

Terms and Conditions

By purchasing a ticket by telephone, over the counter or via the website you are agreeing to these terms and conditions of sale:

1. Right of Admission Reserved (ROAR).
2. Programme subject to change without prior notice.
3. No refunds, unless the performance is cancelled.
4. No video or audio recording during a performance
5. Mobile phones must be switched off during a performance
6. Smoking (including e-cigarettes) is not permitted
7. Latecomers may not admitted immediately
8. Only food and drink purchased at the venue may be consumed at the venue

In the event of unforeseen circumstances, it may be necessary to alter or amend seat allocation. We will inform you at the earliest opportunity but will not be obliged to refund monies or exchange tickets.

All information is correct at point of sale.

The Management reserve the right to refuse admission or to eject a ticket holder for behaviour which The Management consider unacceptable.

Should you experience a problem whilst at the venue or during an event, please bring it to the attention of the Duty Manager immediately. We regret we may not be able to offer refunds or exchanges retrospectively.

Fees

Postage

When booking your tickets you can choose to have the tickets posted for a £1.50 fee or they can be held at the Box Office for collection free of charge.

Access

There is no disabled access to the venue.

There is a motorised stair climber to enable customers who struggle with the number of stairs at The Montgomery, this facility is provided in partnership with the Sheffield Philharmonic Chorus and as such may not be available for all performances. Booking in advance is advised.

Cookies

What is a Cookie and why are they used?

Cookies are small text files which are stored on a user's computer or mobile device when you visit our website. They work to make your experience on our website run as smoothly as possible and are a way of carrying information from one session on our website to the next, they remember your preferences so that you don't have to input the same information over and over again.

Cookies we use

1. Status cookies

We use Session cookies to determine whether a user is logged into the booking website (or all-in-one website), and to keep track of basket contents

2. Personalisation cookies

We use a few innocuous Persistent cookies to personalise a user's experience on the booking website (or all-in-one website) – namely to record how many days are on display in the Calendar view, and whether or not to remember the Patron's email address for login purposes

3. Analysis Cookies

We use a session cookie to record the progress of a Patron through the booking process if they have clicked on a link in a marketing email sent from the box office system WebTrack tracking links in place. This cookie is called SessionId and comes from domain "webtrack.savoyssystems.co.uk" who have designed and host The Montgomery website

4. Cookie Consent Cookie

We use a Persistent cookie to record whether a user has accepted the Cookie Warning (if present)

How can I see or control Cookies

To check whether your browser is configured to allow cookies, visit the [Cookie checker](#). This page will attempt to create a cookie and report on whether or not it succeeded.

For information on how to enable or disable cookies, see '[Enabling cookies](#)'.

For information on how to delete and clear cookies, see '[Deleting cookies](#)'.

By continuing to browse The Montgomery website you are agreeing to our use of cookies. Be aware that restricting cookies on our website may impact on some functionality.

Privacy Policy

The Montgomery is committed to ensuring that your personal data is protected. Our privacy policy sets out how we use and protect any information that you share with us. The following is a summary, please refer to our [privacy policy](#) for full details.

What personal information do we gather?

When you purchase tickets or request to receive information from us we record your name, address, contact number and email address on your personal customer record. If your details change please notify us that our records are kept as up to date as possible.

What do we do with your information?

The information we collect when you purchase tickets allows us to see that you are attending an event so that we can find your tickets, notify you of any changes to event dates or times and see what types of events you are interested in.

We also collect data when you sign up to our [subscription centre](#) or request to be added to the mailing list. If you have opted in to receive emails, you will receive information from us such as newsletters, emails about forthcoming shows or special offers for events.

You can change your preferences at any time by logging onto your account on our website or by contacting the Box Office on **0114 327 3456**.

How do we keep your information safe?

We will never sell, rent or share your information to third parties for marketing purposes and we will never store your credit or debit card information. Our website and box office system are hosted by Savoy Systems,

Requesting your information

You have the right to ask for a copy of any of your personal Data held by The Montgomery (where such Data is held).

Requests should be made by post to:

*The Montgomery
Surrey Street
Sheffield
S1 2LG*

For more information about access to your personal information visit the [ICO website](#)