

DragonBird Online Shows Terms and Conditions

DragonBird at Home is a service that allows customers to access content streamed over the Internet to Internet connected devices.

The Terms & Conditions dictate your use of this service. In these Terms & Conditions “DragonBird at Home” means all features, interfaces and content related to the online shows provided by DragonBird Theatre.

1. **Subscription** (subscribers only)

1.1. Your DragonBird at Home subscription will auto renew on the schedule you have selected until terminated. In order to use DragonBird at Home you must have an internet connection and internet device. Your subscription requires a valid method of payment. Unless you cancel (see "Cancellation" below), you authorise DragonBird Theatre to charge the subscription cost for each billing cycle to your selected method of payment.

2. **On Demand** (on demand customers only)

2.1. Your DragonBird On Demand purchase entitles you to anytime streaming access to your chosen DragonBird show on any device connected to the internet. Your purchase requires a valid method of payment. You authorise DragonBird Theatre to charge you a one off cost for the purchase of the content.

3. **Billing and Cancellation**

3.1. **Billing Cycles** (subscribers only). The subscription cost for DragonBird at Home will be charged to your selected method of payment on the date listed on your account page. The length of your billing cycle depends on the type of subscription that you have signed up for. Your payment date may change if your method of payment has not been accepted, if you change your subscription plan or if your subscription began on a date not available in another month (i.e. 31st). If you have purchased a subscription during a free trial promotion, your subscription charge will occur at the end of your free trial (e.g. 30 days).

3.2. **Payment Methods**. DragonBird at Home may charge your on demand charge or subscription fee to your selected method of payment associated with your account. You are responsible for uncollected fees. If your payment method expires, has insufficient funds, or is blocked or frozen by your bank, we may temporarily halt access to DragonBird at Home. For some methods of payment you may be charged transaction or processing fees from your third party payment service. Check their terms and conditions for details.

3.3. **Updating your method of payment** (subscribers only). Currently, you cannot update your payment method details. To edit the details, your subscription plan must be cancelled and purchased again. You can do this by visiting the ‘My subscriptions’ page and selecting ‘Cancel subscription’, or by getting in touch with us directly.

3.4. **Cancellation**. You can cancel your DragonBird at Home subscription at any time by following the instructions on our FAQ page. You will be able to choose whether to continue access to DragonBird at home until the end of your billing cycle, or cancel your subscription immediately. Subscription payments are nonrefundable regardless of unwatched content or unused subscriptions.

3.5. **Changes to Subscription costs or plans**. We may change our on demand and subscription costs or plans in the future. Subscribers will receive notice of any changes in price to

subscriptions plan with at least 30 days notice.

4. DragonBird at Home Service

4.1. You must be 18 or over to purchase a DragonBird at Home monthly subscription or on demand show. Children using the service must be supervised by an adult.

4.2. DragonBird at Home content is for your personal use only. You may not share it with individuals beyond your household. Your purchase/subscription allows you a limited, non-exclusive, non-transferable and noncommercial right to view DragonBird at Home content. No right, interest or title may be transferred to you, and you agree not to use the service for public performances unless you have a prior agreement with DragonBird at Home.

4.3. You may not download, reproduce, archive, distribute, display, modify, publish, perform, create derivative works from, license, or offer for sale DragonBird at Home content. You may not remove, manipulate, alter, or send messages containing malware that intends to disrupt any content on the DragonBird at Home website.

4.4. The quality of DragonBird at Home content and time it takes to load will depend on your device and internet connection, and may vary depending on location and internet connection available. A faster connection speed is recommended for improved video quality, and your internet usage charges are your sole responsibility.

4.5. We use third party software to deliver DragonBird at Home through our website. Use of DragonBird at Home requires third party software subject to third party licensing. You may receive updated versions DragonBird at Home and related third-party software automatically.

5. Passwords and Account Access

5.1. The person who created the DragonBird At Home account and logged their payment details (even using a gift card) is responsible for any activity on the account. To maintain control over the account, the owner should monitor devices that are logged in to the DragonBird at Home website and not share the password or payment information linked to the account with anyone. We are authorised to suspend or terminate your account to protect yourself and DragonBird Theatre from identity theft and fraudulent activity.

6. Miscellaneous

6.1. Governing Law. These Terms of Use are governed by and construed in accordance with the laws of the United Kingdom.

6.2. Customer Support. If you need help with your account or use of DragonBird at Home, please visit the FAQ or the contact page on our website to get in touch directly.

Last Updated: 5th December 2022