

## **Festival Drayton Centre**

Terms and conditions

For the sale of tickets, gift vouchers and memberships

### **Tickets, Gift Vouchers and Memberships**

\*All tickets are sold subject to availability and these Terms and Conditions, and can be purchased in person by calling into the Box Office, by phone on 01630 654444 or online

\*We ask that each customer produces a valid ticket to gain entrance to an event.

\*If you lose your ticket(s) admission will still be possible but duplicate tickets will not be printed.

\*We would appreciate your help in checking the details on your tickets as it may not always be possible to rectify any mistakes.

\*The Centre will endeavour to notify you if an event is cancelled.

\*Please note it is not possible to reserve seats without payment.

\*Ticket purchases may be restricted to a maximum number.

\*For patrons who use a wheelchair or have specific seating requests we ask they contact the Box Office direct. For this reason wheelchair spaces are not available through our online booking service.

\*Gift vouchers are a perfect present for birthdays, anniversaries and at Christmas and are available to any value.

\* They can be redeemed by quoting the Voucher ID, against the purchase of tickets for most events in the Auditorium (excluding private hire).

\*We are unable to exchange gift vouchers for cash.

\* A credit balance can be held and the voucher is valid for two years.

\* The Centre offers a Friends membership scheme. For an annual subscription, Friends receive a number of benefits including discounted cinema tickets, discounts on some live events and a priority booking period.

\*For online bookings Friends will be able to book tickets at the discounted rate when applicable.

### **Conditions of Admission**

\*The Centre reserves the right to refuse admission to a customer or request members of the audience to leave the premises in the event of unreasonable behaviour. No refunds will be given in such circumstances.

\*Latecomers will not be admitted until the interval or until a suitable break in the performance and alternative seats may need to be occupied.

\*The Centre operates allocated seating for events in the Auditorium; seating for Screen 2 events in the Festival Room is unallocated.

\*For children's shows and film screenings, a child under the age of two may sit on a parent's lap free of charge (unless otherwise stated). For all other shows please contact the Box Office to determine whether a performance is suitable. For any child over the age of two a ticket must be purchased. Babies are admitted on the understanding that parents sit near an aisle and are prepared to leave the performance if the baby becomes unsettled.

\*We always recommend that children are accompanied by an adult; however we will admit children aged 12 and over unaccompanied. Please note unaccompanied children attending films are not the responsibility of the Centre and parents leave children at their own risk.

### **Ticket types**

\*Cinema admissions are £6.00, Friends £5.50 and children (under 12) £5.00; Screen 2 prices are £4.00, Friends £3.50 and child £3.00. A £1.50 fee is charged for 3D screenings to cover the hire and cleaning of the glasses.

\*Tickets booked online will incur an additional £2.00 non-refundable booking fee per transaction.

\*Ticket prices for live events may be set in conjunction with the agent/promoter and discounts for Friends or concession rates may not be available.

\*A Friends price will be offered on all cinema screenings and may be offered on some live events.

\*Where offered a 'family' ticket consists of two adults and two children under the age of 16.

\*For National Theatre, Royal Opera House and RSC productions, a concessionary rate of £10.00 for under 21's is available (excepting any age restrictions on the production).

\*The Cinema Exhibitors' Association (C.E.A) Card allows the cardholder to obtain one complimentary ticket for a person to provide assistance required as a result of the cardholder's disability, during their visit to the cinema, provided that a full price ticket is purchased by the cardholder for the same film. The assistant's seat should be booked alongside the Card holder's seat.

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

\*Prices are inclusive of any applicable taxes and any booking or postage fees will be stated clearly at the time of purchase.

\*Ticket prices are subject to change. The Centre reserves the right to change the price of tickets and/or introduce discounts/special offers which cannot be retrospectively applied to tickets already purchased.

\*All discounts/special offers are offered subject to availability and therefore tickets may not be available at all advertised prices at all times.

\*Group bookings: there are currently no discounts offered; please contact the Box Office directly.

## **Payment**

\*We accept payment in cash, by debit or credit card, cheque (made payable to Festival Drayton Centre Trading Ltd) or a Festival Drayton Centre gift voucher. Please note the Centre does not accept National Theatre Tokens.

\*The Centre is a registered charity (Charity No: 1139372). If you would like to make a donation at the time of booking this can be made online or by informing the Box Office team if purchasing tickets by phone or at the desk.

## **Ticket refunds and exchanges**

\*Refunds will only be given in the event of a cancelled performance/screening.

\*Ticket exchange for the cinema or satellite screenings will only be offered for another performance subject to availability, to the same or greater value and without financial detriment to the Centre.

\*Tickets may be returned to the Box Office for resale for sold out live performances only. We will endeavour to resell your tickets but offer no guarantee and a £4.00 brokering fee is levied for this service.

## **Delivery**

\*Customers will have the option to collect their tickets from the box office, collect at the time of the performance or to receive them by post for which a £1 fee will be levied.

## **Prohibitions and Audience Consent**

\*Glass, alcohol and pushchairs are not permitted in the Auditorium. For the comfort and enjoyment of others, please switch off all mobile phones and other devices prior to the event.

\*The use of equipment for recording or transmitting any audio or visual materials is strictly forbidden unless expressly stated by the artist(s) at the start of a performance.

\*By attending an event, ticket holders consent to filming and sound recording of themselves as members of the audience. The promoter may use such films and recordings without payment.

\*For the safety of all, the obstruction of exits, entrances and staircases must be avoided.

## **Access for All**

We aim to make our guests' visit as comfortable and enjoyable as possible by offering the following:

\*Space for up to two wheelchair or mobility scooter users.

\*Wheelchair accessible foyer, toilets and a lift to the first floor.

\*Infra-red hearing system: headsets or neck loops can be provided on request.

\*The Centre can also provide a wheelchair on request.

\*If you have an assistance dog, please advise the Box Office at the time of booking and they can then allocate the most appropriate seating for you or make adequate provision to care for your dog during the performance.

Disclaimer: The Festival Drayton Centre reserves the right to make changes to the advertised programme, casting and pricing as may be required from time to time.