

Headgate Theatre - Terms and Conditions – Ticket Sales (May 2019)

General Terms & Conditions

- By placing your order for tickets 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. Theatre Arts Action Trust is a Registered Charity No. 1076399.
- Members of the Headgate Theatre staff are authorised to refuse admission to the theatre, or to request you to leave, 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 anywhere on the premises, including the fire escape areas.
- Headgate Theatre cannot be held responsible for any personal property brought into the theatre. We reserve the right to request that large bags/rucksacks are stored in the cloakroom area.
- Drinks (hot or cold), Glasses or Chinaware are not permitted into the auditorium. Only bottles of water purchased in plastic bottles are currently 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, despite our best endeavours.
- Subject to proof and at the discretion of the Box Office lost tickets will be replaced free of charge.

Ticket Refunds and Exchange Policy

We do not under normal circumstances offer refunds on the sale of tickets purchased, and refunds where customers fail to attend an event will not be available.

However:

- The resale of tickets may be possible where all other tickets for that performance of that event have been sold. 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 a customer 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.

Please note the administrative charges reflect the costs associated with third party charges from credit card companies and our software supplier which are made to the Theatre. These charges are non-negotiable.

Cancelled or Rescheduled Shows

The Headgate Theatre will notify ticket holders of a show/performance cancellation with reasonable endeavours if the ticket holder has supplied us with contact information. 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 or a refund will be made.

All decisions regarding refunds and exchanges of tickets are made entirely at the Management's discretion.

Latecomers

- Possession of a valid ticket authorises admission of the holder to the auditorium immediately before the performance begins. Once the performance has begun, and 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. This may not be until the interval. Alternatively, and only where possible, latecomers may be asked to take different seats for the first half where this minimises disruption. It may be possible to follow the performance on the show relay television in the bar area.

Raising a compliment/complaint/concern

Ideally, the first thing to do if you want to highlight any aspect of our services is to bring this to the attention of one of the Headgate staff members/volunteers on duty. They will try to resolve your concerns immediately, or will take a note of your compliments.

If you cannot or do not wish to make a complaint in person at the time, you have the option of emailing, writing or telephoning us.

- Email: administrator@headgatetheatre.co.uk
- Telephone: 01206 366000 and give a number where the Administrator can contact you.
- Write: The Administrator, Headgate Theatre, 14, Chapel St. North, Colchester, CO2 7AT

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 at the time of booking. 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 acts as a third party on behalf of hirers, and reserves the right to make alterations without prior notice, where a hirer makes changes.

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>

Theatre Address

- Headgate Theatre, 14 Chapel Street North, Colchester, CO2 7AT. Telephone: **01206 366000** Email: tickets@headgatetheatre.co.uk
- Registered Charity No: 1076399. Company No: 3737107