

TICKET SALES TERMS & CONDITIONS FOR ERITH PLAYHOUSE LTD

These Terms and Conditions relate to the sale of tickets for Erith Playhouse performances.

Tickets may be purchased online through the Erith Playhouse website or through the TicketSource website, by phone to TicketSource or directly through the Playhouse box office. Telephone bookings will be subject to booking fees which will be indicated to you prior to placing an order.

The Playhouse reserves the right to make alterations to the cast of a theatre production without being obliged to refund monies.

Tickets will not be refunded unless a performance is officially cancelled. If a performance is cancelled ticket holders will be offered alternative performances (subject to availability) up to the seat value on the ticket or a refund of the seat value. The Playhouse will not be liable for any additional expenses incurred by customers in the event of a cancelled performance.

Tickets for all performances are non-refundable once purchased. It is possible to add refund protection at the point of purchase from our partner TicketSource. A full list of refund protection terms and conditions can be found at the TicketSource website.

Every member of the audience, regardless of age, must be in possession of a valid ticket in order to gain entry to the theatre. In the interests of other customers, parents or guardians may be asked to remove noisy or disruptive children. Due to fire regulations, we cannot allow any pushchairs into the auditorium.

All tickets remain the sole property of The Playhouse.

Tickets may only be purchased or obtained through The Playhouse or its official authorised sellers.

Tickets are non-transferable and must not be resold or transferred to any person or entity for commercial gain or otherwise. If any tickets are resold or transferred (or are attempted to be resold or transferred) for commercial gain by anyone, then the tickets will become void and the ticket holder will be a trespasser and may be refused entry to, or ejected from, the theatre. In such circumstances, The Playhouse will not be under any obligation to offer a refund and such person may be liable to legal action.

If one person buys multiple tickets, the provision by the purchaser of the tickets to his/ her guests will not constitute a breach of the transfer restrictions under these terms and conditions (provided that the provision of tickets to guests is not made for commercial gain). However, the purchaser agrees that by purchasing tickets, they have agreed to these terms and conditions on behalf of themselves and their guests and the purchaser shall at all times be responsible for their guests' compliance with these terms and conditions.

The Playhouse may restrict ticket sales to a maximum number per person or household and reserves the right to cancel any tickets purchased in excess of this number.

The Playhouse is committed to making our performances as accessible as possible. One wheelchair space is available at all our productions, please state at the time of booking if a wheelchair position is required. There are accessible toilets and baby changing facilities. If you have any other specific requirements, please do not hesitate to contact us.

Any comments or complaints regarding the view from a seat or the audibility of the performance should be made promptly to a member of the Playhouse before or during the performance.

The Playhouse reserves the right to refuse admission in reasonable circumstances. Any customers who are intoxicated or are disruptive, abusive or violent to theatre staff, audience members or performers will be ejected from the theatre. In such circumstances no refunds of tickets will be given.

Mobile phones, pagers, digital watches, laser pens or any other electronic equipment should be disabled when inside the auditorium to avoid disturbing the cast and other customers.

Latecomers will only be admitted into the auditorium at a suitable break in the performance, but admission cannot always be guaranteed and exchanges or refunds for an alternative performance will not be permitted.

The use of photographic and other recording equipment of any kind is strictly prohibited in the auditorium. The Playhouse reserves the right to delete any unauthorised recordings and to eject any customers who are suspected of making recordings from the theatre.

Customers may not bring food or drink into the building other than items purchased in the theatre.

The Playhouse reserves the right to refuse to serve alcohol to any customer that appears to be intoxicated and to ask for proof of age prior to serving any alcohol.

The Playhouse is not responsible for any items lost or damaged. Lost property will be kept at the theatre for one month.

These Terms and Conditions shall be governed by and construed in all respects in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English courts.

Erith Theatre Guild Ltd and Erith Playhouse Ltd, August 2019