

Terms and Conditions for Online Bookings

By attending at a ticketed event at the Gallery, and/or booking a ticket on our website, you will be deemed to have accepted these terms and conditions and our legal notices, including, without limitation, our Website Terms of Use, our Privacy Notice and our Photography Policy. In these terms and conditions, “Website” means www.nationalgallery.ie and “Gallery/we/us/our” means The National Gallery of Ireland.

1. Tickets are valid only for the date, time and exhibition stated. Please check your ticket(s) and/or confirmation email on receipt as mistakes cannot always be rectified.
2. Advance online booking for temporary exhibitions and the Gallery’s other ticketed events is required. These include tickets for children.
3. Attendees should be present at the Gallery 5 minutes before their allocated time slot.
4. All tickets are offered subject to availability at the time of booking.
5. Tickets cannot be exchanged or refunded.
6. If purchasing a concession priced ticket(s), please ensure that the person the ticket(s) is intended for meets the correct criteria and brings proof of eligibility on the day of attendance.
7. We recommend that tickets are either printed by you in advance or downloaded, in the prescribed format, to your mobile device so that they can be scanned at the Gallery.
8. We recommend that you print out or save a copy of your transaction confirmation for your own records.
9. Prices for tickets, if applicable, will be in Euro and inclusive of VAT, and any booking fee levied by the Gallery will be notified to you during the online booking process.
10. During your visit, please retain your ticket(s) safely for production on demand by Gallery staff.
11. The Gallery may refuse entry to latecomers or require latecomers to wait until a suitable time to be admitted. Entry to latecomers is subject always to the Gallery’s discretion.
12. Tickets are only valid for entry once; no re-admission allowed.
13. The Gallery reserves the right to refuse entry or ask ticket holders to leave at any point on reasonable grounds.
14. Admission is at the ticket holder's own risk. The Gallery accepts no responsibility for items damaged, lost or stolen on the premises.
15. The Gallery reserves the right to alter the advertised arrangements for any exhibition, cancel any exhibition time slot and/or close the exhibition without notice.
16. In any such event, the Gallery’s maximum liability to you shall not exceed the total amount you paid for your ticket(s), if applicable.

17. Should cancellation of any event be necessary, the Gallery will use reasonable endeavours to contact all customers who have booked tickets in advance to arrange exchange or refund of tickets but we cannot guarantee that you will be informed of such cancellation or rescheduling in advance. This contact will be in the form of email for online customers, so customers are advised to check their email inbox before visiting the Gallery to avoid an unnecessary journey should an event be cancelled. If an alternative visit date cannot be arranged, the Gallery will then refund the full price paid, including any payment processing fees (if applicable), to customers.
18. Any ticket re-sold or transferred for profit or commercial gain without written permission from the Gallery becomes void and the holder may be refused entry or ejected from the venue. Any customer unsure of the legitimacy of a website should contact the Gallery before purchasing their tickets.
19. If you have any comments, questions or complaints in relation to your booking, please contact us on +35316615133 or exhibitiondesk@ngi.ie.
20. These terms and conditions may be amended from time to time by the Gallery.
21. These terms and conditions are governed by the laws of Ireland and any dispute arising in connection with them shall be subject to the jurisdiction of the Irish courts.
22. Should the gallery remain closed, as per government guidelines, all tickets booked for those particular days are fully refundable. Ticket holders will be contacted by our staff in order to process any refunds.

Last updated: December 2020