

## Terms and Conditions



### General Terms and Conditions

- Information on this site is provided in good faith. Information may have been obtained from third-party sources. We accept no liability for the accuracy of information contained on this website. By buying tickets through this website, you are deemed to understand the nature of the performance/film for which you are buying the tickets.
- We would like to use the information you enter on this website when booking your tickets to keep you informed by email of the forthcoming theatre/cinema programme and to provide other information about Sheringham Little Theatre – you can Opt In and Out of receiving this information whenever you like. In no circumstances do we pass contact details to third parties.
- Smoking including e-cigarettes is not permitted inside the premises
- Sheringham Little Theatre cannot be held responsible for any personal property left unattended or damaged
- On occasion other members of the audience may stand or dance in front of you and restrict your view. No refunds will be made in the event your view is restricted in those circumstances
- Complaints about factors that are impacting your enjoyment of the production should be made to the theatre's duty manager promptly, either prior or during the performance. The duty manager will endeavour to assist you however if you wish to raise a complaint after the event, please do in writing to [boxoffice@sheringhamlittle.com](mailto:boxoffice@sheringhamlittle.com)

### Booking Terms and Conditions

Booking online is quick and easy, but you can also book your tickets by phone or in person at our Box Office

Our opening hours are Monday – Saturday 10am – 3pm

- By placing your order, you warrant that all details you provide to us for the purpose of booking, ordering or purchasing goods or services are correct, that the credit or debit card you are using is your own and that there are sufficient funds to cover the cost of the ticket or service. If there are any changes to the details supplied by you, it is your responsibility to inform us.
- Sheringham Little Theatre reserves the right to alter or vary the advertised programme, including cast, running times, and such other matters without prior notice or without being obliged to refund monies or change tickets.
- Tickets purchased for our shows cannot be resold for commercial gain and cannot be sold via third parties.
- All tickets are subject to availability. Sheringham Little Theatre reserves the right to change or limit the number of tickets available for sale at any time.

- Ticket prices for all shows and seats may be subject to change at any time. Always check for the most up to date prices with Box Office directly or check on our website. All tickets must be paid for at the time of booking. Group Bookings will have an allocated member of staff who will support your booking through payment and pre arrival arrangements
- An order confirmation email is sent after all transactions to the email address we hold on file. This confirmation does not guarantee the ticket sale. The physical tickets guarantee of your order
- Bookings made online are subject to a transaction fee. Sheringham Little Theatre reserves the right to charge a booking fee for any bookings taken online, in person or via the telephone. The transaction fee may vary
- Tickets may be amended and an administration charge of £2 will apply per change transaction. Amendments are limited to changes to seats, performances within the same show run and ticket type. Amendments can only take place if no less than 7 days' notice before the performance is provided. No refunds or credits will be issued regarding any changes made
- In case of a show/performance cancellation, the Theatre will notify ticket holders with reasonable endeavours. However, we cannot guarantee that ticket holders will be informed before the date of the performance due to circumstances beyond our control.
- All tickets are non-refundable, except in the event of the cancellation of the performance. In the case of a cancellation customers may be offered alternative performances subject to availability or a refund of the face value of the ticket (excluding any booking, admin, ticket protection or transaction fees) at the discretion of the theatre. The theatre will not be liable for any additional expenses incurred by customers in the event of a cancelled performance.
- If a show/performance is rescheduled, then ticket holders will be offered an equivalent value ticket of their original purchase for the new dates. If they are unable to attend the rescheduled date, they are required to notify the Box Office within 7 days of the cancellation (not the original performance date) in order to be eligible for a refund. Ticket holders will be entitled to a refund for the face value of the tickets purchased.
- If you have mislaid your tickets, please contact the box office who will issue duplicates for you to collect on the day of the performance. The theatre reserves the right to apply an administrative fee for this service.
- There are no restricted view seats in the auditorium however we cannot guarantee a perfect view from every seat for every performance.
- You must be 16 or over to book tickets online.

### **Terms of Admission**

- The theatre reserves the right to refuse admission to an event when tickets have been purchased
- Sheringham Little Theatre reserves the right to refuse entry to ticket(s) holders if the amendment services have been requested, and completed, but the original tickets are presented
- It is the responsibility of the customer to ensure tickets in their possession are for the correct date and time; please check your ticket carefully as mistakes cannot be rectified after the event. Customers attempting to use tickets for an incorrect date or time will not be admitted

- Any customers who are intoxicated, disruptive, abusive or violent towards staff, volunteers, audience members or performance may be ejected from the theatre. No refunds will be applicable in this circumstance
- Photography and video/sound recording as well as the use of mobile phones and other digital equipment in the auditoriums is strictly prohibited and patrons who break this condition or cause any kind of disturbance may be required to leave immediately. In circumstances where recordings are permitted you will be informed by staff prior to the performance
- Performances may be filmed or recorded. If you have any objections to being filmed or recorded, please speak to a member of theatre staff prior to the performance commencing
- To avoid disturbing the audience and performers, latecomers may not be allowed access to the auditorium until a suitable point in the performance designated by the company, which may not be until the interval. We regret that we will not be able to offer a refund or exchange on your ticket(s) if you are refused entry to a performance due to being late.
- Some productions/films have age restrictions. For some productions/films age-related concessionary tickets are available. While we make every effort to advertise any age-related information it is your responsibility to abide by any age restrictions relevant to the performance/film when purchasing tickets. It is also your responsibility to purchase the appropriate age-related ticket for each person included in your ticket purchase. We reserve the right to ask for proof of age when tickets are collected from the Box Office.
- All Children over 3 must have a valid ticket. Children under 3 can come in free but do not get an allocated seat and must be seated with a parent or guardian. For certain shows, babies and children under 3 are welcome and may share a seat with you. For reasons of Safeguarding, all children aged 14 and under must be accompanied by a responsible adult (aged 18+) at all time
- We may conduct searches of clothing, bags and other items on entry or exit
- Customers may not consume their own food and drink on the premises. If customers have specific medical requirements in this aspect, please speak to a member of staff on arrival

### **Protect your tickets**

- When booking certain performances determined by Sheringham Little Theatre, you may be offered the chance to buy ticket protection Ticketsolve Protect is an optional add-on product provided by Ticketsolve, administered by Refund Protect. If you opt in to Ticketsolve Protect, your tickets are fully refundable if something unexpected stops you from coming to the event.
- What's covered? Covered reasons include (but aren't limited to):
  - Illness / Injury
  - Pre-existing Medical Condition
  - Theft of Documents
  - Public Transport Failure
  - Home Emergency
  - Adverse Weather
  - And many more!

Examples of what is not covered include change of mind, booking error (wrong date), and event cancellation.

Full terms and conditions can be viewed at  
<https://www.refundable.me/extended/en/>

In the instance of event cancellation, Ticketsolve Protect is not applicable.

Want to apply for a refund?

If you are unable to attend the event for a covered reason, you can apply for a refund by clicking the link in your confirmation email or via <https://form.refundable.me/forms/refund> (Your booking reference is your order number.)

Refund applications are handled directly by Refund Protect via their secure refund portal. The Box Office will not be able to assist with any refund enquiries

### **Gift Vouchers**

- All purchases are subject to availability and standard Terms & Conditions of Sale.
- Please be aware we do not accept National Theatre Tokens.
- Gift Vouchers are non-refundable once issued, and can be redeemed towards tickets only and are not valid for the Hub Café or any associated theatre products
- Vouchers expire after two years from the date of purchase.
- A valid gift voucher code is required to redeem the gift voucher; codes can be found on the voucher along with the expiry date
- If the value of the voucher exceeds the value of the purchase, change will be left as a balance on the existing voucher to use towards your next purchase.
- Vouchers can be used immediately and, in terms of ticket purchases, towards any production currently on sale, even if the performance date is later than your voucher expiry.
- Gift vouchers are issued to the purchaser and it is the purchaser's responsibility to issue the voucher to their intended recipient. Sheringham Little Theatre does not administer gift vouchers directly to intended recipient
- Gift vouchers may be posted by Sheringham Little Theatre to the purchaser for a postage fee payable at the point of purchase of the gift vouchers
- Vouchers may not be exchanged for tickets, goods or services already purchased or exchanged for a monetary refund.
- Gift vouchers will not be replaced if lost, stolen, damaged or expired
- Personal data relating to your purchase or use of a gift e-Voucher will be used in accordance with current applicable data protection and privacy legislation and our Privacy Policy
- Sheringham Little Theatre reserve the right to alter these terms and conditions at any time

### **Friends and Members**

- It is the responsibility of the friend or member to ensure that any standing order to remain in the scheme is kept up to date.
- Friends and Members benefits can only be enjoyed by the subscriber and cannot be used to purchase tickets for any other person.
- Friends' memberships are non-refundable and will run for the validity period and cannot be cancelled.
- Friends' ticket discounts apply to full price tickets only and cannot be combined with any other offers, discounts, concessions or tickets already purchased.
- Friends' ticket discounts are offered by agreement with touring producers and will be limited/capped or subject to availability and withdrawn at our discretion.
- Friends' will receive a priority booking period for new brochure releases and some performances determined by Sheringham Little Theatre before they go on general sale, but exclusions may apply.
- All information about Friends' membership and benefits will be sent via email, including event invitations where applicable.
- The theatre will make reasonable endeavours to inform the subscriber that an annual renewal is due, it is the responsibility of the friend or member to ensure that any standing order to remain in the scheme is kept up to date. The theatre reserves the right to cancel a subscription if they are not in receipt of the full payment for a renewal, any part payment may be considered a donation to the theatre.
- By joining the Friends and Members loyalty scheme you consent to receive information about the scheme and related benefits by email. Personal details will be stored on our database. Your data will be processed and stored in line with the General Data Protection Regulations (2016). You can view our privacy policy [here](#).
- Theatre management reserves the right to make changes to terms and conditions at any time without prior notice