

Headgate Theatre - Terms and Conditions for Sale of Tickets (Dec 2016)

General Terms & Conditions

- By placing your order you warrant that all details you provide to us for the purpose of booking, ordering or purchasing goods or services are correct, that the credit or debit card you are using is your own and that there are sufficient funds to cover the cost of the ticket or service. If there are any changes to the details supplied by you it is your responsibility to inform us.
- Tickets are sold by Headgate Theatre (administered by Theatre Arts Action Trust) on behalf of producers, promoters and third party event organisers. Registered Charity No. 1076399.
- Members of the Headgate Theatre staff are authorised to refuse admission to the theatre and reserve the right to do so if in their absolute judgement your conduct is such that it is likely to disrupt or disturb other persons attending the theatre.
- The use of mobile phones and the making of recordings or photography, with or without flash, is forbidden unless prior permission has been obtained.
- Headgate Theatre is a non-smoking establishment. Smoking including e-cigarettes is not permitted.
- Headgate Theatre cannot be held responsible for any personal property.
- Drinks (hot or cold), Glasses or Chinaware are not permitted into the auditorium. Only bottles of water purchased in plastic bottles are permitted.
- Headgate Theatre reserves the right to alter or vary the performance / event due to events or circumstances beyond the Headgate Theatre's control without being obliged to refund monies or change tickets. This does not affect your statutory rights.

Tickets

- All tickets are subject to availability.
- It is a condition of sale in respect of all tickets that a ticket is only valid for admission to the performance for which it was booked.
- Every member of the audience must be in possession of a valid ticket. Altered or defaced tickets will not be valid.
- It is the responsibility of the customer to check the date, time and show on your tickets as mistakes cannot always be rectified.
- Subject to proof and at the discretion of the Box Office lost tickets will be replaced free of charge.

Cancelled or Rescheduled Shows

- Headgate Theatre will notify ticket holders of a show/performance cancellation with reasonable endeavours, and provided that you have supplied us with contact information. However, we cannot guarantee that ticket holders will be informed before the date of the performance due to circumstances beyond our control.
- If a show/performance is rescheduled then ticket holders will be offered an equivalent value ticket of their original purchase.

Ticket Refunds and Exchanges

- Refunds where customers fail to attend an event will not be available.
- The resale of tickets may be possible where all other tickets for that performance of that event have been sold. To do this, you must contact the Box Office during normal opening hours prior to the performance, and speak to our Box Office staff. An administrative charge will be applied per ticket, and deducted from any refund made.
- Where an error has been made during the online booking process, then any refund or exchange will be subject to the management discretion, and an administrative charge will be applied per ticket.
- Exchanges of tickets for another performance of the same event may be made through the Box Office, providing 48 hours notice is given. An administrative charge may be made, depending on the purchase history.

The administrative charges reflect the cost associated with third party charges from credit card companies and our software supplier which are made to the theatre.

Latecomers

- Possession of a valid ticket authorises admission of the holder to the auditorium immediately before the performance begins but once the performance has begun the following applies. To avoid disturbing the audience and performers, latecomers will not be allowed access to the auditorium until a suitable point in the performance designated by the company, which may not be until the interval. It may be possible to follow the performance on the show relay television in the bar area.

Comments & Complaints

- Any complaints regarding the show should be made to the Duty Manager/Headgate Representative promptly, prior to or during the performance.

Theatre Communications, Brochures & Promotions

- Whilst every effort is made to ensure that all promotional information supplied is accurate, you are advised to take appropriate precautions to verify such information. Headgate Theatre expressly disclaims all liability for any direct, indirect or consequential loss or damage occasioned by the user's reliance on any statements, information or advice contained in Headgate Theatre print, on the website or any other promotional material generated by the organisation.
- All information within the Headgate Theatre Brochure, Website and Other Communications are correct at the time of publishing. However, Headgate Theatre reserves the right to make alterations without prior notice.

Data Protection

- All personal information and data is managed in accordance with UK/European Data Protection Act. For more information visit <https://www.gov.uk/data-protection/the-data-protection-act>