

## **Tickets, Terms & Conditions**

Tickets issued by The Flavel Centre Trust (The Flavel) are sold subject to the following terms and conditions of sale:

### **Your Tickets**

The Flavel accepts no liability for lost, stolen or damaged tickets. If tickets are lost or stolen they can be reprinted at the Box Office on the day of the performance you are attending on presentation of ID and proof of purchase.

Tickets bought online or by phone will be printed and held at the Box Office for collection at any time prior to the performance. Tickets purchased on line or by telephone are subject to a £1 processing fee.

Online ticket purchase options are displayed on the website and also contact details for telephone and email. A link to the privacy policy is also available. All requested details should be entered in order to complete the transaction.

An email receipt will be sent to acknowledge an online purchase which will contain a unique transaction identifier number and partial cardholder account number. This email receipt or the card used for the purchase should be available when collecting tickets from the Box Office

Tickets once purchased at the Box Office, by telephone or online may not be refunded (except for Flavel Friends)

The Flavel takes no responsibility for tickets or services purchased via a third party, including individuals purchasing on behalf of a group.

Only tickets purchased from our Box Office or website are valid for admission to a performance or event.

The Flavel reserves the right to promote special ticket offers in addition to those published in our brochures or on our website. These cannot be applied retrospectively, may be subject to limited availability and can be withdrawn at any time.

Some performances or events may have age restrictions, please check for any restrictions prior to purchasing your tickets.

Up to £1 of the ticket price is a contribution to the My Flavel charity.

A concession is available for some performances for those over 60 years of age and for children under 16 years of age or under 18 with a concession card. This concession is available online and should tickets be booked in this way, without the appropriate discount, they cannot be rectified retrospectively.

When you buy a ticket, the personal data you provide will be processed by The Flavel in accordance with our Privacy Notice which is available on our website or from our Box Office.

## **Flavel Friends**

A Flavel Friend is a supporter of The Flavel who has paid an annual contribution of not less than £35 for an individual or £50 for a couple. Flavel Friends memberships are valid for one year from date of purchase and are non-transferable.

### **Flavel Friends enjoy the following benefits:-**

- Film listings by email (or post by special request)
- What's On at The Flavel brochure by post
- Exclusive monthly Flavel Friends newsletters
- Advance programme information in certain circumstances
- Access to Flavel Friends events
- Priority Waiting List. We keep a waiting list for sold-out events. Flavel Friends should contact our Box Office if they wish to be included on the waiting list for sold out events and they will be offered returned tickets in priority to non-friends.
- Refund on tickets. Flavel Friends tickets may be refunded on return of the ticket to The Flavel up to 24 hours prior to the commencement of the event, Refunds will, where possible, be made by the same method used to purchase the tickets. However, if this is not possible we reserve the right to request additional identification or documentation to ensure the payment is returned to the correct person. Flavel Friends will be refunded only the face value of the ticket and not any booking fees they have paid.
- Monthly Lottery for film and selected live events. All Flavel Friends are automatically entered into a lottery each month. The winner receives two free tickets to a film or live event as selected by the organisers. The winner's name is published in the monthly Flavel Friends newsletter.

**Flavel Friends** memberships purchased by standing order will be automatically renewed upon their expiry. For those memberships not purchased by standing order, we will endeavour to give notice of expiry by post or email approximately one month before membership expires. Notice of expiry will be sent to the last known address/email address for that Flavel Friend.

Flavel Friends consent to The Flavel processing their personal information in accordance with the terms of The Flavel's Privacy Notice. Please refer to our Privacy Notice (available on our website or from our Box Office).

The Flavel reserves the right to amend the minimum cost of Flavel Friend's membership and the benefits it provides without prior notification.

### **Your Visit**

The Flavel reserves the right to refuse the ticket holder admission to the premises, change programme details without notice and provide alternative seats to those specified on the tickets. Whilst we try our best to admit latecomers during a suitable break in the performance, late admission cannot always be guaranteed.

Security searches may be carried out at certain performances and events.

Children under 12 years old must be accompanied by a responsible adult. Please note that children and school groups are the responsibility of parents, guardians, teachers or carers, who should ensure appropriate behaviour in all areas of the building.

CCTV is in operation throughout The Flavel for the purpose of crime prevention and detection. By entering our venue you give your consent to being monitored by CCTV in some parts of the building and as a member of the audience.

The Flavel does not accept responsibility for personal property brought on to the premises.

The use of cameras, recording equipment and mobile telephones is strictly prohibited in the auditorium during a performance

### **At The Flavel**

For a small fee the The Flavel may exchange tickets for one performance to another performance of the same production, subject to availability and circumstances.

While The Flavel encourages access for all, we would recommend that parents or guardians do not bring infants less than two years of age into the auditorium. Should you wish to attend performances with an infant aged below two years, they will need to be accommodated on the parent or guardian's lap as no seat will be allocated.

There will be no charge for this. Should the infant become restless and cause a disturbance, the parent/guardian will be requested to leave the auditorium with the child. We reserve the right to not re-admit.

Only alcoholic, soft and hot drinks purchased in The Flavel can be consumed in the The Flavel auditorium. Drinks are supplied in glass or plastic containers. Please inform the bar staff of your preference.

If you have any questions not covered in these Terms and Conditions about buying ticket at The Flavel, please contact us on 01803 839530 where our Duty Manager will be happy to help.

To help us improve our service, please make any comments or complaints to the Manager on Duty for that particular event.

For up to date information about the content of all shows we advise customers to check our website which is regularly updated with helpful information. Our Box Office is also available and happy to advise about content or seating.