

## TERMS AND CONDITIONS

- Please check your tickets as mistakes cannot always be rectified.
- Performances continue whatever the weather, please dress accordingly.
- The management of any venue/event reserves the right to refuse admission and may have to conduct security searches.
- The management of any venue/event reserves the right to make any alterations to the advertised arrangements, programme or cast without being obliged to offer notification, refund or exchange.
- The use of cameras or any other electronic or digital recording, photographing or imaging equipment is not allowed inside the auditorium. All electronic equipment must be switched off at all times within the auditorium.
- The management of any venue/event reserves the right for themselves or third parties to carry out general filming and sound recording in or around the building. Purchase of a ticket signifies the holder's consent to be photographed or sound recorded and to the commercial exploitation of such film or recording without any right to payment. Any ticket holder who objects to being photographed or recorded must advise the Venue/Duty Management before the performance begins.
- The re-sale of tickets by retail or online auction site by anyone other than The Theatre Chipping Norton is strictly prohibited and may invalidate the ticket. Any ticket sold for profit or commercial gain by anyone other than The Theatre Chipping Norton's or any of its authorised agents will be invalid for entry.
- The credit or debit card used to make the booking and/or on occasions photographic ID may be asked for if collecting tickets from the venue. Photographic ID will be required for tickets that relate to performances/events where additional provision is required to avoid the unauthorized resale of tickets. i.e. Headline Acts/Comedians and on these occasions we reserve the right to refuse entry. Whilst every effort is made to communicate this to customers at the point of sale, we cannot be held responsible for issue arising that are beyond our control.
- Where a restriction of the maximum tickets that are allowed per household is in place, we reserve the right to cancel and refund any tickets that exceed this restriction, without prior notice, should we have reasonable evidence that this occurred.
- We reserve the right not to accept tickets for collection by third parties.
- The management of any venue takes no responsibility for any loss or damage of personal property or any person beyond its duty of care.
- By placing your order you warrant that all details you provide to us for the purpose of booking, ordering or purchasing goods or services are correct, that the credit or debit card you are using is your own and that there are sufficient funds to cover the cost of the ticket or service. If there are any changes to the details supplied by you it is your responsibility to inform us.
- All tickets are subject to availability.
- Staff at any venue are authorised to refuse admission and reserve the right to do so if in their absolute judgement your conduct is such that it is likely to disrupt or disturb other persons attending the theatre. The management of any venue also reserves the right to terminate your permission to be on the premises and remove you there from in similar circumstances.
- Every member of the audience must be in possession of a valid ticket. Altered or defaced tickets will not be valid.
- Confirmation of receipt of your order by e-mail, does not guarantee the ticket sale.
- By accepting your order a legally binding contract between The Theatre Chipping Norton and you is created. This contract shall be governed by and interpreted in accordance with English law, and the English courts shall have jurisdiction to resolve any disputes.

- The Theatre Chipping Norton cannot guarantee that your personal expectations from a performer or a performance will be met. This is because personal expectations and tastes are infinitely variable. Further, The Theatre Chipping Norton cannot guarantee that the language, conduct or appearance of any performer will not offend you. You are advised to make enquiries at the Box Office before purchasing a ticket if you have any concerns about the nature of a performance. The Theatre Chipping Norton's refund policy will apply.
- Possession of a valid ticket authorises admission of the holder to the auditorium or performance viewing area immediately before the performance begins but once the performance has begun the following applies. To avoid disturbing the audience and performers, latecomers will not be allowed access until a suitable break in the performance and in some circumstances this may not be until the interval. It may be possible to follow the performance on closed circuit television if provided.
- Children's reductions are offered to young people as advertised. You should make no assumption that the availability of a child reduction means that you would find the show suitable for all within this category. As parents/guardians views as to what is suitable for a given age range varies considerably, you must satisfy yourself as to a show's suitability by enquiring first at the Box Office.
- The Theatre Chipping Norton is happy to accept children 24 months and under however you may be asked to leave the auditorium if an unsettled or crying child who is disturbing the performers or audience. Children under 24 months are not covered by The Theatre Chipping Norton's theatre insurance policy and you may be required to obtain a ticket at no extra cost to ensure auditorium capacities are not exceeded. This may not be the case at other venues, and it is the parents/guardians responsibility to check this with the Box Office.
- Leaders of youth groups /school parties are responsible for the conduct of their party. The Theatre Chipping Norton accepts no responsibility for the supervision of young people in your care. You must ensure that adequate numbers of supervisory staff accompany the group. The group or some of them will be asked to leave the venue if the performers or audience are disturbed.
- Our web sites and our official advertisements and partners are controlled, produced and operated by The Theatre Chipping Norton from our offices in the United Kingdom. The Theatre Chipping Norton makes no representations that the material and information displayed on or accessible via our web site are appropriate or available for use in other Countries outside the UK.
- UK smoking laws apply to all venues.
- Any complaints regarding the show or view from the seats should be made to the Venue/Duty Manager promptly, prior to or during the performance.
- Tickets cannot be used for advertising, promotions, contests or sweepstakes, unless formal written permission is given, provided that even if such consent is obtained, use of our trademarks and other intellectual property is subject to our prior consent.
- All Concessions and Discounts are subject to availability and they may be restricted to certain price levels and performances and can be withdrawn without notice.
- Only one Concession or Discount is available per ticket.
- Personal arrangements including travel, accommodation or hospitality relating to any event which have been arranged by you are at your own risk. Tickets may be restricted to a maximum number or sold subject to certain restrictions on entry or use, such as restricted, obstructed or side view or a minimum age for entry. Any such restriction shall be displayed on our website or otherwise notified to you before or at the time you book the Tickets. It is your responsibility to ensure that you read all notifications displayed on our website. We reserve the right to cancel Tickets purchased in excess of the maximum number, without prior notice unless the purchase of Tickets in excess was due to our error, in which case we will notify you prior to cancelling your Tickets.
- The following are not permitted within any venue
  1. animals (with the exception of assistance dogs);
  2. laser pens, fireworks, flares, smoke bombs

3. Your own food and drink (unless permitted by the Venue);
  4. bottles, cans or glass containers (unless permitted by the Venue);
  5. any item which may be interpreted as a potential weapon including sharp or pointed objects (e.g. knives); and
  6. Illegal substances.
- Whilst every effort is made to ensure that all promotional information supplied is accurate, you are advised to take appropriate precautions to verify such information. The Theatre Chipping Norton expressly disclaims all liability for any direct, indirect or consequential loss or damage occasioned by the user's reliance on any statements, information or advice contained in The Theatre Chipping Norton print, on the website or any other promotional material generated by the organization or Event Partners.
  - Your purchase may be subject to additional or alternate Terms and Conditions from any party involved in the provision of an event outside of The Theatre Chipping Norton. Copies of which will be available on the Event or Venue website. In the event of any inconsistency between the terms in relation to Venue or Organiser requirements, those of the Organiser shall prevail. If no Organiser, those of the Venue shall prevail.

## DATA COLLECTION

The Theatre Chipping Norton conforms to the Data Protection Act 1998 and we are committed to protecting your privacy. Disclosure of your personal details at the time of booking, either on-line, in person or over the telephone gives us consent to the collection and safe storage and processing of this information and for processing your order. The Theatre Chipping Norton may also use this data to track marketing and booking trends. From time to time we may also use this data to inform you of news or events at The Theatre Chipping Norton. We may also, with your consent, pass on your personal details to third parties or similar arts organisation including our Event Partners for purpose of mailing you products that may interest you.

## GROUPS, DISCOUNTED AND CONCESSION TICKETS

Groups, discounted and some concession tickets are not all available on-line. Please call the Ticket Office on 01608 642350 for more details and information on any additional special offers available to you.

## TICKET DELIVERY

All Tickets are posted 2nd Class and may take 7 to 10 days to be processed and delivered. Tickets are only posted to the address registered with the credit card company. For performances fewer than 10 days, tickets are left for collection at the ticket office. For operational reasons, we may alter the time-scale of delivery but will advise you of this at the time of booking.

If collecting tickets from a venue, the Cardholder and Card used at time of booking may need to be present in order for the ticket to be released. On occasion photographic ID may be required but you will be informed of this information at the point of sale.

## REFUND, EXCHANGES AND RETURNS

The Theatre Chipping Norton values theatregoers' commitment in booking early and recognises that emergencies sometimes prevent attendance. The following two services are available only for events at or directly organised by The Theatre Chipping Norton.

All other event refunds, exchanges and returns will be governed by the Terms and Conditions of the event/venue management.

### EXCHANGES

In the following circumstances tickets may be exchanged for another day at the same price (or higher on payment of the difference) within the same run of events. Original tickets must be received at The Theatre Box Office not later than 28 days before the first performance. There is a charge of £1.00 per ticket for this exchange service.

Exchanges may be governed by the Terms and Conditions of the event/venue organiser, if not The Theatre Chipping Norton, and therefore may not be possible.

### RETURNS

Alternatively, tickets will be accepted to offer for re-sale on the strict understanding that The Theatre Chipping Norton's unsold tickets will be sold first. This re-sale service is offered subject to your acceptance that The Theatre Chipping Norton does not guarantee that any ticket offered for re-sale will find a new purchaser. This service is only available if the original tickets are first returned to the Box Office and to your prior agreement to accept a credit minus the admin fees. Only original tickets can be offered for re-sale (not Duplicate or agency tickets) and will need to be returned, at the customer's expense, before we are able to offer them for re-sale. We do not accept any responsibility for ticket returned in the post that does not reach us. A Credit will be offered for use for a future performance and there is an administration charge of £1 per ticket for this which will be deducted from the credit applied. We reserve the right not to accept tickets for re-sale. Please note: Returns cannot be taken by telephone after 6pm Mon-Fri or after 2pm Sat.

Returns may be governed by the Terms and Conditions of the event organiser, if not The Theatre Chipping Norton, and therefore may not be possible.

### REFUNDS

Except to the extent of the above two services or in the event of cancellation of a performance/event no refunds or part thereof is available after a ticket is purchased. It is the responsibility of the customer to check all tickets/confirmations/invoice received and inform us of mistakes within 72 hours.

Refunds may be governed by the Terms and Conditions of the event organiser, if not The Theatre Chipping Norton, and therefore may not be possible.

## DUPLICATE TICKETS

For tickets relating to events at or directly organised by The Theatre Chipping Norton please contact the ticket office in advance on 01608 642350 if tickets have been lost or misplaced and duplicate tickets need to be issued. Please bring the card with which the original booking was made. We regret that for security reasons duplicate tickets can only be issued on the day of the performance and to the person who made the original booking.

Please note it may not be possible to offer a duplicated ticket for events/venues outside of our control where we have acted solely as an agency.

## CANCELLED/RE-SCHEDULED EVENTS

It is your responsibility to ascertain whether an event has been cancelled or re-scheduled and the date and time of any re-scheduled event. Where an event is cancelled or re-scheduled, we will use our reasonable endeavours to notify you using the details you provided us with at the time of ordering. We do not guarantee that you will be informed of such cancellation before the date of the event, in particular, where we have acted solely as an agency.

It is your responsibility to inform us of any change to the contact address, telephone number or email address you provide us with at the time of ordering.

Where any event is cancelled or curtailed because of adverse weather, we shall not be liable to make any refund or pay any compensation beyond the refunds that may be payable under the event/venue managements terms and conditions.

## SEVERE WEATHER POLICY – THE THEATRE CHIPPING NORTON EVENTS ONLY

The Theatre Chipping Norton strives to open for all publicised performances of all shows, including those during periods of adverse weather. Where circumstances outside our control, especially heavy snowfall, prevent this for reasons of health and safety either of our staff or of the general public, The Theatre will adopt the following policy:

- If the Theatre cancels a show due to severe weather, it will publicise the fact as soon as possible via its website, local radio, notices at the Theatre, and by telephoning all bookers for the relevant shows.
- Effective contact depends on the Theatre having accurate and up to date contact details for all customers – if this is not provided to the Theatre at the time of booking; the Theatre can take no responsibility for not contacting people in time to advise them of cancellations.
- In the case of the Theatre's own productions, all bookers will be offered the chance to reschedule their booking to another performance of the same production. (provided there are spaces/performances available in the run). The transfer cannot be made to a subsequent year or to an alternative venue.
- If it is not possible for the Theatre to offer a rescheduled booking, or for the customer for any reason to reschedule to another of our own performances, the customer will be offered a full refund of their ticket purchase value. Refunds will be processed as soon as possible.
- No transfers can be outside of same run of performances to another live show or film.

- If the Theatre has to cancel a show other than its own due to severe weather conditions, contact will be made in the same way as Point 1. If there is another night available for the same show, all efforts will be made to transfer bookings but refunds will be offered if this cannot be done. A refund of ticket purchase value will be offered to all customers for one-night live shows. In these circumstances it is not possible to transfer to a different show, as third party companies are contractually involved. Where the Theatre cancels a film screening it will try to re-arrange the showing and transfer customers to that; if a re-schedule is not possible either for the Theatre or for the customer, a full refund of ticket purchase value will be offered.
- Specifically, in the case that the Theatre judges that it is able to continue with a performance despite severe weather (including heavy snow), it will have assessed the rationale for this with the support of local public safety authorities (police, fire service). There is no refund in these circumstances if a customer decides they are unable or do not wish to come to the performance.

## CHANGES

We may revise these terms of use at any time by amending this page. You should check this page from time to time to take notice of any changes we have made, as they are binding on you.

Any contract will be subject to the terms in force at the time that you order tickets from us, unless any change to these terms is required to be made by law or governmental authority (in which case it may apply to orders previously placed by you).

## COMMENTS, COMPLAINTS OR FEEDBACK

We love to hear from all our customers whether it be good or bad. Please be aware that were we acting solely as an agency for an event we may need to pass your comments on or direct you back to the event/venue management.

If you have something you would like to bring to our attention it is better to contact us in writing in the first instance.

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