

GENERAL TERMS AND CONDITIONS FOR THE PURCHASE OF TICKETS

Full and complete Terms and Conditions of sale and use of our website can be found at www.greenwichtheatre.org.uk

PURCHASING TICKETS

Only persons who are at least 18 years of age are permitted to book tickets.

Greenwich Theatre reserves the right to place restrictions on: the volume of any tickets ordered; and the number of places booked for learning events.

It is your responsibility to check that any tickets issued to you are accurate.

Any purchase of tickets is only valid when processed by Greenwich Theatre Box Office or an approved agent.

PRICE AND PAYMENT

The price (including all taxes where relevant) of all tickets are specified on the Greenwich Theatre website. These details are based on the best available information and we are not obliged to conclude any sales on these terms.

For bookings made in person, we accept payment by American Express, MasterCard, Visa, cash, cheque, SOLT gift token

REFUND AND EXCHANGE POLICY FOR TICKETS

Subject to clauses below we will not refund your tickets after purchase.

- 1.1. Where we are unable to perform on the date(s) agreed because the performance in question is no longer available or is abandoned when less than half the performance has taken place, we will refund to you the face value of the tickets purchased (excluding any delivery or booking charges).
- 1.2. Tickets may be exchanged for later performances of the same production (subject to availability) or provided that the Box Office receive your Tickets at least **72** hours before the performance is due to take place (or at least **14 days** before the performance is due to take place for group bookings). An additional per ticket handling charge of £2 will be payable by you for this service.
- 1.3. If you do not return your Tickets in time to exchange them the Box Office may, but will not be obliged to, resell them on your behalf. If your tickets are successfully resold then we will refund to you the face value of the tickets purchased (excluding any delivery or booking charges), minus an administration fee of £2 per ticket. Greenwich Theatre will sell all of its own tickets before it will offer returned tickets for resale and we cannot guarantee the successful resale of any returned tickets.
- 1.4. We will issue a refund to you using the same method of payment that you used to purchase the Tickets.

ALTERATIONS

All tickets are sold subject to the Greenwich Theatre's right to make any alterations in the cast or programme details advertised on Greenwich Theatre's website or other appropriate location.

CONTACT AND COMPLAINTS

If you need to contact us, or if you wish to complain about your experience purchasing Tickets or using Greenwich Theatre's website, you can do so using any of the following methods:

email: operations@GreenwichTheatre.org.uk telephone: 020 8858 7774 (Greenwich Theatre Administration)

letter: Greenwich Theatre, Crooms Hill, Royal Greenwich, London, SE10 8ES

SAFETY AND ENJOYMENT

We reserve the right to refuse admission and may request any ticket holders and learning event participants to leave (taking any such appropriate action which may be necessary to enforce this right) before or during performances if it considers it to be necessary or desirable to do so. We may also, on certain occasions, have to conduct security searches to ensure the safety of its patrons.

Latecomers will be asked to wait until a suitable break in the performance before being admitted to the auditorium.

We do not permit cans or glass containers to be brought into the auditorium.

Mobile phones and other electronic equipment must be switched off (not silenced) before entering the auditorium.

To be admitted you must be in possession of a valid ticket. In the case of learning events you must have paid for that learning event.

Unless a performance is expressly stated to permit entry to children under the age of four, children under the age of four are not permitted to enter the auditoriums but are welcome in the foyers.

Please note that strobe lighting, smoke effects and gunshots are sometimes used in productions.

Greenwich Theatre and any authorised third parties may carry out general filming and sound recording in or about the venue. By purchasing Tickets or a learning event, you consent to you and your party being included in and to the commercial exploitation of such films and recordings without payment.