production made online through the Company's website will result in an email being generated, containing a booking confirmation number evidencing your right to attend the applicable performance and occupy a seat within the price band you have purchased.

2.6.1.1 It is the responsibility of the customer to verify receipt of emails containing both the confirmation of ticket purchase and any tickets, where applicable. If you have not received either of these emails, please check your deleted, junk, or spam email folders, as some email providers divert these emails to junk or spam folders, for which the Company is not responsible. The Company shall not be liable to the customer for any refunds or exchanges of tickets in these circumstances.

Please contact us at feedback@mammamiatheparty.co.uk or 020 3995 6296 as soon as possible if you have not received your confirmation of purchase email within 24 hours.

2.7 Ticket holders only have a right to a seat of the value corresponding to that stated on the booking confirmation, and the Company reserves the right to provide alternative seats to those stated on the ticket at any point up to the commencement of the performance.

2.8 Where the Company offers optional upgrades or add-on products (including but not limited to guaranteed seating in a specific area), these are subject to availability and operational requirements.

While the Company will use reasonable endeavours to fulfil all upgrades as purchased, the Company reserves the right, in exceptional circumstances, to provide an alternative of equal or higher value. Where no suitable alternative is available, the customer will be entitled to a refund of the upgrade cost only.

For the avoidance of doubt, failure to provide an upgrade or add-on product shall not constitute cancellation of the underlying ticket, and the Company shall have no liability beyond the refund of the upgrade cost.

2.9 Bookings for admission to the Production may be made through the Company's website (or through the website of an agent authorised to sell admission to the Production), by phone, or, in some cases, on the day of the performance directly at the venue. Please note there is no on-site venue box office. Bookings are subject to a booking fee or booking administration charge and, in certain cases, order processing or administration fees, which will be indicated to you prior to completing an order.

2.9.1 The Company advises that bookings made through an agent authorised to sell admission to the Production will also be subject to their terms and conditions of sale, and guests should familiarise themselves with these terms, particularly regarding refunds and exchanges. Where the agent's terms and conditions are at variance with the Company's, the terms and conditions of the Company shall prevail.

Any queries relating to bookings made through an agent authorised to sell admission to the Production should be addressed to the original point of purchase.

2.10 All ticket purchasers must be 18 years of age or older.

2.11 When purchasing through the venue website or telephone booking service (see 2.1), it is possible to add refund protection insurance to your booking at the point of purchase, from our ticketing services provider, SecureMyBooking.com. By adding refund protection, you and/or members of your party may be eligible to claim a full refund should you be unable to attend the booked event due to certain reasons outside of your control, provided they fall within the conditions of the policy. This includes things such as accidents, injury, or illness. Terms and conditions can be found at https://securemybooking.com/terms/uk/

2.11.1 The Company does not, directly or indirectly, endorse any product or service provided by another party, whether or not such product or service is related to the services supplied by the Company or by any third party, including its successors, permitted assigns, or licensees.

2.12 All tickets remain the sole property of the Company.

2.13 Tickets are non-transferable and must not be resold or transferred to any person or entity for commercial gain or otherwise. If any tickets are resold or transferred (or are attempted to be resold or transferred), the tickets will become void, and the ticket holder will be a trespasser and may be refused entry to, or ejected from, the Venue. In such circumstances, the Company will not be under any obligation to offer a refund, and such a person may be liable to legal action.

2.13.1 If one person buys multiple tickets, the provision by the purchaser of the tickets to their guests will not constitute a breach of the transfer restrictions under these terms and conditions (provided that the provision of tickets to guests is not made for commercial gain). However, the purchaser agrees that by purchasing tickets, they have agreed to these terms and conditions on behalf of themselves and their guests, and the purchaser shall at all times be responsible for their guests' compliance with these terms and conditions.

2.13.2 The Company may restrict ticket sales to a maximum number per person or household and reserves the right to cancel any tickets purchased in excess of this number.

3. TABLE SIZES, PRICE BANDS, VIEWS AND TABLE ASSIGNMENTS

3.1 There are three price bands, designated Tier A, Tier B, and Tier C (Restricted View).

3.2 The Venue contains tables situated on the ground floor (Courtyard), North Terrace (Lower), North Terrace (Upper), South Terrace (Lower), South Terrace (Upper), West Terrace (Lower), West Terrace (Upper), West Terrace (Mezzanine), East Terrace (also referred to as "Adam's Bar"), North Balcony, South Balcony, and West Balcony.

3.3 Every seat on each table offers a unique view, and all tables are subject to occasional temporary obstructions due to the set and the nature of the performance. Guests will sometimes need to turn around in their seats to see the action. Depending on where the action is taking place, the view from some tables on the terraces, upper terraces, and balconies will occasionally be temporarily obstructed by support pillars and/or parts of the *Mamma Mia! The Party* set. Where that obstruction is regular and severe, affected tables are designated as Tier C (Restricted View). Less affected tables are designated as Tier B (Impaired View).

3.4 By purchasing a ticket, you acknowledge and agree that the Company's decision on the price band assigned to any table is final.

3.5 There may be an allocation of a maximum of no more than 60 Platinum Packages per performance. These will be assigned to Tier A tables on the ground floor, where most tables accommodate 8 guests, or Adam's Bar, where tables accommodate either 2 or 4 guests.

3.5.1 Tier A tables are situated on the ground floor, where most tables accommodate 8 guests; the North and South Terraces, where most tables accommodate 6 guests; the West Terrace (upper and lower levels), where most tables accommodate 4 guests; and the Adam's Bar area, where most tables accommodate 4 guests. Every seat on each table offers a unique view, and all tables are subject to occasional temporary obstructions due to the set and the nature of the performance. Guests will sometimes need to turn around in their seats to see the action. Depending on where the action takes place, the view from

some tables on the terraces, upper terraces, and balconies may occasionally be temporarily obstructed by support pillars and/or parts of the *Mamma Mia! The Party* set.

3.5.2 Tier B tables are situated on the North and South Terraces, where most tables accommodate 5 guests; the West Terrace (upper and mezzanine levels), where tables accommodate 4 guests; the Adam's Bar area, where tables accommodate 6 guests; and the West Balcony, where tables accommodate 5 or 4 guests, with 2 guests seated on high-level tables. Every seat on each table offers a unique view, and all tables are subject to occasional temporary obstructions due to the set and the nature of the performance. Guests will sometimes need to turn around in their seats to see the action. Depending on where the action takes place, the view from some tables on the terraces, upper terraces, and balconies may occasionally be temporarily obstructed by support pillars and/or parts of the *Mamma Mia! The Party* set. Where that obstruction is regular and severe, affected tables are Tier C (restricted view) (see 3.5.3 below). Less affected tables are Tier B (impaired view).

3.5.3 Tier C (Restricted View) tables are situated on the South Balcony, where tables accommodate 4 or 6 guests; the North Terrace (lower level), where tables accommodate 6 guests; the North Terrace (upper level), where tables accommodate 5 guests; and the Beach Bar area, where tables accommodate 2 guests. Every seat on each table offers a unique view, and all tables are subject to occasional temporary obstructions due to the set and the nature of the performance. Guests will sometimes need to turn around in their seats to see the action. Depending on where the action takes place, the view from some tables on the terraces, upper terraces, and balconies may occasionally be temporarily obstructed by support pillars and/or parts of the *Mamma Mia! The Party* set. Where that obstruction is regular and severe, affected tables are designated as Tier C (Restricted View).

3.6 Pursuant to 3.5 (and its sub-clauses) above, guests may be assigned to a table shared with other guests.

3.7 Due to the table sizes explained in sections 3.5.1, 3.5.2, and 3.5.3 above, the Company does not guarantee that groups will be able to sit together.

3.7.1 The Company will use its best efforts to seat guests in larger groups on adjacent tables.

3.8 The Company assigns guests to specific seats according to the price band purchased, and you agree to comply with any seating or general instructions given to you by the Company or its employees or representatives. Failure to do so may result in the Company invoking its right to refuse admission to or remove guests from the Venue. In such cases, you will not be eligible for a refund.

4. DINING

4.1 Included in the cost of admission, *Mamma Mia! The Party* provides a four-course set menu.

4.2 Dishes are served on platters shared by all guests at the table. If you require additional items, please request them from your server.

4.3 The current menus, along with calorific and allergen information, can be viewed in the food and drink section of the *Mamma Mia! The Party* website.

4.3.1 It is not possible to substitute menu items for alternatives.

4.3.2 As allergens are present in our kitchen, we cannot guarantee that dishes are 100% allergen-free. There may be traces of tree nuts and sesame present. We therefore advise guests with severe allergies to assess their own level of risk before consuming items from our menu.

4.3.3 If you have not informed us of dietary requirements, or if they have changed since you first booked, please email us at food@mammamiatheparty.co.uk.

4.3.3.1 You must inform us of dietary requirements no later than 48 hours in advance of your arrival. After this time, we cannot guarantee that we will be able to accommodate requests.

4.4 Halal meals may be ordered in advance for guests with religious observance requirements at no additional charge. Please email us no later than 48 hours in advance with your requirements.

4.4.1 Kosher meals, curated by Hermolis & Co, are available for an additional charge of £139.86 per person. The Company reserves the right to change supplier at any time without prior notice.

5. GIFT VOUCHERS

5.1 Gift vouchers may be purchased via our website or by calling us on 020 3995 6296.

5.2 Gift vouchers may be redeemed as part of the online booking process, or by emailing info@mammamiatheparty.co.uk.

5.3 Gift vouchers may only be redeemed against purchases made directly from The Company. Where a gift voucher is redeemed against tickets, it may only be used for bookings of 1-15 tickets. For the avoidance of doubt, gift vouchers cannot be redeemed against group ticket purchases.

5.4 Gift vouchers may be redeemed in advance against ticket purchases, drinks and merchandise. Gift vouchers cannot be redeemed in the venue.

5.4.1 Tickets for which a gift voucher may be redeemed will only be issued subject to availability.

5.4.2 Gift vouchers can be used as full or part payment for bookings for admission to The Production. Any cost exceeding the value of the gift voucher must be paid with a debit or credit card, or any other valid means of payment accepted by The Company.

5.4.3 Extras, including drinks and merchandise, may be purchased using a gift voucher at the time of booking. If a guest wishes to use a gift voucher to make a new purchase of extras after their original booking has been made, they must contact The Company by emailing info@mammamiatheparty.co.uk.

5.4.4 Gift vouchers cannot be applied retrospectively to any tickets, drinks, merchandise or extras that have already been paid for.

5.4.5 Gift vouchers will be redeemed subject to the standard terms and conditions that apply to tickets, drinks and merchandise, as applicable.

5.4.6 Gift vouchers cannot be redeemed if the voucher code or confirmation email is deleted, inaccessible, unavailable, invalid, or cannot be verified at the time of redemption. The Company is not responsible where a purchaser or recipient loses access to the email account or device used to receive or store the gift voucher.

5.5 Gift vouchers will automatically expire 12 months from the date of issue.

5.5.1 The Company may, at its absolute discretion, consider extending the expiry date of a gift voucher on a case-by-case basis where extenuating circumstances justify such an extension.

5.5.2 Any unused balance will remain on the gift voucher until the original expiry date. No cash alternative will be offered for any unused balance.

5.6 The Company reserves the right to cancel voucher purchases where it reasonably suspects fraud, misuse, error, or any breach of these terms and conditions.

5.7 Gift vouchers have a cash value of £0.001p and are non-refundable, except as set out in these terms or where required by law.

5.7.1 If you purchase a gift voucher online or by telephone, you may have the right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel your purchase within 14 days, starting on the day after the date of purchase.

5.7.2 To the extent permitted by law, this right to cancel will not apply once the gift voucher has been redeemed, whether in whole or in part.

5.7.3 If you purchased your gift voucher online or by telephone, have not redeemed it, and wish to exercise any cancellation right available to you, you must inform us by making a clear statement of your intention to cancel. You may contact us by emailing info@mammamiatheparty.co.uk.

5.7.4 Where a valid cancellation request is received, The Company will refund the value paid for the gift voucher to the original payment method.

5.8 Gift vouchers are issued electronically and delivered by confirmation email. The confirmation email and voucher details must be retained by the purchaser or recipient, as these may be required when redeeming the gift voucher.

5.9 Gift vouchers must not be amended, duplicated, transferred for value, resold, or otherwise tampered with in any way. The Company reserves the right to refuse redemption of any gift voucher where it reasonably suspects fraud, misuse, duplication, resale, unauthorised alteration, or any other breach of these terms.

5.10 Gift vouchers are issued subject to these terms and conditions. Any decision made by The Company in connection with these terms and/or the vouchers shall, save for manifest and obvious error or fraud, be conclusive, final and binding upon the holder of the gift voucher and/or any other relevant third parties.

VENUE TERMS AND CONDITIONS

6. ENTRY AND SECURITY

6.1 Security searches are a condition of entry to protect the safety of all customers and staff. We may conduct searches of clothing, bags, and other items on entry and exit at the Venue. The Company thanks customers in advance for their co-operation.

6.2 Customers are advised that CCTV is in operation at the Company's venue for the purpose of crime prevention and public safety.

6.3 Customers are not permitted to bring any items into the Venue which are illegal or are deemed by Venue management, at its sole discretion, to pose a health and safety risk, affect the enjoyment of others, cause disruption to the performance, or cause damage to the Company's property.

6.4 Customers may not bring their own food or drink into the Venue, but empty reusable water bottles will be permitted. If a customer has specific medical requirements in this respect, they should ask to speak to a member of Venue management upon arrival or email info@mammamiatheparty.co.uk to discuss any advance requirements.

6.5 Customers should not bring large suitcases or bags to the Venue as these may not be admitted, and cloakroom availability cannot be guaranteed. Large bags may be left at The O2's bag storage facility just outside the main entrance to The O2. A charge, levied by The O2, will apply.

6.6 Latecomers will only be admitted into Nikos Taverna at a suitable break in the performance. Refunds or exchanges for an alternative performance will not be given.

6.7 Customers may only leave and re-enter the Venue at the discretion of Venue management; otherwise, there will be no readmissions of any kind.

6.8 The Company reserves the right to refuse admission in reasonable circumstances, including but not limited to health, safety, and licensing reasons or where a ticket is void.

6.9 Mamma Mia! The Party takes place in a venue located within The O2, whose terms and conditions should be observed in conjunction with the Mamma Mia! The Party terms of entry. https://www.theo2.co.uk/legal/terms-and-conditions-legal.

7. AGE RESTRICTIONS

7.1 Babies and children under 5 years of age will not be admitted into the Venue.

7.2 Parents or guardians may be asked to remove children deemed to be noisy or disruptive.

7.3 Children under the age of 18 must be accompanied by a legal guardian over the age of 18. It is the customer's responsibility to check the suitability of the performance for any children in their party regardless of any official age recommendation guidance.

7.4 Alcohol will not be served to guests under the age of 18, nor may it be shared among parties to guests under the age of 18.

7.5 The Company operates a Challenge 25 policy, in which proof of age will be required. The Company will accept the following forms of physical ID:

7.5.1 Proof of Age pass with hologram.

7.5.2 UK issued photo driving licence.

7.5.3 UK issued passport.

8. FILMING

8.1 On certain occasions, performances may be filmed or recorded. Notice of such filming or recording will be provided to guests upon entry, with appropriate signage displayed prominently. By entering the Venue, ticket holders consent to being filmed or recorded as audience members. If you have any objections to being filmed or recorded, please speak to a member of Venue management before the performance begins.

8.2 Ticket holders are permitted to take photographs and short videos at appropriate moments during the performance.

8.3 Flash photography and the use of flash during recording are strictly prohibited at all times.

8.4 Filming by ticket holders is only allowed in brief intervals and must be made using handheld mobile devices.

8.5 The use of selfie sticks, tripods, ring lights, and other professional recording equipment within the Venue is not permitted. The Company reserves the right to delete any unauthorised recordings and to eject any customers who are suspected of making such recordings from the Venue, taking appropriate action without refund.

8.6 The Venue reserves the right to request the removal of any photos or videos shared by ticket holders that are deemed inappropriate or unacceptable. Failure to comply may lead us to request that you leave the Venue. (See also Section 9 – Prohibited Conduct).

8.7 The Company reserves the right to revoke or amend any of the above permissions at any time, without prior notice to ticket holders.

8.8 In circumstances where other patrons express discomfort with being captured in photos or videos, The Company reserves the right to prohibit the sharing or capturing of such content to protect the privacy and comfort of all attendees.

9. PROHIBITED CONDUCT

9.1 The following is prohibited in the Venue:

9.1.1 Intoxicated, disruptive, hostile, threatening, abusive or violent behaviour towards Venue staff, audience members, or performers. Guests displaying behaviour deemed to be intoxicated, disruptive, hostile, threatening, abusive or violent will be ejected from the Venue. In such cases, no refund will be issued.

9.1.2 Smoking or the use of e-cigarettes.

9.1.3 The removal of any food or drink products from the premises.

9.1.4 Bringing food and drink purchased elsewhere into the Venue, including birthday cakes.

9.1.5 Bringing table decorations into the Venue, including candles.

9.1.6 Any activity which constitutes a breach of applicable health, safety, licensing or venue entry requirements.

9.2 The Company reserves the right to refuse to serve alcohol to any guest who, in its opinion, appears to be intoxicated or likely to become intoxicated.

9.3 Customers must comply with reasonable instructions and directions given by the Venue management and front-of-house staff. Failure to do so may lead to a request for you to leave the Venue.

9.4 If you partake in any of the prohibited conduct listed above or if, in our reasonable opinion, your conduct poses a risk to the safety of the audience and/or you, affects the enjoyment of the audience, or impacts the running of the performance, we can request that you leave the Venue. We will take appropriate action to enforce such right without refund.

9.5 The lead booker is responsible for any costs in relation to unpaid bar bills.

10. GENERAL

10.1 The Company does not accept responsibility for the loss or damage of any personal property or for any liability (to the fullest extent permitted by law).

10.2 Except for assistance dogs, animals are not permitted inside the Venue.

10.3 The Venue will make all reasonable efforts to forewarn customers if stroboscopic lighting may be used in the performance. Customers with known medical conditions who may be susceptible to such lighting effects are advised to seek further advice prior to their visit.

10.4 Pursuant to sections 3 and 4 above, all comments or complaints regarding the view from a seat, food and beverages, or service should be made promptly to a member of the Venue management before or during the performance to allow us to address any issues you may have.

10.5 Any party that remains for the performance until the end of Act Three shall not be entitled to a refund of the admission element of the ticket price. Any refund offered in such circumstances shall be entirely at the discretion of The Company.

10.6 The Company reserves the right to vary these terms and conditions for specific events. Any such variations will be notified to customers prior to or on arrival at The Venue.

These Venue Terms and Conditions were last updated 27th July 2026.