



## TERMS AND CONDITIONS OF SALE – WARWICK MASTERCLASSES

Warwick Masterclass tickets are sold by Warwick Arts Centre, a department of the University of Warwick, Coventry, CV4 7AL. By purchasing a ticket by telephone, over the counter, online or via an agency, you are agreeing to our terms and conditions of sale.

Tickets to Warwick Masterclasses may be purchased online at [www.warwickartscentre.co.uk](http://www.warwickartscentre.co.uk), by telephone on 024 765 24524, by post or in person over the counter. Please check your ticket details carefully as mistakes cannot be rectified after the booking has been confirmed.

### Payment

We accept payment by cash, cheque\*, Visa, Delta, Mastercard, Maestro and Theatre Tokens.

For your safety and security you will be asked to provide your name, address, postcode, email address and a telephone number. If you wish to pay by cheque, post it to us made payable to 'University of Warwick'

\*We regret that we do not accept cheques in payment for tickets purchased less than two weeks before the day of the Masterclass.

### Reservations

We can reserve tickets without payment to Warwick Masterclasses for 7 days, when more than 28 days prior to the start of the Masterclass. Full payment is required after 7 days of reservation or within 28 days of the Masterclass, whichever is the sooner.

### Offers & discounts

Discounts and concessions are not available for Warwick Masterclasses. From time to time we may make special offers available.

### Refunds and Exchanges

Tickets to Warwick Masterclasses may not be exchanged or refunded within 28 days of the start of the Masterclass.

More than 28 days prior to the start of the Masterclass, tickets are not normally refundable but can be exchanged for another Masterclass, performance or for a credit voucher valid for 180 days. If you would like to take advantage of this service you must return your original tickets to the Box Office at least 28 days before the start of the Masterclass.

Any credit not used after 180 days have elapsed will be donated to the Warwick Arts Centre Development Fund.

## Reselling Tickets

If a Warwick Masterclass has sold out and a waiting list has been taken, we may be able to re-sell your ticket. This is at the discretion of the Box Office Manager. Should we successfully re-sell your ticket we will refund the full cost of the ticket. We reserve the right not to accept tickets for re-sale.

Only tickets purchased from our Box Office or our appointed agents are valid for admission. Re-selling your ticket for profit or commercial gain is not permitted.

## Cancelled Masterclasses

If a Masterclass is cancelled, with sufficient notice we will, where possible, endeavour to contact bookers in advance by phone or email. We will also send updates on social media and on our website. We will replace tickets for an alternative date or, if this is not possible, refund in full.

Please note that Warwick Masterclasses run subject to minimum numbers. A Masterclass which does not achieve minimum numbers 28 days prior to scheduled date of the Masterclass, may be cancelled. We therefore advise that if booking transport or accommodation, you wait until 28 days prior to the Masterclass to do so. In the event of a cancelled Masterclass Warwick Arts Centre will not be liable for any additional travel or accommodation expenses or any other additional consequential losses.

## Access

We are here to welcome you. If you have any access issues, please let us know when you book and we will do all we can to accommodate your request.

Everyone entering the Masterclass needs a valid ticket which must be produced on arrival and shown to a steward. ID may be requested when checking tickets.

Cameras and recording equipment is not allowed in Warwick Masterclasses, except with explicit permission from Masterclass tutors.

Warwick Arts Centre reserves the right to refuse admission in reasonable circumstances or to request any ticket holder to leave the venue and take appropriate action to enforce this right.

Warwick Arts Centre reserves the right to alter the Masterclass and Tutor as advertised in advance, where such alterations are necessary owing to unforeseen circumstances. Bookers will be notified in advance of any relevant changes.