



Theatre Royal Windsor Terms & Conditions of Sale

1. Definitions:

“Event” means an entertainment event held at the Venue for which we have the right to sell you Tickets

“Tickets” means a printed voucher giving you the right to attend an Event

“Promoter” means the person, organisation or company staging the Event

“Venue” means the location or facility where the Event is being held

“We” means Theatre Royal Windsor. “Us” and “Our” shall be read accordingly.

“You” means you or anybody who in our reasonable opinion is acting with your authority or permission. “Your” shall be read accordingly.

“Patrons” means other Ticket holders at the Event

“Group” means group organisers, charities or other organisations that We have agreed to sell to knowing that the Tickets are intended for resale.

2. Tickets

All tickets are sold subject to availability and in line with these terms and conditions.

The terms and conditions should be read prior to purchase. Any queries should be raised prior to the purchase of Tickets as purchasing a Ticket constitutes acceptance of these terms and conditions.

Your Ticket may be invalidated if it is altered or defaced in any way, and may result in refusal of admittance to the Event.

It is Your responsibility to check Your Tickets as We cannot be held responsible for any mistake made on Your part when booking Tickets. No exchange or refund may be offered.

We cannot be held responsible for lost, damaged or stolen Tickets. It is not always possible for Us to issue duplicate tickets. If duplicate Tickets are offered, a reasonable administration charge may be levied.

Where a concession is claimed, proof of identity and concession entitlement may be required.

Seating will not be allocated for Under 2's who can attend with an adult with a valid Ticket.

It is Your responsibility to assess the suitability of an Event for children where no official age restriction applies.

3. Reservations

Tickets can be reserved for payment for up to 5 working days or 24 hours before the Event, whichever is soonest, at which point they will be released for sale.

Group reservations of over 10 Tickets can be held for up to 10 working days or 24 hours before the Event, whichever is soonest, before they are released for sale.

It is Your responsibility to arrange payment within the reservation time.

We reserve the right to remove the ability to reserve Tickets for any Event.

Once a show goes over a capacity of 500 we will no longer accept reservations.

4. Ticket Pricing

The advertised price of the Ticket is the price You pay and is not subject to any further charges except for optional extras; such as postage.

The price of the Ticket shall be the price set at the time We accept Your order.

The Venue reserves the right to change the price of Tickets and/or introduce discounts/special offers which cannot be retrospectively applied.

Advertised discounts are subject to availability and therefore may not be available at all times.

Concession/discounted Ticket prices must be applied for at the time of purchase and cannot be retrospectively applied. Proof of entitlement may be requested at any point during the booking process or Event. Failure to produce proof of entitlement may invalidate the Ticket and result in refusal of admittance or ejection from the Venue.

5. Gift Vouchers

Gift vouchers can be redeemed in full or as part purchase for Tickets in person at the box office.

Tickets may be reserved by phone for payment by Gift Voucher. Our standard terms for reservations apply.

Gift Vouchers cannot be redeemed online.

Gift Vouchers are valid for a total of 12 months from the date of purchase.

Gift Vouchers cannot be exchanged for cash or refunded.

6. Delivery

By default all Tickets are available for collection from the Box Office from 1 hour before the show. The card used to purchase the Tickets must be presented as identification. If this is not possible then a printed confirmation may be shown.

For an optional extra charge Tickets can be posted to You. The Venue reserves the right to post Tickets only to the registered card holders billing address.

If posted Tickets have not been received with 72 hours of the Event it is Your responsibility to contact Us.

If Tickets posted out by Us are returned as “addressee unknown” We reserve the right to cancel your booking and make a refund of the Ticket price only.

7. Ticket Cancellations, Exchanges & Refunds

Tickets cannot be exchanged or refunded after purchase unless the Event is cancelled, abandoned, rescheduled or where there is a material change to the Event. A material change is a change which, in the Our reasonable opinion, would make the Event materially different to the Event that the purchaser of the Ticket could reasonably expect and would include a change to the advertised headline act (in the case of a comedy or music act) or the staging of a different production (in the case of a theatrical show). A cast change, the use of understudies, a change to a support act or an alteration to the running times does not constitute a material change. We cannot offer refunds or exchanges if cast members, whether advertised or not, are unable to perform due to illness or unforeseen circumstances.

It is Your responsibility to ascertain whether an Event has been cancelled or rescheduled. In such cases the We will make all reasonable endeavours to notify You of the change, but cannot guarantee that all will be informed prior to the Event.

Refunds shall only be made to the person who purchased the Tickets and, when possible, be made using the same method as was used to purchase the Tickets except, at our discretion, where payment was made by cash.

If an Event is cancelled, You will be refunded the face value of the Tickets and any associated charges paid, including postage.

In the case of a postponed/rescheduled Event, You will be offered Tickets of the same value for the new date/time, subject to availability. Where it is not possible to offer Tickets of the same value alternative Tickets may be offered and the difference refunded or charged. Should You not wish to accept these Tickets then a refund can be obtained for the face value of the Tickets and any associated charges paid, including postage (where this was the sole Ticket purchase).

To claim Your refund, in any of the above circumstances, please apply in writing to Us enclosing your unused Tickets within 30 days of the date of the Event.

These Terms and Conditions do not and shall not affect your statutory rights as a consumer. For further information about your statutory rights contact Citizens advice, Consumer direct (<http://www.consumerdirect.gov.uk/>) or the department for business innovation and skills.

8. Admission

A valid Ticket must be produced to gain entrance to an Event for all Patron's over the age of 2 years old. You must keep this with You at all times as failure to produce a valid Ticket at any point during Your visit may result in expulsion from the Venue.

The management reserve the right to refuse Ticket holder's admission to the Venue in reasonable circumstances including for health & safety, licensing reasons or where a Ticket is void.

The Venue reserves the right to refuse Ticket holders admission, or to eject them at any point, if in the Venues reasonable opinion they; are acting in an aggressive or threatening way; are using threatening, abusive or insulting language; appear to be under the influence of alcohol and/or drugs; may detract from the enjoyment of other Patrons; fail, when requested to produce proof of age; fail to comply with instructions given by the Venues staff; or are found to be in breach of these terms and conditions or statutory law.

No refunds will be given to Ticket holders who are refused entry or ejected due to their own behaviour as suggested in, but not limited to, the examples above.

The Venue reserve the right to refuse re-admission. If You wish to re-enter You must check with the Venue staff before You exit.

Latecomers will be admitted at the first suitable opportunity as agreed with the Promoter, which may be the interval. For some Events late admission cannot be guaranteed.

9. Restrictions & Prohibitions

The unauthorised resale or attempted resale of a Ticket is prohibited.

The Venue accepts no responsibility for the validity of Tickets purchased from unauthorised agents.

The Venue reserves the right to conduct security searches and to confiscate any items, which in the reasonable opinion of the Venue staff, may cause danger or disruption to the Event or other Patrons, or which the performers or their representatives have specifically requested are prohibited.

The use of equipment to record or transmit audio and/or visual inside the venue is strictly forbidden. Unauthorised recording devices including mobile devices may be confiscated. The Venue will not be liable for the loss, theft or damage to confiscated items.

By attending the Event all Patrons give their consent to filming, photography and sound recording of themselves as members of the audience. The Venue and/or Promoter will own the copyright to such films/photographs/recordings for any purpose, including commercial purposes, without payment or further notification.

Mobile devices including telephones, tablets and all other personal messaging equipment must be switched off during the Event. Those who do not comply and disrupt the enjoyment of the Event for other Patrons may be ejected from the Venue without refund.

Only food and drink purchased at the Venue may be consumed on the premises, unless items are required on proven medical grounds or for babes in arms.

10. Liability

We will not be responsible for any injury, loss, theft or damage to Your personal belongings, other than that caused as a result of negligence or other breach of statutory duty.

Personal arrangements, including but not limited to travel, accommodation and subsistence relating to the Event are made entirely at Your own risk and We will not be liable for any losses incurred from these arrangements.

These terms and conditions are governed by English Law and any disputes which may arise with Us are subject to the exclusive jurisdiction of English Courts.

Reviewed November 2014