

By booking and or purchasing tickets to our events you are accepting the following terms and conditions which will apply on all dates.

1. The ticket holder voluntarily assumes all risks and danger incidental to the event for which the ticket is issued, whether occurring prior, during or after the event. The ticket holder voluntarily agrees that the management, venue, event participants, ticketing platform and all of their respective agents, officers, directors, owners and employers are expressly released by the ticket holder from any claims arising from such causes.
2. Tickets are issued subject to the rules and regulations of the venue.
3. Please check your tickets, as mistakes cannot always be rectified.
4. Occasionally, events are cancelled or postponed by the promoter, team, performer or venue for a variety of reasons. If the event is cancelled, please contact us for information on receiving a refund from the responsible party. If the event was moved or rescheduled, the venue or promoter may set refund limitations. It is your responsibility to ascertain the date and time of any rearranged event.
5. If an event is rescheduled due to an 'Act of God' and/or Covid restrictions put in place by the local or national government, Luciano's obtains the right to offer a rescheduled date. If you decline this, Luciano bar and bistro will offer you company credit to the value of the original purchase. Strictly no refunds.
6. Food orders must be correctly submitted on checkout. Your food orders cannot be changed at a later date and your order submission is final. Due to the volume of food orders we can't adapt, amend or change any meal dishes in advance or on the day. We do not cater for anybody with allergies as all food is prepared in a fresh food kitchen.
7. The venue reserves the right to refuse admission.
8. Some of our venue space is outdoors. Parking at our venue is at your own risk and we do not take any responsibility for loss or damage of vehicles or objects.
9. Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
10. We regret that tickets cannot be exchanged or refunded after purchase.
11. Tickets are sold subject to the venue and retain the right to alter or vary the programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets.
12. Ticket prices may vary depending on the event - we may introduce discounts or promotions at any stage of the event. This will not affect your statutory rights and you will not be entitled to any backdated partial refunds if you have purchased your tickets before any special offers were introduced.
13. If this ticket is re-sold or transferred for profit or commercial gain by anyone other than the promoter, venue management, ticketing platform or one of their authorised sub-agents, it will become voidable and the holder may be refused entry to or ejected from the venue.
14. The venue may operate a No Smoking Policy.
15. We operate a zero drug tolerance policy, if you are seen with drugs in the queue, within the venue or show any signs of drug abuse, you will be refused entry and / or asked to leave the premises without a refund for the event.
16. The Venue management and ticketing platform accept no responsibility for any personal property.
17. The majority of our events are restricted 18+, please check the event listing for confirmation of this and provide valid identification upon entry.
18. We reserve the right to remove any guests from the queue or the venue that are not able to produce a valid ID on the day. Those found in breach of this are not entitled to a refund.
19. Photography and videography will be taken at the event and may be posted on our online platforms. If you would like any image of yourself removed please email us at info@lucianobarandbistro.co.uk
20. Lucianos operate a zero tolerance policy for any forms of verbal or physical abuse and/or discrimination throughout the event or towards venue staff or other guests. The Venue reserves the right to reject any person in contention of this clause without any compensation.
21. Tickets are purchased per person and we can not guarantee all grouped ticket holders tables together.
22. If you have any questions regarding any of our Covid Guidelines or T&C's please contact us prior to purchasing your ticket via Facebook Messenger or Email - info@lucianobarandbistro.co.uk