

Linnean Society of London: Visitor Terms & Conditions

Who this policy applies to

These Terms & Conditions apply to all Linnean Society visitors. This includes

- Attendees at events organised by the Linnean Society, irrespective of type of event, format, location and whether they are online or in person
- Members of the public visiting our building to see our exhibition
- Library readers
- Room hire organisers and attendees
- Visitors meeting with members of staff
- Contractors on site.

We expect all visitors to the Society to abide by these terms and conditions. By arranging to visit the Society, e.g. by booking a ticket to an event, you accept and agree to abide by these Terms and Conditions. In addition, Members of the Society should follow the [Membership Code of Conduct](#).

The Society reserves the right to issue additional requirements or codes of conduct where required.

Safeguarding

- The Linnean Society is committed to safeguarding the welfare and wellbeing of children and vulnerable adults. Our [Safeguarding Policy](#) is detailed on our website.
- Safeguarding is everyone's responsibility and anyone who has a concern over the welfare of a child or vulnerable adult at an event has a duty to report this without delay either by email (safeguarding@linnean.org) or to a member of staff. All concerns and allegations of abuse and/or neglect will be taken seriously and responded to swiftly and appropriately.

Freedom of speech

- The Linnean Society is a hub for the communication of science through interdisciplinary learning and engagement, and we encourage respectful and inclusive debate and discussion of topics relating to the vision of the Society.
- All third party contributors to any of our programmes, e.g. event speakers, represent their own views and do not necessarily represent the views of the Linnean Society.

Code of conduct

- The Linnean Society of London is committed to providing a professional, safe, friendly and welcoming environment to all participants in our activities, whether in-person or online.
- We ask that all participants and visitors interact with others in a fair, polite, inclusive and open manner.

- We will not tolerate any form of intimidation, harassment, abuse, discrimination and/or derogatory or demeaning speech or actions.
- We actively encourage all forms of diversity and will not tolerate any harmful or prejudicial verbal or written comments or visual images with harmful or prejudicial content related to gender, sexual orientation, race, religion, disability or other personal characteristics, including those protected by law.
- We reserve the right to refuse admission to our venues, online or physical, if a member of the public is considered a risk to the safety of the audience and/or themselves, and/or affect the enjoyment and/or running of the event.
- Any persons can be refused admission if, for instance, they act aggressively and/or appear to be under the influence of alcohol and/or drugs. We may also request them to leave for any of the reasons given above, or for sustained disruption of an event or activity. Should an event attendee be refused admission or requested to leave, they will not be entitled to a refund.
- Members of the Society are in addition expected to follow the [Membership Code of Conduct](#).
- If a visitor or participant witnesses any harassment and/or disruptive behaviour, this person should report this behaviour either by email (info@linnean.org) or in person to a member of staff.

CCTV

- CCTV is used onsite to dissuade and identify theft and damage to property. Visitors are responsible for their own personal items when onsite and it is recommended that they keep valuables with them at all times. The Society provides a limited number of lockers onsite for guests to securely store personal items. Large personal items such as suitcases are not permitted to be left at reception.

Right to search

- We reserve the right to search bags to help ensure everyone's safety.

Disease transmission

- When visiting Linnean Society headquarters or partner event locations, audience members should not attend if they are unwell with a transmissible infection. They also accept the risk of airborne infection transmission.

Your data

Please see our [Privacy Policy](#) for more information about how we collect, store and use data for those interacting with the Linnean Society.

Attending events at the Linnean Society

Booking event tickets

- Our event bookings are managed through [Eventbrite](#). In general, this is the simplest way to book and enables attendees to view and manage their own tickets. If you are unable to use the platform for any reason, please contact events@linnean.org to arrange an alternative.
- It is the responsibility of those booking tickets to check that the tickets issued by Eventbrite are accurate, and that no errors were made when entering personal details. The Linnean Society cannot not be held responsible for any inconvenience caused by the submission of incorrect information.
- The Linnean Society reserves the right to send emails relating to events that individuals have booked. Those interested in receiving information about other events can [sign up to our email list](#).
- If booking on behalf of a party of people, the person making the booking accepts these terms and conditions on behalf of all members of the party, and is responsible for any payments due.
- Where an event has not sold out, remaining event tickets will be available for purchase on the door. We cannot guarantee that those without a booking will be able to buy a ticket on the door.

Event partners

- Occasionally the Linnean Society organises events in partnership with third-party organisations that may be based in the UK or overseas. We reserve the right to share clients' contact details with these organisations for the sole purpose of providing clients with information about the event.

Event changes, ticket cancellations and refunds

- The Society may have to make changes to speakers, and to the content, timing, and venue of events and/or switch to an online format. We will make reasonable efforts to contact audience members to inform them of any changes.
- If a ticket holder is no longer able to attend an event, we politely ask them to cancel their Eventbrite booking. Our events are often over-subscribed, and a cancellation may enable someone on the waiting list to attend. To cancel a booking, ticket holders will need to log into their Eventbrite account or email events@linnean.org
- Refund policies will be clearly communicated on the Eventbrite page for each individual event.
- The Linnean Society will guarantee a refund outside of an event's refund policy only if the event is cancelled by us. We cannot give refunds for any other associated expenditure incurred by the ticket holder (e.g. pre-booked train fare).

Age suitability

- Our public events are generally suitable for ages 15 and above, although some events organised by our Education team may appeal to younger age groups. Under 15s must be accompanied by an adult. If someone is unsure of the suitability of an event for a young person, please contact events@linnean.org.

Latecomers

- If an audience member is late to a physical event, we will endeavour to seat them, as long as there is sufficient space in the room, and it causes no disruption to the event. However, we reserve the right to refuse admission if the person does not arrive before the start of the event. We also reserve the right to re-allocate/re-sell the ticket to those on the waiting list if the person has not arrived by the start of the event.

Filming and recording of events

- By attending a Linnean Society event, audience members consent to being filmed, livestreamed, recorded and/or photographed. Audience members grant the Linnean Society the right to use recordings of any type made of their attendance in any and all media.
- The unauthorised use of photographic, sound or film equipment in the venue is strictly prohibited. If you wish to use this equipment, please contact events@linnean.org at least 48 hours before the start of an event. Copyright is assigned to the Linnean Society for any recordings or images of events produced by the Society. Unauthorised recording may result in content being destroyed and removal from the event without a ticket refund.
- The terms of use of mobile phones for the purposes of social media updates will be clarified at the beginning of each event.