



CONDITIONS OF SALE AND ATTENDANCE

By making a purchase at Hall For Cornwall (“we”, “us” or “our”) by telephone, in person over the counter, online via the desktop or mobile website, or via an agency, you are agreeing to these terms and conditions of sale.

CONDITIONS OF SALE

- Your contract for the purchase of tickets begins when we have processed your payment and ends immediately after the performance for which you have purchased tickets.
- All tickets, prices, concessions, and discounts are subject to availability and can be changed and/or withdrawn at any time, without prior notice. Discounts and offers will not be retrospectively applied to tickets already purchased.
- If you have purchased a concession ticket (where available), proof of concession may be required and must be presented upon request.
- When tickets are collected at the Box Office, the cardholder may need to present the card that the tickets were booked on as identification plus a copy of the email booking confirmation where applicable.
- Any access requirements should be made known to Box Office Staff on booking so we can best accommodate your needs. This might include information about transferring from a wheelchair to a seat, step free access, number of seats removed to accommodate a wheelchair, proximity to stage or aisle and exits.
- Customers requiring access assistance, can book a free ticket for their accompanying carer, subject to availability. To book a companion ticket please contact the Box Office.
- We are not responsible for the content of any third-party website and will not honour any discounts or other offers from third parties which are not present in our marketing.
- All tickets are sold in accordance with the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR).
- All performance details and content descriptions are correct at the time of going to print and are subject to change and interpretation.

CANCELLATION, RETURNS AND REFUNDS

- Tickets are exempt from statutory cancellation rights. This means that you are not entitled to cancel your tickets after purchase. Please check the details of your booking carefully before confirming.
- Tickets cannot be refunded except in the case of a cancelled or rescheduled performance. Changes to the cast (including any named casting) does not entitle you to a refund.
- Where a performance is cancelled or re-scheduled, we will attempt to contact you using the details you gave us at the time of booking. We cannot be held responsible for any costs incurred by you for travel, accommodation, or any other related service as a result of a cancelled performance.

- If a show is cancelled or rescheduled due to Covid-19 we will follow national guidelines and offer an exchange, credit or refund depending on the individual circumstances. If you are required to self-isolate with Covid-19 symptoms or a positive Covid-19 test we will offer an exchange, credit or refund depending on the individual circumstances.
- Refunds, when available, will only be made to the credit or debit card with which the ticket(s) were purchased. Where this is not possible or if the ticket(s) were not originally paid for by card, a refund cheque in pounds sterling or account credit will be issued.
- We can sometimes exchange tickets for a different performance of the same production, subject to availability and at our discretion. To change your ticket(s) to a different date you must contact the Box Office at least a week beforehand. Tickets can only be exchanged for a seat of the same value, or higher upon payment of the difference in value by you and is subject to a £1 per ticket administration fee. Exchanges for events running for a single performance are not available.
- If we have sold all tickets for a performance, we may offer a ticket resale facility. We are unable to guarantee the resale of tickets once issued back to the Box Office and any sale is subject to a £3 per ticket administration fee. For tickets that have been printed and posted or collected, the Box Office must receive the printed tickets before they can be resold. E-tickets will be cancelled and voided to facilitate a resale.
- Tickets are not transferable to other shows and cannot be sold, resold or offered for sale directly by customers. Only tickets purchased via our Box Office or our approved agents are valid for admission. We will cancel any ticket re-sold or offered for re-sale by the buyer for commercial gain and the ticket holder will be refused entry. We reserve the right to refuse to sell tickets to any buyer if the buyer resells or offers for re-sale any ticket through a secondary ticketing facility as defined in the Consumer Rights Act 2015.
- If a ticket is lost, stolen or destroyed duplicates may be issued subject to an administration fee, at our discretion.
- Hall for Cornwall Members may be entitled to return tickets in exchange for account credit up to 3 days in advance of the performance. Please check membership T&Cs for more information & eligibility.

ADDITIONAL FEES AND THIRD PARTY BOOKINGS

- All bookings made over the phone or in person are subject to a £1.50 Transaction Fee. There is no transaction charge for bookings made online. All prices for seats in Price Bands A-C in the Hall For Cornwall auditorium are inclusive of a £1 Theatre Fund Levy. There is no Theatre Fund on Price Band D tickets.
- You will be advised of delivery options and costs for your tickets during the checkout process. You may be charged for Print and Postage on your tickets. If postage is available for your selected event, we will post your tickets by Royal Mail. E-tickets can be printed or shown on a mobile device on entry to the performance. In all cases, your email booking confirmation is proof of purchase until tickets are received. Please check individual show pricing information for details of all additional charges.
- Hall for Cornwall occasionally acts as a third-party ticket agent for events held in other venues throughout Cornwall. Where Hall for Cornwall is not the event organiser, we are acting as a Box Office service only and accept no responsibility for cancellations or changes to advertised programming. Where Hall for Cornwall is acting as a third-party ticket agent there will be no refunds or returns unless agreed by the event organiser

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We want everyone to have a good experience when they visit Hall for Cornwall. For the benefit of your fellow theatre-goers we ask you to abide by these conditions:

- Anyone wishing to enter the auditorium must have a valid ticket or e-ticket.
- If you arrive late you will be admitted to the auditorium during a suitable break in the performance (as defined by the Front of House staff). This may not be until the interval. Late admission cannot be guaranteed.

- Mobile devices, pagers and electronic equipment must be switched off during the performance.
- The unauthorised use of recording and photographic equipment, including mobile phone cameras, is strictly prohibited in the auditorium. We or any third parties permitted by us may take photographs and carry out audio and/or audio-visual recordings in or about the venue. By purchasing tickets, you consent to you and your party being included in and to the exploitation of such photography or recordings.
- Please keep all personal belongings with you at all times. Hall for Cornwall or its staff cannot be responsible for any loss, theft or damage to your belongings.
- Under the terms of our licence agreement Hall for Cornwall is required to refuse admittance to anyone in a state of intoxication or whose conduct is deemed to be conducive to any breach of the peace. We further reserve the right to refuse admission where we believe the welfare, comfort, enjoyment or security of our audiences and staff may be affected.
- Hall For Cornwall also reserves the right to request that ticket holders leave the venue at any point and may take any appropriate action to enforce this right. Reasons may include (without limitation) late arrival, being (or appearing to be) under the age limit set for the performance, abusive, threatening, drunken or other antisocial behaviour (including smoking inside the venue), carrying weapons or illegal substances, or making unauthorised audio, video or photographic recordings. No refunds will be given to ticket holders who are refused entry or ejected from the venue due to their own behaviour.
- We reserve the right to move audience members to alternate seats of equal value and to make any necessary changes to the layout of the performance or event.
- Audiences must not obstruct any aisle or exit and should remain in their allocated seat/position.
- Pushchairs and prams are not permitted into the auditorium but can be stored in designated areas during a performance. Standard size Infant car seats are permitted in the auditorium but must occupy a seat which requires the purchase of a standard ticket.
- Infants under 24 months old are welcome to family specific performances but will require a free lap ticket which can be booked via the box office.
- Some productions may not be suitable for children or may contain material which could cause offence. Specific age and content advisory information is available during the booking process. Children under the age of 16 must be accompanied by a responsible adult throughout their visit. Please ensure that you read all the information provided and carry proof of age if appropriate.
- Strobe lighting, smoke effects and raised sound levels are sometimes used in performances. We will display signage to this effect clearly at the entrance to the event. If you have any concerns please talk to our Box Office or Front of House staff prior to the event
- Guide and Hearing dogs are welcome at the venue; other animals are not permitted.
- Drinks sold at our Bar and Café can be taken into the auditorium in plastic cups for most performances. Cups containing hot drinks must have a lid on. Glass containers and bottles, and noisy and/or hot foods are not permitted in the auditorium.
- Alcohol cannot be purchased by or on behalf of any person under the age of 18. Hall for Cornwall bar operates a "Challenge 25" policy. If you look under 25 you will be required to supply the photographic identification to be served. Customers deemed to be intoxicated will be refused further purchase of alcohol.
- All alcoholic beverages must be purchased from the Hall for Cornwall bar. Any alcohol bought off the premises will be confiscated.