

## Terms of Use

*Last updated: 04/10/24*

### **WELCOME TO THE SAINT LOUIS SCIENCE CENTER!**

The following are the Terms of Use ("Terms") that govern the use of slsc.org (Site). These Terms, including The Saint Louis Science Center (SLSC)'s Privacy Policy, Ticket Purchase Policy (below), and any other policies, rules or guidelines that may be applicable to particular offers or features on the Site ("Additional Terms") are hereby incorporated by reference into these Terms. By using or visiting the Site, you expressly agree to be bound by these Terms and to follow these Terms and all applicable laws and regulations governing the Site. To the extent that there is a conflict between these Terms and Additional Terms for the activity in which you choose to participate, the Additional Terms shall govern. These Terms will remain in full force and effect as long as you are a user of the Site and in the event of termination of any membership, service or feature, you will still be bound by your obligations under these Terms, including any indemnifications, warranties and limitations of liability.

We reserve the right at any time to:

- Change the terms and conditions of these Terms;
- Change the Site, including eliminating or discontinuing any content on or feature of the Site
- Change any fees or charges for use of the Site.

Any changes we make will be effective immediately upon notice, which we may provide by any means including, without limitation, posting a revised version of these Terms on the Site. You can determine when these Terms were last revised by referring to the "Last Updated" legend at the top of these Terms. Your continued use of the Site after such notice will be deemed acceptance of such changes. Be sure to return to this page periodically to ensure familiarity with the most current version of these Terms.

By using or attempting to use the Site, you certify that (i) you are at least 18 years of age or, if under the age of 18, you have the consent of your parent or guardian (over the age of 18) to use the Site. If you do not meet these requirements or, if for any reason, you do not agree with all the terms and conditions contained in these Terms, please discontinue using the Site immediately.

### Registration

Some areas of the Site may require you to be or become a registered user of the Site. When and if you register to become a user, you agree to (1) provide accurate, current and complete information about yourself as prompted by our registration form (including your

email address) and (2) keep your registration information up-to-date and accurate at all times. Please read our Privacy Policy, which describes the personally identifiable information we collect, use, disclose, manage, and store. You acknowledge that for any or no reason in our sole discretion, including if any information provided by you is untrue, inaccurate, not current or incomplete, we reserve the right to terminate these Terms, your user account, and your use of the Site.

As part of the registration process, you will be asked to select a username and password. We may refuse to grant you a username for any or no reason, including for reasons alleging that a username impersonates someone else, is or may be illegal, is or may be protected by trademark or other proprietary rights law, is vulgar or otherwise offensive, or may cause confusion, as determined by us in our sole discretion. Your username and password are personal to you. You will be responsible for the confidentiality and use of your username and password, and for all activities (including purchases, as applicable) that are conducted through your account, and agree not to authorize others to use your account or otherwise transfer or resell your use of or access to the Site to any third party. We are not liable for any harm caused or related to the theft or misappropriation of your username or password, disclosure of your username or password, or your authorization of anyone else to use your username or password. If you have reason to believe that your account with us is no longer secure, you must promptly change your password by visiting <http://events.slsc.org> and immediately notify us of the problem by emailing us at [webmaster@slsc.org](mailto:webmaster@slsc.org).

## Code of Conduct

In connection with Submissions (as defined below) and your use of the Site, you agree that you will not (collectively, the “Code of Conduct”):

- Restrict or inhibit any other visitor or member from using the Site, including, without limitation, by means of “hacking” or defacing any portion of the Site.
- Use the Site or Materials for any unlawful, fraudulent, or abusive purpose.
- Express or imply that any statements you make are endorsed by us, without our prior written consent.
- Transmit (a) any content or information that is unlawful, fraudulent, threatening, abusive, libelous, defamatory, obscene or otherwise objectionable, or infringes our or any third party’s intellectual property or other rights; (b) any material, non-public information about companies without the authorization to do so; (c) any trade secret of any third party; or (d) any advertisements, solicitations, chain letters, pyramid schemes, investment opportunities or other unsolicited commercial communication (except as otherwise expressly permitted by us),
- Impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity.
- Engage in spamming or flooding.

- Transmit any software or other materials that contain any viruses, worms, Trojan horses, defects, date bombs, time bombs or other items of a destructive nature.
- Use automated means, such as bots or scripts, to access or interact with the website.
- Modify, adapt, sub-license, translate, sell, reverse engineer, decompile or disassemble any portion of the Site.
- Remove any copyright, trademark or other proprietary rights notices contained in the Site.
- “Frame” or “mirror” any part of the Site without our prior written authorization.
- Use any robot, spider, offline reader, site search/retrieval application or other manual or automatic device or process to retrieve, index, data mine or in any way reproduce or circumvent the navigational structure or presentation of the Site or its contents without our prior written consent, including with respect to any CAPTCHA displayed on the Site.
- Harvest or collect information about Site visitors or members without their express consent.
- Take any action that imposes an unreasonable or disproportionately large load on our infrastructure.

While using the Site, you agree to comply with all applicable laws, rules and regulations.

### Ownership and Restrictions on Use

The Site, including all Site software, databases, proprietary information and Materials (and any intellectual property and other rights relating thereto) including, without limitation, the selection, sequence and “look and feel” and arrangement of items, is owned and operated by SLSC in conjunction with others pursuant to contractual arrangements, and will remain the property of the Saint Louis Science Center and its licensors and suppliers. The Site is protected by U.S. and international copyright, trademark and other laws, and you acknowledge that these rights are valid and enforceable. You further acknowledge that you do not acquire any ownership rights by using the Site or the Materials.

The trademarks, logos, and service marks displayed on the Site (collectively the “Trademarks”) are the registered and unregistered trademarks of the Saint Louis Science Center, SLSC’s licensors and suppliers, and others. The Trademarks owned by SLSC, whether registered or unregistered, may not be used in connection with any product or service that is not offered by SLSC, in any manner that is likely to cause confusion with customers, or in any manner that disparages the Saint Louis Science Center. Nothing contained on the Site should be construed as granting, by implication, estoppel or otherwise, any license or right to use any Trademark without the express written permission of the Saint Louis Science Center, SLSC’s licensors or suppliers, or the third party owner of any such Trademark. Misuse of any Trademarks is prohibited, and the Saint

Louis Science Center will aggressively enforce its intellectual property rights in such Trademarks, including via civil and criminal proceedings.

## Making Purchases

Please review the **Ticket Purchase Policy** (below), which will govern your order or purchase of any tickets, products or services through the Site. If you wish to purchase products or services described on the Site (each such purchase, a “Transaction”), you will be asked to supply certain information applicable to your Transaction, including, without limitation, credit card and other information. You understand that any such information will be treated by SLSC in the manner described in our Privacy Policy. You agree that all information that you provide in connection with your purchase will be accurate, current, and complete. You agree to pay all charges incurred by you or any users of your account and credit card (or other applicable payment mechanism) at the price(s) in effect when such charges are incurred. You will also be responsible for paying any applicable taxes relating to your purchases. The sale or purchase of tickets to events, products or services may be regulated by certain state, county and city laws or regulations. You acknowledge that complying with laws is your responsibility, and

YOU AGREE NOT TO HOLD US LIABLE FOR YOUR FAILURE TO COMPLY WITH ANY LAW OR OUR FAILURE TO NOTIFY YOU OF, OR PROPERLY APPLY, ANY LAW. WE WILL COMPLY WITH LAW ENFORCEMENT AND MAY PROVIDE THEM WITH ALL INFORMATION YOU SUBMIT TO US TO ASSIST IN ANY INVESTIGATION OR PROSECUTION THEY MAY CONDUCT.

You represent and warrant that all information you provide, including but not limited to all information concerning your name, address, credit card number, and other identifying information of any nature will be true, complete, and correct. You agree that you will only use credit cards belonging to you, or organizations who expressly authorize such use, for the purpose of purchasing tickets, products, or services. You further agree that you will not attempt to conceal your identity by using multiple Internet Protocol (“IP”) addresses or email addresses to use or to purchase tickets, products, or services on the Site. By placing an order, you authorize SLSC to charge your chosen payment method for the total amount due, including applicable taxes, fees, and shipping costs. Payment for purchases on the website must be made using one of the accepted payment methods specified on the checkout page. You grant SLSC the right to provide any information you submit to third parties for purposes of facilitating the completion of Transactions initiated by you or on your behalf. Verification of information may be required prior to the acknowledgment or completion of any Transaction.

SLSC is not responsible for delays in shipping or delivery caused by factors beyond our control, including but not limited to carrier delays, weather conditions, customs delays, or international orders.

Descriptions or images of, or references to, products or services on the Site do not imply SLSC's endorsement of such products or services. We reserve the right, without prior notification, to change such descriptions or references; to honor, or impose conditions on the honoring of, any coupon, coupon code, promotional code, or other similar promotions; to bar any user from making any or all Transaction(s); to limit the order quantity on any product or service; to cancel any order for any or no reason; and/or to refuse to provide any user with any product or service. Acceptance of your order and completion of the transaction occurs when SLSC ships the purchased products to you. Verification of information applicable to a purchase may be required prior to the Saint Louis Science Center's acceptance of any order. Price, descriptions, images, and availability of any product or service are subject to change without notice. Refunds and exchanges will be subject to the Saint Louis Science Center's refund and exchange policies then in effect.

## Returns

As of the date of these Terms of use, our online store is hosted by MuzeMerch, and returns are governed by the MuzeMerch Returns and Replacements terms located [here](#).

## Information Provided by the Saint Louis Science Center

Although the Saint Louis Science Center strives to provide Materials that are both useful and accurate, the nature of the data and other information contained on the Site is subject to frequent change. In addition, the facts and circumstances of every situation differ. Accordingly, although SLSC endeavors to use reasonable care in assembling the Materials, the Materials may not be up-to-date, accurate or complete.

In addition, portions of the Materials have been contributed to the Site by various artists and other persons. The inclusion of such information does not indicate any approval or endorsement thereof, and SLSC expressly disclaims any liability with respect to the foregoing.

## Links

The Site may contain links to other Internet websites, including affiliated websites which may or may not be owned or operated by The Saint Louis Science Center. The Saint Louis Science Center has not reviewed all of the websites that are linked to the Site, and SLSC has no control over such sites. Unless otherwise explicitly stated, SLSC is not responsible for the content of such websites, any updates or changes to such sites, or the privacy or other practices of such sites, and the fact that The Saint Louis Science Center offers such links does not indicate any approval or endorsement of any material contained on any linked site or any association with its operators. You acknowledge and agree that SLSC is not responsible for the content, privacy policies, or practices of any third-party websites linked to from this Site. SLSC is providing these links to you only as a convenience.

Accordingly, we strongly encourage you to become familiar with the terms of use and practices of any linked site. Further, it is up to you to take precautions to ensure that whatever links you select or software you download (whether from the Site or other sites) is free of such items as viruses, worms, Trojan horses, defects, date bombs, time bombs and other items of a destructive nature.

YOU AGREE THAT YOUR USE OF OTHER INTERNET WEBSITES AND RESOURCES, INCLUDING WITHOUT

LIMITATION, YOUR USE OF ANY CONTENT, INFORMATION, DATA, ADVERTISING, PRODUCTS, OR OTHER MATERIALS ON OR AVAILABLE THROUGH SUCH WEBSITES AND RESOURCES, IS AT YOUR OWN RISK AND IS SUBJECT TO THE TERMS AND CONDITIONS OF USE APPLICABLE TO SUCH SITES AND RESOURCES. WE DISCLAIM ANY LIABILITY FOR ANY LOSS OR DAMAGE ARISING FROM YOUR USE OF OR RELIANCE ON CONTENT, PRODUCTS, SERVICES, OR INFORMATION AVAILABLE ON THIRD-PARTY WEBSITES.

Some links on the Site may be affiliate links, which means that SLSC may earn a commission or other compensation if you click on the link and make a purchase or complete a transaction on the linked website.

SLSC reserves the right to remove or disable any third-party links on the Site at any time and for any reason without prior notice.

### Access By Minors

The Saint Louis Science Center cannot prohibit minors from visiting this site. SLSC must rely on parents, guardians and those responsible for supervising children under 13 to decide which materials are appropriate for such children to view and/or purchase.

### Access from Outside the United States

The Site is directed to individuals residing in the United States. We make no representation that Materials available on or through the Site are appropriate or available for use in other locations. Those who choose to access the Site from other locations do so on their own initiative and at their own risk, and are responsible for compliance with local laws, if and to the extent local laws are applicable.

We reserve the right to limit the availability of the Site and/or the provision of any service, program, film or other product described thereon to any person, geographic area or jurisdiction, at any time and in our sole discretion, and to limit the quantities of any such service, program, film or other product that we provide.

### Termination

These Terms shall remain effective until terminated in accordance with its terms. We reserve the right to immediately terminate these Terms, and/or your access to and use of the Site or any portion thereof, at any time and for any reason, with or without cause. Upon

termination of these Terms, your right to use the Site shall immediately cease, and you shall destroy all Materials obtained from the Site and all copies thereof, whether made under these Terms or otherwise. You agree that any termination of your access to or use of the Site may be effected without prior notice, and that the Saint Louis Science Center may immediately deactivate or delete your password and user name, and all related information and files associated with it, and/or bar any further access to such information or files. You agree that SLSC shall not be liable to you or any third party for any termination of your access to the Site or to any such information or files, and shall not be required to make such information or files available to you after any such termination.

### Suspected Violation of these Terms or Law; Injunctive, Equitable Relief, and Liquidated Damages

Violations of these Terms, including unauthorized use of the Site, may be investigated and appropriate legal action may be taken, including without limitation civil, criminal and injunctive redress. You understand and agree that in The Saint Louis Science Center's sole discretion, and without prior notice, SLSC may terminate and block your access to the Site or to The Saint Louis Science Center's other services, cancel your ticket, product, service or merchandise order and/or tickets, product, service or merchandise acquired through your order, refuse to honor pending and future purchases made from all credit card accounts or online accounts SLSC believes may be associated with you, cancel a ticket, product, service or merchandise order associated with any person acting or believed to be acting in concert with you, remove any unauthorized Submissions or exercise any other remedy available, if SLSC believes that your conduct or the conduct of any person with whom SLSC believes you act in concert, or the Submissions you provide violates or is inconsistent with these Terms or the law, or violates the rights of SLSC, a client of SLSC or another user of the Site. Violating any limitations or terms on the Site, including but not limited to utilizing automated means to process or place ticket, products or services orders or ordering a number of tickets, products or services that exceeds the stated limit will be deemed to be a violation of these Terms. If we are unable to verify or authenticate any information or tickets, products or services you provide during any registration, ordering, purchase, ticket posting, sale, authentication, delivery, payment or remittance process, or any other process, or if we are no longer able to verify or authorize your credit card or bank account information, your tickets may be cancelled, we may refuse to honor all pending and future purchases of any kind made on such credit card accounts and/or on any online accounts associated with such credit card accounts, and you may be prohibited from using the Site.

You agree that monetary damages may not provide a sufficient remedy to SLSC for violations of these Terms and you consent to injunctive or other equitable relief for such violations.

You agree that abusive use of the Site, as defined above, causes damage and harm to The Saint Louis Science Center in the form of, among other things, impaired goodwill, lost sales, and increased expenses associated with responding to abusive use of the Site. You further agree that monetary damages for abusive use of the Site are difficult to ascertain and that proof of monetary damages for abusive use would be costly and difficult to calculate.

The Saint Louis Science Center is not required to provide any refund to you if it exercises any of its rights or remedies because you have violated these Terms or any of SLSC's rights. Additionally, we reserve the right, in our sole discretion, to modify, suspend or discontinue any part of this Site at any time, with or without notice to you. We also reserve the right, in our sole discretion, to impose limits on certain features and services and to restrict access to any part or to the entire Site without notice to you. We shall not be liable to you or any third party for any claim or cause of action arising out of our exercise of the foregoing rights.

## Disclaimers

THE SITE, THE MATERIALS ON THE SITE, AND ANY PRODUCT OR SERVICE OBTAINED THROUGH THE SITE IS PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, SLSC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SITE, THE MATERIALS, AND ANY TICKET, PRODUCT OR SERVICE OBTAINED THROUGH THE SITE, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, ACCURACY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTIES THAT MAY ARISE FROM COURSE OF DEALING, COURSE OF PERFORMANCE OR USAGE OF TRADE.

Applicable law may not allow the exclusion of implied warranties, so the above exclusions may not apply to you.

THE SAINT LOUIS SCIENCE CENTER DOES NOT WARRANT THAT YOUR USE OF THE SITE WILL BE UNINTERRUPTED, ERROR-FREE OR SECURE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SITE, THE SERVER(S) ON WHICH THE SITE IS HOSTED IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. YOU ACKNOWLEDGE THAT YOU ARE RESPONSIBLE FOR OBTAINING AND MAINTAINING ALL TELEPHONE, COMPUTER HARDWARE AND OTHER EQUIPMENT NEEDED TO ACCESS AND USE THE SITE, AND ALL CHARGES RELATED THERETO. YOU ASSUME ALL RESPONSIBILITY AND RISK FOR YOUR USE OF THE SITE AND YOUR RELIANCE THEREON. NO OPINION, ADVICE OR STATEMENT OF SLSC, WHETHER MADE ON THE SITE OR OTHERWISE, SHALL CREATE ANY WARRANTY.

THE SAINT LOUIS SCIENCE CENTER DOES NOT WARRANT, ENDORSE, GUARANTEE, OR ASSUME RESPONSIBILITY FOR ANY PRODUCT OR SERVICE ADVERTISED OR OFFERED BY

A THIRD PARTY THROUGH THE SITE OR ANY HYPERLINKED SITE, OR FEATURED IN ANY BANNER OR OTHER ADVERTISING, AND SLSC WILL NOT BE A PARTY TO OR IN ANY WAY MONITOR ANY TRANSACTION BETWEEN YOU AND THIRD-PARTY PROVIDERS OF PRODUCTS OR SERVICES. AS WITH THE PURCHASE OF A PRODUCT OR SERVICE THROUGH ANY MEDIUM OR IN ANY ENVIRONMENT, YOU SHOULD USE YOUR BEST JUDGMENT AND EXERCISE CAUTION WHERE APPROPRIATE. YOUR USE OF THE SITE AND ANY MATERIALS PROVIDED THROUGH THE SITE ARE ENTIRELY AT YOUR OWN RISK.

The Site, Materials or Forums could include inaccuracies or errors, or information or materials that violate these Terms (specifically, the Code of Conduct above). Additionally, unauthorized alterations could be made by third parties to the Site, Materials or Forums. Although we attempt to ensure the integrity of the Site, we make no guarantees as to the Site's completeness or correctness. If a situation arises in which the Site's completeness or correctness is in question, please contact us at [webmaster@slsc.org](mailto:webmaster@slsc.org) with, if possible, a description of the material to be checked and the location (URL) where such material can be found on the Site, as well as information sufficient to enable us to contact you. We will to address your concerns as soon as reasonably practicable.

### Limitation of Liability

NEITHER THE SAINT LOUIS SCIENCE CENTER NOR ANY OF OUR AFFILIATES, SUPPLIERS, ADVERTISERS OR SPONSORS, NOR OUR OR THEIR DIRECTORS, OFFICERS, EMPLOYEES, CONSULTANTS, AGENTS OR OTHER REPRESENTATIVES, ARE OR WILL BE RESPONSIBLE OR LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE OR OTHER DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS, LOSS OF DATA OR LOST PROFITS), UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY ARISING OUT OF OR RELATING IN ANY WAY TO THE SITE AND/OR MATERIALS CONTAINED ON THE SITE, ANY LINKED SITE OR ANY PRODUCT OR SERVICE PURCHASED THROUGH THE SITE. WITHOUT LIMITING THE FOREGOING, YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT THE SAINT LOUIS SCIENCE CENTER SHALL HAVE NO LIABILITY OR RESPONSIBILITY WHATSOEVER FOR (I) ANY FAILURE OF ANOTHER USER TO THE SITE TO CONFORM TO THE CODES OF CONDUCT, (II) PERSONAL INJURY OR PROPERTY DAMAGE, OF ANY NATURE WHATSOEVER, WHETHER ARISING IN CONTRACT OR IN TORT, RESULTING FROM YOUR ACCESS TO AND USE OF OUR SITE, INCLUDING ANY CLAIM, CAUSE OF ACTION, OBLIGATION, LIABILITY, RIGHT, OR REMEDY WHETHER OR NOT ARISING FROM THE NEGLIGENCE OF SLSC, (III) ANY UNAUTHORIZED ACCESS TO OR USE OF OUR SECURE SERVERS AND/OR ANY AND ALL PERSONAL INFORMATION AND/OR FINANCIAL INFORMATION STORED THEREIN, (IV) ANY INTERRUPTION OR CESSATION OF TRANSMISSION TO OR FROM OUR SITE, (V) ANY BUGS, VIRUSES, WORMS, TROJAN HORSES, DEFECTS, DATE BOMBS, TIME BOMBS OR OTHER ITEMS OF A DESTRUCTIVE NATURE WHICH MAY BE TRANSMITTED TO OR THROUGH OUR SITE BY ANY

THIRD PARTY, (V) ANY ERRORS, MISTAKES, INACCURACIES OR OMISSIONS IN ANY MATERIALS, OR FOR ANY LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF THE USE OF ANY MATERIALS POSTED, EMAILED, TRANSMITTED OR OTHERWISE MADE AVAILABLE VIA THE SITE, AND/OR (VI) ANY LOST, STOLEN OR DAMAGED TICKETS. YOUR SOLE AND EXCLUSIVE REMEDY FOR DISSATISFACTION WITH THE SITE OR MATERIALS OR ANY LINKED SITE IS TO STOP USING THE SITE, MATERIALS, OR LINKED SITE, AS APPLICABLE. THE MAXIMUM LIABILITY OF SLSC, AND YOUR SOLE AND EXCLUSIVE REMEDY, FOR ALL DAMAGES, LOSSES SUFFERED BY YOU AND CAUSES OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE) OR OTHERWISE, SHALL BE THE TOTAL AMOUNT PAID BY YOU, IF ANY, TO ACCESS THE SITE. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### Indemnification

You agree to indemnify, defend and hold The Saint Louis Science Center, its affiliates, licensors, suppliers, advertisers and sponsors, and their respective directors, officers, employees, consultants, agents and other representatives, harmless from and against any and all claims, damages, losses, costs (including reasonable attorneys' fees) and other expenses that arise directly or indirectly out of or from (a) your breach of these Terms, including any violation of the Code of Conduct, above; (b) any allegation that any Submissions or other materials you submit to us or transmit to the Site infringe or otherwise violate the copyright, trademark, trade secret or other intellectual property or other rights of any third party; and/or (c) your activities in connection with the Site.

### Disputes

If you have a dispute and your dispute involves the Site, an event or a ticket for an event then the dispute will be governed by the laws of the State of Missouri without regard to its conflict of law provisions and you consent to personal jurisdiction, and agree to bring all actions, exclusively in a state or federal court located in Saint Louis, Missouri

### U.S. Export Controls

This Site and software derived from this Site is further subject to United States export controls. No software from this Site may be downloaded or otherwise exported or re-exported: (i) into (or to a national or resident of any country to which the U.S. has embargoed goods; or (ii) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Commerce Department's Table of Deny Orders. By using the Site or any software derived there from, you represent and warrant that you are not located in, under the control of, or a national or resident of any such country or on any such list.

## Privacy

We believe that your privacy and the privacy of all our users is important. These Terms are subject to the Privacy Policy, which is hereby incorporated by reference. The Saint Louis Science Center will not be responsible or otherwise liable for any use or disclosure of your contact information, or financial information, by a third party to whom SLSC is allowed to disclose your contact information under the Privacy Policy.

## Questions

If you have any questions, comments or complaints regarding these Terms or the Site, feel free to contact us at:

The Saint Louis Science Center

(314) 289-4400

5050 Oakland Avenue

[webmaster@slsc.org](mailto:webmaster@slsc.org)

Saint Louis, MO 63110

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## Ticket Purchase Policy

Revised: April 10, 2024

Our goal at The Saint Louis Science Center (SLSC) is to make your purchasing experience easy, efficient and equitable, so we can get you on your way to your events as quickly as possible. The following purchase policies are designed to ensure your satisfaction and understanding of the purchase process on <https://events.slsc.org>. If you have any questions about the information below, please contact us. This Purchase Policy is subject to, and incorporates by this reference, the Terms of Use, our Privacy Policy and the terms of our third-party ticketing service provider Ticketure (<https://tixtrack.com/ticketure-timed-entry-ticketing/>). Each ticket that you purchase is a revocable license to attend a particular event and is subject to these terms.

*Currency: All prices are stated in U.S. Dollars.*

### Payment Methods

The Saint Louis Science Center accepts several methods of payment to accommodate your needs. SLSC accepts American Express, Visa, MasterCard and Discover for qualifying events. Other payment methods may include payment by check or the use of ApplePay, or GooglePay. Tickets obtained from unauthorized sources may be lost, stolen or counterfeit, and if so are void.

### Pricing and Availability

Tickets are generally sold through several distribution points, including online, the Saint Louis Science Center Reservations call-center, and the onsite SLSC box office. Most distribution points access the same ticketing system and inventory. Ticket availability is subject to capacity limits and may vary based on factors such as exhibition schedules, special events, and operating hours. Therefore, tickets for popular events may sell out quickly. Occasionally, additional tickets may be available prior to the event.

### Order Confirmation

Upon successful completion of your ticket purchase, you will receive a confirmation email containing your ticket(s) and relevant details, such as the date and time of your visit. Please present your ticket confirmation (either printed or digital) at SLSC's entrance for admission. If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm with The Saint Louis Science Center customer service staff whether your order has been placed. Only you may be aware of any problems that may occur during the purchase process. SLSC will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

## Convenience Charges and Order Processing Fees

Tickets purchased on SLSC sites may be subject to a per ticket convenience charge and/or a non-refundable per order processing fee. In some cases, delivery prices will also be owed. Purchaser may be able, in some instances, to purchase tickets directly from the venue box office without paying a convenience fee.

## Number of Tickets Per Customer or "Ticket Limits"

At our discretion, when purchasing tickets on SLSC sites, you are limited to a specified number of tickets for each event (also known as a "ticket limit"). This ticket limit is posted during the purchase process and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices.

## Refunds and Exchanges

Before purchasing tickets, carefully review your event selection. No refunds will be issued for no-shows, or missed events, or for lost, stolen damages, or destroyed tickets. You agree that you will not attempt to evade, avoid, or circumvent those prohibitions in any manner regarding tickets you purchased.

## Cancelled and Postponed Events

Occasionally, events are canceled or postponed. For exact instructions regarding refunds on any canceled or postponed event, please check the event information online or contact us (314) 289-4400.

- If an event is canceled, and you purchased your ticket through this site or the Saint Louis Science Center Reservations Office, we will issue you a refund within 2 business days of the cancellation.
- If the event was moved or rescheduled, please contact us for more information or to request a refund if you cannot attend the rescheduled event. Please make sure to include/provide your account number or order number so we can expedite your refund if applicable.
- If we issue you a refund for a ticket, we will issue a refund of the ticket's face value paid (or, if a discounted ticket, then instead the discounted ticket price paid) minus all service fees, delivery fees and any convenience charge. The Saint Louis Science Center will not be liable for travel or any other expenses that you or anyone else incurs in connection with a cancelled or postponed event.

## Billing Information Verification

By completing the ticket purchase process, you agree to authorize SLSC to charge your chosen payment method for the total amount due, including any applicable taxes and fees. Orders are processed only after a billing address, and other billing information, has been verified. Occasionally, we receive incorrect billing or credit card account information

for a ticket order that can delay processing and delivery. In these cases, the Saint Louis Science Center customer service staff will attempt to contact you, using the information provided at the time of purchase. If the Saint Louis Science Center is unable to reach you after its initial attempt, SLSC may cancel your order and may sell your tickets to another customer without further notice.

### Pricing and Other Errors

If the amount you pay for a ticket is incorrect, regardless of whether because of an error in a price posted on this website or otherwise communicated to you, or you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale, then SLSC will have the right to cancel that ticket (or the order for that ticket) and refund to you the amount that you paid. This will apply regardless of whether because of human error or a transactional malfunction of this website or other SLSC operated system.

### Multiple Browser Windows

When ordering tickets online with SLSC, please ensure you are looking for tickets and placing an order using only one browser window. Looking up tickets using multiple browser windows could result in losing your tickets.

### Limitation of Liability

Stay alert at all times before, during and after a performance. If there is a problem, immediately ask a staff member for directions to first aid or ask for a security officer. You voluntarily assume all risks and danger incidental to the event for which the ticket is issued, whether occurring before, during or after the event, and you waive any claims for personal injury or death against the Saint Louis Science Center, its management, governance board members, facility, staff, the artists, participants, and all of their respective parents, affiliated entities, agents, officers, directors, owners and employees on behalf of yourself and any accompanying minor. You bear all risks of inclement weather. Event date and time are subject to change.

By the use of this ticket and attendance at the Saint Louis Science center, you acknowledge and assume any possible risk and/or danger incidental to the activities and exhibits which make up the Saint Louis Science Center experience, whether occurring during or subsequent to participation. Participation includes visiting and/or participating in any special exhibition, and/or activity in any location in the Saint Louis Science Center, including but not limited to, OMNIMAX® Theater, James S. McDonnell Planetarium and all public areas in or at the Saint Louis Science Center, including, without limitation, walkways, driveways and parking areas, The holder of the ticket release and holds harmless the Saint Louis Science Center, its affiliates, sponsors, agents, employees and independent contractors from any liability fo any personal injury, property damage or

other loss suffered as a result of participation in the Saint Louis Science Center experience.

### License; Ejection and Cancellation; No Redemption Value

Admission to SLSC is subject to compliance with all applicable entry requirements, including but not limited to security screenings and health and safety protocols. The Saint Louis Science Center and any Event Providers reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person from the premises who does not comply with SLSC's entry requirements or whose conduct management deems disruptive, disorderly, who uses vulgar or abusive language or who fails to comply with SLSC or Event Provider rules. Breach of terms or rules will terminate your license to attend the event without refund. A ticket is a revocable license and admission may be refused upon refunding the ticket's face amount. A ticket is not redeemable for cash.

### Recording, Transmission and Exhibition

You agree not to record or transmit, or aid in recording or transmitting, any description, account, picture, or reproduction of the event. You agree that the event for which you purchase tickets is a public event, that your appearance and actions inside and outside the venue where the event occurs are public in nature, and that you have no expectation of privacy regarding your actions or conduct at the event. You grant permission to the Saint Louis Science Center and any Event Provider(s) to utilize your name, image, likeness, acts, poses, plays, appearance, movements, and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the event (regardless of whether before, during or after the event) for any purpose, in any manner, in any medium or context now known or hereafter developed, without further authorization from, or compensation to, you or anyone acting on your behalf. In conformance with some local requirements or certain facility rules, alcoholic beverages, illegal drugs, controlled substances, concealed weapons, laser pointers, strobe lights, irritants (e.g., artificial noisemakers), bundles and containers of any kind may not be brought into the premises.

### You Are Subject to Search

You and your belongings may be searched on entry to the event. You consent to such searches and waive any related claims that may arise. If you elect not to consent to such searches, you may be denied entry to the event without refund or other compensation. Under certain facility rules, certain items may not be brought into the premises, including without limitation, alcohol, drugs, concealed weapons, controlled substances, bundles and containers.

## Unlawful Re-Sale of Tickets; Commercial Purposes

Unlawful resale (or attempted resale), counterfeit or copy of tickets is grounds for seizure and cancellation without compensation. In addition, the Saint Louis Science Center reserves the right to restrict or deny ticket purchasing privileges to anyone that SLSC determines to be, or has been, in violation of this policy. Because SLSC does not guarantee the authenticity of tickets purchased from any non-authorized third party reseller (such as brokers or individuals), the Saint Louis Science Center recommends that you purchase tickets directly through SLSC, authorized partners or from the venue box office to ensure ticket authenticity. Tickets may not be used for advertising, promotions, contests or sweepstakes, unless authorization is given by the Event Provider, provided that even if such consent is obtained, any use of the Saint Louis Science Center's trademarks and other intellectual property is subject to SLSC's consent.