

Wyllyotts Theatre Terms and Conditions

Tickets & Admittance

- a. A valid e-ticket/ticket must be produced by each customer to gain entrance to an event. Removing parts or defacing a ticket may render it void. The ticket should be retained by the customer in the venue and available for inspection if required. Failure to produce a valid ticket may be refused entry or asked to leave the premises.

- b. It is the customer's responsibility to ensure that the details on their ticket are correct at the time of purchase.

- c. If you purchase tickets on behalf of others, you accept these terms and conditions on behalf of all members of your party.

- d. The venue cannot be held responsible for any tickets that are lost, destroyed or stolen. Duplicate tickets may be issued at the discretion of the venue where possible. Additional security steps may be required by the venue to issue a duplicate ticket. The venue reserves the right to cancel bookings which it reasonably suspects to have been made fraudulently.

- e. The customer is only permitted to occupy the designated seat which is specified on their ticket. Customers are prohibited to obstruct aisles, fire escapes, exit routes or to attempt to gain access to seats/areas for which the ticket is not valid.

- f. The venue reserves the right to limit the number of tickets that a single buyer can purchase for a performance.

Conditions of Entry

- a. The venue reserves the right to refuse admission to a customer or eject them from the venue at any time without a refund if the venue deems the customer's behaviour to include but not limited to: unreasonable, aggressive, threatening, abusive, detracting from the enjoyment of other customers, under the influence of alcohol and/or drugs including underage drinking/smoking.

b. The venue will endeavour to admit latecomers at the first suitable opportunity or break in the performance. Late admission cannot be guaranteed for all events. The Venue reserves the right to assign alternate seats to those specified on the ticket if late entry will detract from the enjoyment of other customers. This may also apply to customers who leave their seat during a performance.

c. All children must have a valid ticket with a seat. Children under 12 months do not require a full price ticket but a babes in arm ticket must be purchased. Children under the age of 14 years must be accompanied by a responsible adult aged 18 years or more.

Exchanges, Refunds & Cancellations

a. Tickets cannot be exchanged or refunded after purchase unless the event is cancelled or rescheduled by the venue or Producer.

b. In the event of a cancellation or a rescheduling of dates, the venue will endeavour to contact customers as early as possible, however we cannot guarantee that ticket holders will be informed of cancellations before the date of the event.

c. In the event of a cancellation, customers will be refunded the value of the ticket.

d. Where an event is rescheduled to a new date, customers will be offered tickets to the rescheduled performance, equivalent to the face value of the ticket. Should the customer not wish to move their booking, they will receive a full refund. The customer must contact the venue to obtain their refund.

e. Refunds can only be made to the individual who purchased the ticket using the same method of payment to purchase the ticket.

f. The venue is unable to exchange tickets between different events, unless it is a showing of the same production. Exchanging tickets to a different showing of the same production will incur an exchange fee of £2.75 per ticket. This is done at the discretion of The Venue and is subject to availability.

g. The venue reserves the right to cancel tickets which are suspected to have been booked fraudulently, exceed any advertised limits on the quantity that a person/household can buy, or which they suspect to have been resold, or attempted to be resold, for financial gain at a price

greater than had originally been paid. Any applicable restrictions on the quantity of Tickets that can be purchased will be made clear at the time of booking.

h. Ticket Protection is offered as an optional add-on for online sales of certain events; to provide reimbursement for the cost of tickets and any associated booking fees should the customer be unable to attend the event as a direct result of an eventuality covered by the policy. This service is provided by Booking Protect. Further details of the protection this offers, and the claims process can be found at <https://bookingprotect.com/apply-for-a-refund>

i. Refunds will not be issues for customers who purchase tickets for the wrong venue or on an incorrect date.

Ticket Prices

a. The venue reserves the right to change ticket prices at any time. Any special offers, discount codes or promotions are subject to availability.

b. Only one promotion or discount code can be used during a single transaction.

c. The customer cannot get a refund for tickets that have already been purchased and are then available at a discounted price.

d. All discounts, offers and concessions are subject to availability.

e. Proof of entitlement to a concession/discount may be requested at the time of booking and/or when collecting tickets from the box office.

Prohibitions & Audience Consent

a. The resale of tickets for a financial gain is prohibited. The venue reserves the right to cancel tickets which have been or attempted to be sold to a third party or unauthorised agent.

b. Tickets may not be sold as part of a package deal from third party agents for financial gain.

- c. The use of equipment to record or transmit audio and/or visual material inside the Venue is not permitted under any circumstances. Unauthorised recordings, tapes, films or similar items may be confiscated and destroyed. Any recording made in breach of these conditions shall belong to the venue and/or promoter of the event. The venue will not be liable for the loss, theft or damage to confiscated items.

- d. Customers attending an event give their consent to filming, photography and sound recording of themselves as members of the audience. The venue will own the copyright of such material and may use it for purposes including but not limited to including marketing and digital media promotion without payment or further notification.

- e. Only food and drink purchased on the premises may be consumed inside the venue unless required on medical grounds or for babes in arms.

- f. Smoking, vaping and the use of electronic cigarettes is prohibited throughout the venue.

- g. Glasses and glass bottles are not allowed in the auditorium. Drinks are only permitted in the plastic cups provided.

- h. Strobe lighting, smoke effects, loud bangs, gun shots and loud effects are sometimes used in productions presented within the Venue. Details are available at the Box Office for such events. Relevant signage will be displayed at the entrance to the auditorium.

Gift Vouchers

- a. Gift vouchers can be redeemed in full or in part to purchase tickets in person, by telephone or online.

- b. Gift vouchers cannot be exchanged for cash.

Liability

- a. The venue will not be responsible for any injury or loss, theft or damage of customer's personal belongings, other than that caused as a result of negligence or other breach of statutory duty.

b. Personal arrangements, including but not limited to, travel, accommodation and subsistence relating to the event are made entirely at the customer's own risk and the venue shall not be liable for any losses incurred from these arrangements.

c. Nothing in these terms and conditions seeks to exclude any liability of the venue for death or personal injury caused by its negligence or other type of liability which cannot by law be excluded or limited.

General

a. We will process your personal data in accordance with our Privacy Policy.

b. The venue reserve the right to amend running times, start times, performers, set lists and such other matters as considered necessary.

c. The Venue reserve the right to make changes to these terms and conditions at any point.