

Terms and Conditions

Please find below our terms and conditions.

These pages together with our Privacy Policy set out all the terms and conditions upon which Selfie Museum provides entry to the Museums to you and your guests (“you” or “your”) (the “Terms”). Please read these Terms carefully before buying a ticket to the Selfie Museum. By buying a Ticket, you agree to be bound by these Terms.

These Terms apply to the sale of Tickets only and do not apply to the sale of products from Selfie Museum.

1. Definitions

“Allocated Entry Time” is the time allocated to you when you book your Ticket, as written on your confirmation e-mail, and a period of no more than 15 minutes before and after this time.

“Jade Helm Sdn Bhd” refers to the company that owns and manages the Selfie Museum.

An “E-ticket” contains a QR code and is included in your Order Confirmation for tickets purchased from the Selfie Museum website. You need to bring it with you to be scanned at the entrance to Selfie Museum.

“Order Confirmation” is an e-mail containing either your Order Number or an E-ticket.

Your “Order Number” is your proof of purchase and is needed at the entrance of the Selfie Museum. It will be exchanged for a paper ticket or tickets at the entrance.

“Promotional Offer Tickets” are deemed to be Tickets at a discounted price as offered from time to time by the Museums, subject to certain conditions and accessed using a given promotional code.

“Ticket / Tickets” permit entrance to the Selfie Museum, subject to the conditions below, and are issued at the entrance to the Selfie Museum.

“We” refers to Jade Helm Sdn Bhd and to Selfie Museum staff acting on its behalf.

2. Purchasing tickets online

Please ensure you select your correct date prior to checkout. A charge of RM20 will be applied every time a booking is changed.

Payment must be made in full at the time of buying a Ticket either by credit card or debit card.

Upon purchase of a Ticket from our website:

- You will receive an Order Confirmation email with an Order Number on it. This Order Number constitutes your proof of purchase.
- Please check that you have received an e-mail containing this Order Number. We take no responsibility should you not receive this email due to reasons outside our control e.g. junk or spam filtering.
- The Order Number must be presented at the main entrance to the Roman Baths at the Allocated Entry Time where it will be exchanged for entrance tickets.

It is your responsibility to check the accuracy of the details on your email confirmation as mistakes cannot always be rectified. When you receive your email confirmation, please keep your Order Number or E-ticket in a safe place as we cannot be held responsible for your failure to present your Order Number or E-ticket, or for apprehension of it by a third party who uses it prior to your arrival.

Only Tickets purchased directly from us or one of our authorised distributors are valid for admission. Tickets purchased from unauthorised third parties, including online auction sites, are not valid for entry.

If you miss your Allocated Entry Time by more than 30 minutes you are not guaranteed entry. Staff will advise you of the next available time slot but at busy times it may not be possible to find a time on the same day, in which case it will be necessary to re-book an Allocated Entry Time.

Once an Allocated Entry Time has been issued, if you need to change the day and/or time of entry it will be necessary to contact 012-387 8968. A charge of RM20 will be applied every time a Ticket is changed.

We reserve the right to amend your Allocated Entry Time once it has been issued to you but we will endeavour to notify you as soon as we become aware that this is necessary. Should we have to significantly amend your Allocated Entry Time (i.e. by four (4) hours or more), you may choose to accept the new Allocated Entry Time, arrange another mutually agreeable Allocated Entry Time with us via our telephone booking line or cancel the Ticket whereupon we will refund you all the monies you have paid to us for the Ticket(s) but no further compensation will be paid.

If you require further assistance with your booking, please forward queries to:
operation@selfie.com.my

Tickets – General Terms

3. Ticket Price

The price of Tickets may vary from time to time. Our prices are as stated on our website but are liable to change at any time. When buying a Ticket the total price will be confirmed. We reserve

the right to correct any pricing errors even after we have sent you the email confirmation although we will endeavour to do so as soon as we become aware of the error.

4. Ticket prices are in Malaysian Ringgit and are SST exempt

From time to time, we may decide at our absolute discretion to issue tickets under special promotions (“Promotional Offer Tickets”) but Promotional Offer Tickets will be available subject to availability and subject to any terms and conditions that affect the particular promotion.

If tickets are bought on behalf of other guests, the buyer accepts these Terms and Conditions on behalf of every guest and shall ensure that these Terms and Conditions are complied with by each person in the group.

5. Refunds

Tickets are purchased under the condition that they are non-refundable. However, we can amend the booking to a more convenient date and time during the current calendar year, subject to availability, for an admin fee of RM20.00. Should you wish to rebook or amend an order, you can contact our Bookings Office by e-mail or by telephone on 012-387 8968 from Monday – Friday, 10.00am to 9.45pm.

6. Our Status

We may provide links on our site to the websites of other companies, whether affiliated with us or not. We cannot give any undertaking that products you purchase from third party sellers through our site, or from companies to whose website we have provided a link on our site, will be of satisfactory quality, and any such warranties are disclaimed by us absolutely. This disclaimer does not affect our statutory rights against the third party seller.

7. Children

Children aged 14 or under must be accompanied by a person aged 16 years or over whilst in or in the vicinity of the Museums. Such children shall remain under the control and supervision of a person aged 16 or over at all times. Staff may ask for proof of age before accepting admission.

8. Your Conduct

Whilst You and other Ticket holders are visiting the Selfie Museum, You and your guests must comply with all directions of our staff, relevant health and safety notices, policies and announcements made available to You.

Jade Helm Sdn Bhd, acting reasonably at all times, reserves the right to refuse admission to the Selfie Museum, ban from entry to the Selfie Museum, or remove from the Selfie Museum without any right to a refund any person whose presence or behaviour may affect the enjoyment and/or safety of other guests or staff: or who acts in an inappropriate and/or undesirable manner whilst travelling to the Selfie Museum, where such behaviour has been reported to the Staff; uses violent, aggressive, threatening, abusive, discriminatory or insulting words or behaviour or

in any way behaves in a manner which may provoke a breach of the peace; climbs or stands upon barriers, walls, roofs, exhibits or any other features at the Selfie Museum.

If any visitor in breach of any of these Terms and Conditions is a member of a group, then such group of individuals may also, at Jade Helm Sdn Bhd's sole discretion, be denied entry or escorted from the Selfie Museum without any right to a refund.

We shall have the right to refuse admission or to eject you and any other Ticket holder from the Selfie Museum if in our reasonable opinion, granting you admission might be a risk to our property, the safety of others and/or affect the enjoyment of the Museum by others and in particular (but without limitation) where there is a breach of the following:

- No smoking, including e-cigarettes;
- No pets or animals except for guide dogs, hearing dogs and registered assistance dogs;
- No consumption of food or drink in areas open to the public, other than water in transparent containers. For the avoidance of doubt, hot drinks may not be carried on site or consumed on the premises, for the safety of other visitors.
- No offensive weapons;
- No access to any area of the Museums other than areas designated for access by Visitors;
- No unnecessary noise (whether from mobile phones or personal stereos or otherwise) or behaviour likely to annoy or offend other visitors or intimidate the Museum staff;
- No use of illegal drugs or consumption of alcohol except in authorised places;
- No use of roller skates, roller blades, roller-shoes, children's sitting toys, toy weapons or throwing toys is permitted in the Museums.

9. Clothing Policy

You are required to remain fully clothed while at the Selfie Museum and this is to include the wearing of tops and footwear at all times. This is both for your own comfort and for the benefit of other visitors to the Museum. We reserve the right to ask you to remove items of clothing that we deem to display inappropriate messages or images, or we deem likely to cause offence in any way. Refusal to do so will entitle us to refuse you entry to the Selfie Museum or remove you from the Selfie Museum.

10. Security

Selfie Museum reserves the right to refuse admission and may on occasion conduct security searches to ensure the safety of visitors.

To prevent offensive weapons or dangerous articles from being brought into the Museum you are admitted to the Selfie Museum subject to the condition that, if requested to do so, you will allow yourself and/or your belongings to be searched. It is prohibited to bring into the Museum any weapons, fireworks, smoke bombs, glass bottles or other articles which may cause injury. The throwing of any article which could cause injury or affect the enjoyment of other guests is

strictly prohibited. Any person found to be in possession of an article deemed to be offensive or dangerous will be immediately escorted from the Museum without any right to a refund and The Council reserves the right to make reports to the relevant authorities which may lead to prosecution.

The consumption of intoxicating liquor is permitted only at authorised events held by the Selfie Museum. Accordingly, intoxicating liquor may not be taken into the Selfie Museum except with the express permission of Jade Helm Sdn Bhd and any persons found possessing alcohol, or who appear to be under the influence of alcohol may be refused admission to the Museum or escorted from the Museum without any right to a refund. The use of illegal substances is strictly prohibited and any persons found possessing, using or who appear to be under the influence of illegal substances will be refused admission or escorted from the Selfie Museum without any right to a refund.

CCTV cameras are used to assist in the proper running of the Selfie Museum. However, we do not make any representation as to the extent of coverage provided by the cameras. All items, belongings and other property brought into the Selfie Museum by you are at your own risk and we accept no liability for any loss or damage to such property. As such, we recommend that you do not bring valuables to the Selfie Museum.

11. Photography

From time to time we or other authorised third parties may carry out photography and/or other recording at the Museum and any images and/or recordings may feature visitors. You consent to the use of such images and/or recordings by us in connection with advertising, promoting the Selfie Museum (such as on the Selfie Museum website, social media sites and pages, partner sites, outdoor advertising and brochures for the Selfie Museum), and for our internal purposes, and in doing so, you allow us to edit, modify, publish and make available such images and/or recordings. You acknowledge and agree that you will not receive compensation if we use such images and/or recordings for the purposes set out above.

If any visitors to the Selfie Museum are under 18, you, being the parent or legal guardian of such persons, also consent to the use of their image and/or recordings for the purposes set out above. You acknowledge that the copyright in such images and/or recordings rests with us and/or any authorised third party and accordingly you grant us and/or any authorised third party all rights in any images and/or recordings of you and/or your children. You shall promptly execute such documents and perform such acts as may be required for the purposes of giving full effect to the foregoing.

Unless it is expressly prohibited, you are permitted to take personal photographs and recordings within the Selfie Museum provided that these are solely for private use and are not sold or used for any commercial or public purpose. The use of tripods in public areas is not permitted during opening hours and prior arrangements must be made if you wish to use a tripod.

By accepting these Terms and Conditions, you acknowledge that Jade Helm Sdn Bhd may on demand have access to photographs taken and video footage captured by you and request that certain photographs and/or footage are deleted if they are deemed to be offensive to or infringe the privacy of other guests and/or staff. By accepting these Terms and Conditions, you agree not to intentionally photograph and/or capture video footage of any individual without that person's permission and you must adhere to all photography/filming restrictions in place from time to time whilst within the Selfie Museum.

From time to time Jade Helm Sdn Bhd or other authorised parties carry out photography and/or video recording in the Selfie Museum, which may feature guests. Entry to the Selfie Museum is deemed acceptance of these Terms and Conditions, and you therefore agree that Jade Helm Sdn Bhd or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with Jade Helm Sdn Bhd or such authorised party (as the case may be).

12. Our Liabilities

Our liability for losses you suffer as a result of us breaching these Terms and Conditions between us is strictly limited to the purchase price of the Tickets you booked and any losses which are a foreseeable consequence of us breaching the contract at the date the Tickets were bought. Losses are foreseeable where they could be contemplated by you and us at the time of purchasing your Ticket having regard to the information which was available at that time. This does not exclude or limit in any way our liability for death or personal injury caused by our negligence or that of our employees (if acting within the course of their employment), agents or suppliers (if carrying out the work which they were contracted to do); or any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.

We are not responsible for indirect losses which occur as a side effect of the main loss or damage, or for any losses that fall into the following categories: loss of income or revenue, loss of business, loss of profits or contracts, loss of data or waste of management or office time, loss of goodwill, disappointments or emotional distress and/or any other loss or damage which was not reasonably foreseeable by us at the date the Ticket was bought, however arising and whether caused by tort (including negligence), breach of contract otherwise, even if foreseeable.

Where part of the services you have paid for in connection with the Selfie Museum are provided by a third party supplier, that supplier's individual liability will be set out in their own terms and conditions. You may request from the supplier directly copies of any relevant terms and conditions. For the avoidance of doubt, we do not accept liability for acts or omissions by you or any person(s) on behalf of whom you have placed a booking or unconnected third parties or suppliers of services which do not form part of the contract between you and us.

13. Our commitment to provide a service

You are reminded that from time to time parts of the Selfie Museum may be closed and certain exhibits may be removed for maintenance or for technical reasons. Tickets will not be refunded and no compensation will be paid in the event of any such closure or removal.

We will use our reasonable endeavours to be open and operational during published opening hours but reserve the right to close the Selfie Museum on any given day, whether for security or any other reason, without notice. In the event of such closure, any Tickets issued for use only on the day of closure will be exchanged or refunded by Jade Helm Sdn Bhd at the price paid for them but no further compensation will be paid.

Jade Helm Sdn Bhd will endeavour to ensure that as much of the Selfie Museum as possible is open for visitors. However, Jade Helm Sdn Bhd reserves the right, without prior notice, to close and change parts of the Selfie Museum's opening hours.

Jade Helm Sdn Bhd in its absolute discretion reserves the right to close the whole or any part of the Selfie Museum at any time or to restrict the number of persons having access to the Selfie Museum.

14. Events Outside Our Control

Subject to applicable law, we shall have no liability to You if we are prevented from, or are delayed in performing our obligations under any contract or from carrying on our business by acts, events, omissions or accidents beyond our reasonable control, including (but not limited to) strikes, lock-outs or other industrial disputes (whether involving our employees or any other party), failure of a utility service or transport network, war, riot, civil commotion, malicious damage, compliance with any law or government order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.

15. How we use your personal information

We only use your personal information in accordance with our Privacy Policy. For details, please see our Privacy Policy. Please take the time to read these, as they include important terms which apply to you.

16. Variation

We have the right to revise and amend these Terms and Conditions from time to time by notifying you or placing updated Terms and Conditions on the website. You may not vary these Terms and Conditions unless agreed in writing with us. You will be subject to the Terms and Conditions in force at the time that you bought Tickets to the Selfie Museum. You may wish to print a copy of these Terms and Conditions with a date-stamp for future reference.

17. Waiver

If we fail, at any time, to insist upon the strict performance of any of your obligations under any of these Terms and Conditions, or if we fail to exercise any of the rights or remedies to which we

are entitled, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations.

18. Severability

If any of these Terms and Conditions is determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

19. Entire Agreement

These Terms and Conditions and any document referred to in them constitutes the whole agreement between us and supersedes all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the subject matter of these Terms and Conditions.

You acknowledge that, in agreeing to these Terms and Conditions, you do not rely on any representation or warranty (whether made innocently or negligently) that is not set out in these Terms and Conditions. Nothing in this clause excludes liability for fraud.

20. Law and Jurisdiction

These Terms and Conditions are governed by Malaysian law. Any dispute arising from, or related to, such Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Malaysian.