



## 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 is formed as soon as we have processed your payment and will expire immediately after the performance of the event for which you have purchased tickets.
- All tickets, prices, concessions and discounts are subject availability and can be changed and/or withdrawn at any time, without prior notice.
- The number and type of tickets available in each price band is limited and can vary.
- If you have purchased concession seating, proof of concession (for example of age or student status) may be required and must be presented upon request. Registered Unemployment discount is applicable to anyone who receives Jobseekers Allowance or Income Support subject to presentation of proof of eligibility.
- Any access requirements must be made known to Box Office staff on booking. This includes, but is not limited to, seats being removed to enable the customer to remain in their wheelchair, wheelchair storage following a transfer, storage of Motability scooters, specific seating (i.e. close to the stage, avoidance of steps, on an aisle).
- 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 for bookings made online). You may also be required to present your photo ID for discounted tickets.
- A 50% discount is available for customers requiring access assistance & their accompanying carer, subject to availability. You may only obtain this ticket by joining Hall For Cornwall’s Access Scheme.
- Tickets are not refundable except in the case of a cancelled or rescheduled performance . Changes to the cast for a performance (including any star casting) will not entitle you to a refund.
- Refunds 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 will be issued.
- Where a performance is cancelled or re-scheduled, we will use our reasonable endeavours to notify you using the details you have provided us with 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.
- 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.
- We offer a ticket exchange facility, subject to availability. In order to obtain a ticket exchange you must contact the Box Office up to one week prior to the performance date. Exchanges are absolutely at our discretion. Tickets can only be exchanged for a seat of the same value (or higher upon payment of the difference in value by you) for later performances of the same production and are subject to an administration fee of £1.
- Tickets are exempt from statutory cancellation rights. This means that you are not entitled to cancel your tickets after purchase.
- You may be charged an Order Transaction Charge, Ticket Levy/Fee or Postage charge on your booking. Please check individual show pricing information for these details.
- You will be advised of delivery options for your tickets during the checkout process. If available for your selected event we will post your tickets by Royal Mail. If Post is not available for your event, we will email a booking confirmation to the email address provided. Your booking confirmation will act as your ticket.

- 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
- All tickets are sold in accordance with the Data Protection Act 1998.
- All performance details and content descriptions are correct at the time of going to print and are subject to change and interpretation.
- 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 its own marketing.
- Tickets are not transferable to other shows and cannot be sold, resold or offered for sale 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 will blacklist 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.
- We offer a ticket resale facility, subject to an administration fee and at the discretion of the Box Office. Tickets must be received in a physical format and will only be offered for resale once all other tickets available for the selected performance have been allocated. We are unable to guarantee the resale of tickets once issued back to the Box Office. The Box Office must receive tickets in a physical format before a resale can be facilitated.
- For the protection of children, on selected performances and at our sole discretion, children and infants may not be permitted to attend. Performances where an age restriction applies are clearly indicated during the booking process. Please ensure that you read all the information that applies to the ticket you are booking, and carry proof of age if appropriate.
- We will not be responsible for any ticket that is lost, stolen or destroyed. Duplicates may be issued at our sole discretion.

## **FEES AND DELIVERY**

Tickets purchased from Hall For Cornwall are subject to a per ticket theatre levy, per transaction booking fee and delivery fees where tickets are selected to be posted. Print at home tickets do not have any delivery fees attached.

## **CONDITIONS OF ATTENDANCE**

- Anyone wishing to enter the auditorium must be in possession of a valid ticket (this includes infants).
- Latecomers will only be admitted to the auditorium during a suitable break in the performance as defined by the Front of House staff or if there is no suitable break, until after the interval (if there is an interval). Late admission cannot be guaranteed.
- Mobile devices, pagers and electronic equipment must be switched off prior to entering the auditorium.
- 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.
- Feedback relating to any aspect of a performance should be made to the Duty Manager on the day of the performance.
- We reserve the right to refuse admission where we believe the welfare, comfort, enjoyment or security of our audiences may be affected. Hall For Cornwall also reserves the right at any point to request that ticket holders leave the venue and may take any appropriate action to enforce this right. Reasons for refusal of entry and/or removal from the venue 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 in no smoking areas), carrying offensive 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.
- Pushchairs are not permitted into the auditorium, however they can be stored in designated areas outside the auditoria of your chosen performance. Car seats are permitted in the auditorium but must occupy a seat which requires the purchase of a standard ticket.
- Drinks sold at our Bar and Café are permitted into the auditorium for most performances in plastic cups or glasses. Cups containing hot drinks must have a lid on. Noisy and/or hot foods are not permitted.
- Verbal or physical abuse is not tolerated and may result in service being refused and in extreme cases, your being barred from the venue.
- Hall For Cornwall bar operates a “Challenge 25” policy. If you look under 25 you will be required to supply the appropriate identification (Photocard, Photo Driving Licence or Passport) in order to be served at the Curve bars.
- Alcohol cannot be purchased by or on behalf of any person under the age of 18.
- All alcoholic beverages must be purchased from Curve bars. Any alcohol bought off the premises will be confiscated.
- Customers deemed to be intoxicated by staff will be refused further purchase of alcohol.

**Last updated: 11 March 2020**