

THE DOLL SOCIETY

EVENT TERMS & CONDITIONS

Effective Date: 17 July 2026

By purchasing a ticket and attending one of our events, you agree to the following Terms & Conditions.

1. Eligibility

The Doll Society is an exclusive social club for women aged 25 and over.

By purchasing a ticket, you confirm that:

- You are at least 25 years old.
- The information you provide during booking is accurate.
- You meet the eligibility requirements for attendance.

We reserve the right to refuse entry where these requirements are not met.

2. Ticket Purchases

- Tickets are issued to the purchaser and are valid only for the event stated.
- All ticket sales are subject to availability.
- Tickets may not be resold for profit.
- Ticket prices include VAT where applicable.

3. Refund Policy

All ticket sales are considered final.

Tickets are non-refundable, except where The Doll Society cancels the event.

If you are unable to attend, please contact us as soon as possible.

Refund requests will only be considered if submitted at least 72 hours before the scheduled start of the event and will be assessed on a case-by-case basis.

Refunds are not guaranteed and may only be offered at The Doll Society's discretion where:

- We can resell your ticket; or
- We are able to fill your place from our waitlist.

Refund requests received less than 72 hours before the event will not be eligible for consideration.

Any approved refunds will be returned to the original payment method within 5–10 working days.

4. Event Cancellation or Postponement

If The Doll Society cancels an event, guests will receive either:

- A full refund; or
- The option to transfer their booking to a future event.

If an event is postponed, your ticket will automatically be transferred to the new date.

If you are unable to attend the rescheduled event, you may request a full refund within 7 days of being notified.

5. Ticket Transfers

Ticket transfers are not guaranteed.

Where possible, transfer requests should be made at least 72 hours before the event.

Any replacement guest must:

- Meet The Doll Society's eligibility requirements.
- Be approved by The Doll Society before attending.

We reserve the right to refuse ticket transfers where appropriate.

6. Arrival & Late Entry

Please arrive on time.

Late arrival may result in missing part of the experience.

Depending on the venue and activity, late entry cannot always be guaranteed.

7. Photography & Videography

Photography and video content may be captured during events for promotional purposes.

By attending, you acknowledge that you may appear in photographs or video recordings used across our website, social media channels, and marketing materials.

If you would prefer not to appear in photographs or videos, please notify a member of The Doll Society team before the event begins, and we will make every reasonable effort to accommodate your request.

8. Community Standards & Code of Conduct

The Doll Society is committed to creating a welcoming, respectful and enjoyable environment where women can build genuine connections and enjoy curated social experiences.

By purchasing a ticket or attending any event hosted by The Doll Society, you agree to uphold the following community standards.

You agree to:

- Treat all attendees, hosts, venue staff and partners with kindness, courtesy and respect.
- Help create a welcoming environment where everyone feels comfortable participating.
- Respect personal boundaries and understand that not every interaction will lead to friendship.
- Behave responsibly throughout the event, particularly where alcohol is served.

- Follow any reasonable instructions given by The Doll Society team or the event venue.
- Respect the privacy of other attendees and obtain permission before sharing identifiable photographs or videos of them.

The following behaviour is not permitted:

- Bullying, intimidation or harassment.
- Discrimination, hate speech or offensive behaviour towards any individual or group.
- Aggressive, threatening or abusive language or behaviour.
- Unwanted physical contact or inappropriate sexual behaviour.
- Excessive intoxication or behaviour that disrupts the experience of others.
- Damage to venue property or another attendee's belongings.
- Filming, photographing or recording attendees without their consent where it would reasonably be considered intrusive.
- Any conduct that compromises the safety, comfort or wellbeing of other attendees or the reputation of The Doll Society.

Failure to comply with these Community Standards may result in removal from the event, cancellation of future bookings and/or exclusion from future events.

9. Dietary Requirements & Allergies

Where food or drinks are provided, guests are responsible for informing us of any dietary requirements or allergies before the event.

While we will communicate dietary information to venues where possible, we cannot guarantee allergen-free environments.

10. Venue Changes

In exceptional circumstances, The Doll Society reserves the right to change the venue or make reasonable adjustments to the event schedule.

Where possible, guests will be notified in advance.

11. Limitation of Liability

Attendance at The Doll Society events is at your own risk.

Nothing within these Terms excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot legally be excluded under English law.

12. Cancellation Rights

Our events are leisure activities booked for a specific date. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, bookings of this kind are exempt from the standard 14-day 'cooling-off' cancellation period that applies to most online purchases.

This is why the Refund Policy set out in Section 3 applies as stated. It does not affect any other statutory rights you may have as a consumer.

13. Payments & Card Security

All payments are processed through secure, industry-standard third-party payment providers. The Doll Society does not store or have access to your full card details at any point.

By making a payment, you also agree to the applicable terms of use of our payment provider.

14. Your Statutory Rights

Nothing in these Terms & Conditions affects your statutory rights as a consumer under the Consumer Rights Act 2015 or any other applicable UK consumer protection law.

Where any part of these Terms conflicts with your statutory rights, your statutory rights will take priority.

15. Force Majeure

The Doll Society will not be held liable for any failure or delay in performing our obligations where this is caused by circumstances beyond our reasonable control, including (but not limited to) extreme weather, transport disruption, venue closure, illness, industrial action, or government restrictions.

Where possible in these circumstances, we will offer an alternative date or a credit towards a future event.

16. Governing Law & Jurisdiction

These Terms & Conditions are governed by the laws of England and Wales. Any dispute arising from these Terms, or from your booking or attendance at an event, will be subject to the exclusive jurisdiction of the courts of England and Wales.

17. Complaints & Dispute Resolution

If you have a complaint, please contact us in the first instance using the details in Section 20, and we will do our best to resolve it directly and promptly.

If we are unable to resolve matters between us, general guidance on your consumer rights and dispute options is available from Citizens Advice (citizensadvice.org.uk) or the Competition and Markets Authority (gov.uk).

18. General Provisions

- **Entire Agreement:** These Terms & Conditions, together with our Privacy Policy, represent the entire agreement between you and The Doll Society regarding your event booking.
- **Severability:** If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

- **Waiver:** If we do not enforce any part of these Terms on a particular occasion, this does not waive our right to enforce it on a future occasion.
- **Third-Party Rights:** A person who is not a party to these Terms has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its provisions.
- **Variation:** We may update these Terms & Conditions from time to time. The version in force at the time of your booking will apply to that booking.

19. Privacy

Your personal information will be handled in accordance with The Doll Society Privacy Policy: https://www.thedollsociety.club/_files/ugd/e439da_b8556f2ca7a74062a03a398df29a545a.pdf?index=true

20. Right to Refuse Bookings, Entry & Future Attendance

The Doll Society is a curated social club. To protect the experience, safety and wellbeing of our community, we reserve the right to exercise discretion over attendance at all events.

The Doll Society reserves the right to:

- Refuse or decline any booking before an event.
- Cancel a booking before an event.
- Refuse entry to any attendee upon arrival.
- Remove an attendee from an event if their behaviour breaches these Terms or negatively impacts the experience of others.
- Decline future bookings from any individual where we reasonably believe their attendance is not in the best interests of the club or its community.

These decisions may be made where an individual's behaviour, previous conduct, communications, or actions are reasonably considered inconsistent with The Doll Society's values, community standards, or the safe and enjoyable experience of other attendees.

Where an attendee is removed from an event or a booking is cancelled due to a breach of these Terms or Community Standards, **no refund will be provided**, except where required by applicable consumer law.

Attendance at one event does not create a right or guarantee to attend future events. Each booking is accepted at the discretion of The Doll Society.

The Doll Society's decisions under this section are made fairly, reasonably and in the interests of maintaining a respectful, welcoming and enjoyable community for all members.

21. Contact Us

For any questions regarding your booking or these Terms & Conditions, please contact:

Email	thedollsociety@outlook.com
Website	www.thedollsociety.club

By purchasing a ticket and attending a Doll Society event, you acknowledge that you have read, understood and agree to be bound by these Terms & Conditions, including the Community Standards and Code of Conduct.

The Doll Society · www.thedollsociety.club · thedollsociety@outlook.com
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