

# Severe Weather Cancellations Policy

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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:

1. 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.
2. 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.
3. In the case of the Theatre's productions, all bookers for shows cancelled by the Theatre 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.
4. 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 pantomime performances, the customer will be offered a full refund of their ticket purchase value. Refunds will be processed as soon as possible.
5. No transfers can be outside of same run of performances to another live show or film.
6. If the Theatre has to cancel a show other than the pantomime 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.
7. 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.

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