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## Tickets

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The Theatre Management reserves the right to check that every member of the audience has a valid ticket.

The Theatre will charge an administration fee of £1.50 per transaction on all bookings made online. Payments made in person or by phone by credit card attract a £1.50 fee per transaction. Payments made in person or by phone by debit card attract a 25p fee per transaction.

Play tickets may be exchanged for another performance for a nominal fee, however this must be arranged with the Box Office at least 5 days prior to the original performance date.

Returned tickets may be offered for resale with no guarantees as priority will be given to the Theatre's own ticket sales. Patrons are reminded that there is an administration charge on resold tickets.

The Theatre Management only accepts responsibility for tickets bought from one of its own managed sales points. Any queries regarding purchases from ticket agents must be directed back to the relevant agent.

The Theatre forbids the resale of a ticket for profit or commercial gain. Failure to comply will make the ticket void.

When booking by credit/debit card we remind patrons to have the relevant card with them when they collect their tickets from the box office.

Concessions are only available when supported by proof of entitlement.

When receiving tickets by post we ask patrons to check their tickets carefully to ensure they match with their requirements.

Discounts and special offers apply to full price tickets and are not valid in the preview period and only one is allocated per ticket. Any leaflet offer is also subject to a single transaction at redemption and not for multiple purchases on future transactions.

Special offer tickets are subject to availability and can be withdrawn without notice.

## General

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Latecomers may not be admitted until a suitable break in the performance.

The use of cameras, audio or visual recording equipment within the theatre is strictly prohibited. Mobile phones, pagers and digital watches must be silenced prior to entering the auditorium.

In the interests of all patrons, babies and small children (under 4 years old) will not be admitted to performances except for specific children's shows.

Smoking is strictly prohibited within the theatre building.

The Theatre may refuse admission of the ticket holder to the premises or request the ticket holder to leave the premises if due reason or cause is given.

The Theatre reserves the right to make alterations to the advertised theatre programme or cast in the event of an illness or unavoidable cause, without prior notice.

The Theatre may have to cancel or abandon, in extreme circumstances, any performance without notice. For cancellations every effort will be made to contact customers to notify them in advance. For abandoned performances such as in the case of a power failure, no money will be refunded where more than half the performance/event has taken place.

The Theatre does not accept responsibility for any loss or damage to persons or property on or around the premises.