

Ticketing Terms & Conditions

Pembroke May Ball 2025

Ticketing Information and Terms of Conditions of Purchase

This document lays out the Terms and Conditions for the purchase of tickets to the Pembroke College May Ball 2025 (the “May Ball”). The May Ball is to be held at Pembroke College, Cambridge (“Pembroke”, “Pembroke College”, “the College”) on Wednesday 25th June 2025. The agreement is between the person that makes the initial booking (the “Main Applicant” until the application is successful and the “Ticket Holder” thereafter) and the Pembroke College May Ball 2025 Committee (the “Committee”), a department of Pembroke College. The Committee reserves the right to alter these Terms and Conditions at any time at its discretion.

1 Ticket Allocation

- a. All tickets must be applied for via the online ticketing system, which can be accessed from www.pembrokemayball.co.uk and pembroke.mayball.cloud at the dates detailed below. No tickets can be applied for by any other means.
- b. All ticket prices include an opt-out donation of £2. Proceeds will be donated to the committee’s chosen charitable charities. More information can be found on the May Ball website at www.pembrokemayball.co.uk.
- c. First-release tickets are priced at £159 for current members of Pembroke and Christ’s College (“Members”), £189 for ‘Friends of the Ball’ and £199 for Pembroke Alumni and non-Members. Second-release tickets are priced at £169 for current Pembroke and Members, £199 for ‘Friends of the Ball’ and £209 for Pembroke Alumni and non-Members. Release stages are determined at the discretion of the Committee. All information is published on the May Ball website at www.pembrokemayball.co.uk.
- d. Bursary tickets for Pembroke College members are priced at £99. To be eligible the Main Applicant must be in receipt of a Pembroke or University of Cambridge Bursary, or for postgraduates must be receiving a Pembroke hardship grant. This is subject to Pembroke or Christ’s College’s Tutorial Office verification of the receipt of a Cambridge Bursary.
- e. An application for, and subsequent purchase of, a ticket deems that the ticket applicant/holder has read the following Terms and Conditions and agrees to be bound by them.

- f. Tickets will first be available for purchase to all current Members and Pembroke Alumni from 8pm on Sunday 2nd February 2025 ('Pre-Release').
- g. All current Members are guaranteed a ticket to the May Ball provided they make a purchase before 11 am on 16th February 2025.
- h. When purchasing their ticket, Members will also be able to make an application for no more than five (5) guest tickets during Pre-Release, and unrestricted thereafter. A maximum of two (2) of these guest tickets will be priced at the 'Friends of the Ball' rate. Non-Members can apply for no more than one (1) guest ticket at full price. Any guests' full name(s) will need to be provided at the point of purchase. Guest tickets will be limited and will be allocated on a first come, first served basis, with a waiting list system in place.
- i. Any remaining tickets will be available to purchase by current University of Cambridge students from 11 am on Sunday 16th February 2025.

2 Terms and Conditions of Sale

- a. Payment for tickets must be completed via an approved payment method by the deadline specified in the official ticketing correspondence. The Committee reserves the right to cancel a ticket application if payment is not received by the deadline.
- b. Approved payment methods include College Bill (for current members of Pembroke College only), bank transfer, and card payment.
- c. The Committee reserves the right to change the date or timings of the May Ball in extenuating circumstances at any time up until two weeks before the May Ball.
- d. Tickets may not be resold for profit (i.e. it is sold for a price exceeding the sum of the original price, including any name change fees). If a ticket has been demonstrably sold at profit it will be immediately cancelled. The ticket holder making the unauthorised resale will be reported to the May Ball Presidents' Committee and will be barred from applying for a ticket for the next Pembroke College May Ball, expected to be held in 2027, and may be banned from all Balls.
- e. Anyone who makes an unauthorised purchase of a ticket (for reasons including, but not limited to, selling it for profit, or breaching the online ticketing system) will be barred entry to the Ball in 2025, whether or not they hold a valid ticket at the time of attempting entry to the Ball. The ticket will be cancelled and considered invalid.
- f. The Committee reserves the right to cancel specific tickets in exceptional circumstances. In this extremely unlikely event, any payment already made to the

Committee will be refunded and justification for the cancellation provided to the ticket holder.

- g. We use your data according to the General Data Protection Regulation 2016 (GDPR). Application information will only be used to process ticket applications and for correspondence regarding the collection of tickets and the May Ball in general. Specific GDPR policies can be found on the website.
- h. All ticket holders must be at least 18 years of age on Wednesday 25th June 2025 to enter the Ball. Any ticket holder who cannot prove their age via photographic ID will not be allowed entry to the May Ball.
- i. The Committee reserves the right to cancel the May Ball at its discretion at any time. In the extremely unlikely event that the May Ball is cancelled, the tickets are non-refundable, subject to the discretion of the Senior Treasurer. However, all reasonable steps to refund as much as possible of the cost of the ticket will be made.

3 Conditions of Entry to the May Ball

- a. On matters concerning entry to the May Ball (including, but not limited to, missing tickets, late entry, and inappropriate attire), all decisions of the Committee are final.
- b. Late arrival to the May Ball does not qualify for a refund.
- c. Admission to the May Ball for all ticket holders (including guests) is by both a valid ticket and photographic ID such as driving licence, passport. A University card will not be considered as a valid photographic ID. All names must match the photographic ID. If a ticket holder fails to present a valid ticket, the Committee may, under its own discretion, grant admittance to the May Ball provided that the ticket holder presents valid photographic ID and their identity can be matched against the guest list. The Committee's decision is always final in this case.
- d. May Ball wristbands, issued upon entry, must be worn at all times during the May Ball. Any individuals found on the premises during the May Ball without a wristband, and without a valid reason to be on-site, will be escorted from the premises, will have their credentials taken and will be reported to relevant authorities. We reserve the right to bar unauthorised attendees from future events and to take police action.
- e. The May Ball will run from 20:00 on Wednesday 25th June 2025 until 05:00 on Thursday 26th June 2025.
- f. General admission to the May Ball will close at 21:30 on 25th June 2025.
- g. Ticket holders will be refused entry if they arrive in an unfit state or are visibly intoxicated. If any ticket holder is rude or abusive to a member of staff or a member

of the Committee they will be escorted from the premises. Readmittance will not be possible in either case, and a refund will not apply.

- h. The May Ball operates a zero-tolerance no-drugs policy. Any ticket holder found with drugs upon entry will have them confiscated and police action may be taken.
- i. Ticket holders must arrive in appropriate attire (black tie or national dress - no sports blazers) or will be refused entry. Please refer to the website FAQ for more information on the dress code.
- j. Smoking at the May Ball is strictly restricted to the designated smoking areas. Please see the May Ball programme to see where these are.
- k. The Committee takes no responsibility for any loss, personal injury or damage of any kind unless such loss, injury, or damage arises through provisions or negligence expressly attributable to decisions of the Committee or Pembroke College authorities.
- l. Ticket holders will not be readmitted to the May Ball once they have exited the premises, whether their exit was by choice or not. This includes entering College accommodation.

4 Transfers and Waiting List Tickets

- a. Those applicants who were not allocated guest tickets in the first instance will have those tickets added to a waiting list. In the event that more tickets become available, the applicants will be emailed informing them tickets have become available. Payment deadlines will be detailed in the email and must be adhered to.
- b. In the event that an applicant wishes to transfer a member ticket to a non-member guest, or vice versa, they must email ticketing@pembrokemayball.co.uk.
- c. Guest tickets must be assigned to a main applicant ticket holder who will receive all correspondence regarding the May Ball.

5 Refunds and Name Change

- a. Tickets are non-refundable, except where the Committee authorises a ticket refund at its discretion. Refunds will be granted in exceptional circumstances only.
- b. Applications for a refund must be made to the May Ball Treasurer at treasurer@pembrokemayball.co.uk.
- c. The May Ball Treasurer, in cooperation with the May Ball President and the Senior Treasurer, has sole discretion as to whether an application for a refund is accepted.

- d. Refunds will only be made under exceptional circumstances, such as medical reasons. Medical reasons for requesting a refund will only be accepted if accompanied by a valid doctor's note.
- e. Name changes can be made using the online booking form but will incur a charge. The following charges will apply, but may be changed at the sole discretion of the Committee.
 - a. Names changes before 1st May 2024 will incur a charge of £10.00.
 - b. Name changes between the dates of the 1st of May and the 31st of May 2024 (inclusive) will incur a charge of £15.00.
 - c. Name changes after this time will cost £20.00.
 - d. No name changes will be available on the day of the May Ball.

Please direct any queries to the responsible May Ball officer at ticketing@pembrokemayball.co.uk.