



## **TERMS AND CONDITIONS OF SALE & DATA PROTECTION**

### TERMS AND CONDITIONS OF SALE

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 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.

### Booking by post/in person

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 in advance by cheque, post it to us made payable to 'University of Warwick' and add 75p for UK postage & packing or provide a large, appropriately stamped addressed envelope if you wish your tickets to be posted to you, or you can collect them from Box Office at no extra charge.

### Payment

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

\*We regret that we do not accept cheques in payment for tickets purchased on the day of the performance.

### Reservations

We can reserve tickets without payment for 4 days. Tickets not paid for within this time will be released for sale. Tickets must be paid for a minimum of 30 minutes before a performance/screening starts.

### Postage

We charge 75p for posting your tickets to you at your UK billing address (if booked one week in advance otherwise we will hold them for collection at the Box Office on the day of performance) or you can choose to collect them from Box Office at no additional charge (ID may be requested)

### Discounts

Discounted tickets, if available, are shown in brackets and available to over 60s in full time retirement, recipients of job seekers allowance, full time students, Coventry Passport to Leisure holders and Rugby Leisure Pass holders. Discounts cannot be combined with other offers (unless specifically stated), or applied retrospectively, and may be withdrawn at any time. Proof of ID may be requested.

## Booking Fee

A booking fee is added to all ticket prices, whether on the phone, in person or online (excluding schools/education groups who have booked on a schools ticket price and groups bookings of over 9 people). The booking fee is included in the published price of all tickets. The booking fee is £2 on Comedy, Music and Dance events in the Butterworth Hall and £1 on all other events. The booking fee applies to tickets whether purchased by phone, online or over the counter (excluding schools and group bookings and Concert Series subscriptions). The sum is invested back into the organization, helping to maintain the programme, services and activities you experience during your visit to Warwick Arts Centre.

## Schools

For certain events, tickets can be purchased at reduced prices for teacher-led school/college groups. See our brochure or call the Box Office for details. Tickets for school groups must be paid for no later than 7 days prior to a performance.

## Tickets for Groups

For certain live events, group discounts are offered to groups of 9 or more people - please call the Box Office or see our brochure for further details of these discounts. For film screenings, group discounts are available for parties of 5 or more.

## Babies and children aged 24 months or younger

All children, including babes-in-arms, must have a ticket for admission to comply with licensing regulations. For all shows not directly aimed at children under 2 – Admission for under 12 months of age is free with a valid ticket, children aged 12 to 24 months are charged £3. Children aged over 2 are charged the advertised children's price. Parents are advised to check age guidelines in advance as not all performances are suitable for children.

## Offers & discounts

From time to time we may make additional special offers in addition to those published in brochures or on our website.

## Ticket Refunds

Tickets are not normally refundable.

## Exchanging Tickets

Tickets can be exchanged for another performance or for a credit voucher valid for 365 days (Credit vouchers can only be redeemed against future ticket purchases). If you would like to take advantage of this service you must return your original tickets to the Box Office at least 24 hours before the performance (14 days for groups of 9+). There is an administration fee of £1 per ticket. Tickets purchased as part of a subscription cannot be exchanged for credit vouchers. The booking fee is not refunded.

Any credit not used after 365 days have elapsed will go to the Warwick Arts Centre Development Fund.

### Reselling Tickets at Warwick Arts Centre Box Office

Tickets received at the Box Office on the day of performance for a sold-out performance may be offered for sale once all house tickets have been sold, and at the discretion of the Box Office Manager. Should we successfully re-sell tickets we will credit the full cost of the tickets minus the booking fee. 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. Re-selling a ticket for personal commercial gain makes it void and subsequent ticket holders will be refused admission into the auditorium.

### Ticket Agents

Warwick Arts Centre occasionally sells tickets through agencies such as Ticketmaster or See Tickets. Agency tickets may be subject to different terms and conditions – please check their websites for details. We accept no responsibility for tickets or services purchased via an agency or third party.

### Theatre Tokens

Theatre Tokens (redeemable at most venues across the country) may be purchased from our Box Office in person, and can also be used as payment towards events at Warwick Arts Centre.

### Cancelled performances

If a performance is cancelled, with sufficient notice we will, where possible, endeavour to contact audiences 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. In the event of a cancelled performance, the management 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 needs.

Everyone entering the auditoria needs a valid ticket which must be produced on arrival and shown to a steward. ID may be requested when checking student tickets. Please note, in the interest of safety and security, bags are not allowed in the auditoria.

If you arrive late we appreciate that you'll want to take your seats on arrival. However to limit disturbance to fellow audience members and artists we may ask you to wait until a suitable break in the performance. Very occasionally this may be the interval.

In the interest of safety and security, bags, glasses, cameras and recording equipment are not allowed in the auditoria. Mobile phones, pagers and digital watches must be turned off at all times during the performance/screening.

Warwick Arts Centre reserves the right to refuse admission in reasonable circumstances or to request any ticket holder to leave the theatre and take appropriate action to enforce this right. Warwick Arts Centre reserves the right to alter the performance and cast as advertised in advance, where such alterations are necessary owing to unforeseen circumstances.

### What We Do With Your Data

Warwick Arts Centre, as part of the University of Warwick, conforms to the Data Protection Act 1998 and is committed to upholding the Data Protection principles of good practice. Warwick Arts Centre is registered with the University of Warwick under the 1998 Data Protection Act, registration no. Z5856740

We retain personal information for administration, advertising, marketing and fundraising purposes. Your information is used:

- To inform you of future events
- For audience research
- For statistical reporting
- To inform other arts organisations for evaluation & marketing

When processing your booking (whether over the phone, in person or online) we will ask you for your name, address, email and telephone number (essential information for all non-cash bookings). We will also ask you if you would like to be kept informed about forthcoming events and campaigns at Warwick Arts Centre. When visiting the Mead Gallery, you may be asked if you would like to receive information about future events and exhibitions and if you would like to join the visual arts marketing list. As part of our funding agreement with Arts Council England we will also ask if you would like your information shared with visiting companies in receipt of Arts Council funding.

If you wish to contact us to update your contact details and preferences or unsubscribe at any time you can do so by:

- Emailing the Box Office on: [arts.centre@warwick.ac.uk](mailto:arts.centre@warwick.ac.uk)
- Logging in to your existing account online and updating your preferences at [www.warwickartscentre.co.uk](http://www.warwickartscentre.co.uk)
- Clicking the 'unsubscribe' link at the bottom of emails

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