




Hinckley Concordia Association Box Office Terms and Conditions

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Document Sign Off			
Signed off by:	Will Hare		
Role:	HCA Chair		
Signature:		Date:	16 th July 2020

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Introduction

To ensure clarity and transparency in relation to the sale of tickets, gift vouchers and memberships etc. HCA has developed the attached Box Office Terms and Conditions. These terms and conditions are in place to ensure that customers have a clear understanding of what they can expect from HCA.

Contents

These terms and conditions include information to the public on the following areas:

1. Expectations when booking tickets.
2. Ticket pricing, discounts and charges.
3. Membership.
4. Payment methods.
5. Refunds and exchanges.
6. Customer services – what to expect when attending our theatre.
7. Wheelchair
8. Use of website.

This information should be published on the website and be accessible to the public.

This document should be reviewed annually by the trustees and Box Office Manager.



Hinckley Concordia Association Box Office Terms and Conditions



To ensure that everyone has a great experience when visiting the Concordia Theatre we have a few things you need to know about. By purchasing a ticket/gift voucher, registering with us, or becoming a theatre member you are agreeing to these terms and conditions.

All tickets, gift vouchers and memberships are sold by Hinckley Concordia Association (HCA) (Registered Charity Number 501904). Unless for an HCA fundraising event, HCA is acting as the sales agent on behalf of affiliated societies and other producers/event organisers.

Tickets etc may be purchased in person at the box office, by returning a booking form in the post, by phoning the box office directly, or online via our website www.concordiatheatre.co.uk

Pricing, discounts and charges.

1. All ticket prices are subject to change at any time.
2. In response to demand we may adapt prices, discounting, and availability of concessions at our discretion and without prior notice.
3. As we are an unsubsidised charity, to cover costs of providing an online booking service, there is a processing fee for booking tickets online. This is currently 60p per ticket up to a maximum charge of £4.50 within any one online transaction.
4. Following an initial members priority booking period, customers are able to book over the phone or in person when no processing fee is charged.
5. If customers wish to have their tickets posted to them a postage and handling charge will be applied. Tickets may be collected from the box office with no charge.
6. If booking tickets by post a customer should send a SAE with their booking form.
7. Ticket prices are published in the theatre's current brochure, on publicity material such as posters, leaflets, booking forms and on the theatre's website.
8. There may be group discounts available. This is specific to each production and will be detailed on the theatre's website and other publicity materials. The group discount is 10% for 10 or more tickets purchased for any one performance. Contact the box office or visit our website for details on specific events.
9. Concessionary prices are specific to individual performances and, if available, will be advertised on the theatre's website and other publicity materials.
10. Those eligible to claim concessionary tickets are as follows: Students, over 60s and children aged 3 – 16 years.
11. Proof of status may be requested for any concessionary ticket.

Membership

1. New members may join HCA at any time with either a single or joint membership.
2. Memberships run for twelve months from the date of purchase or selected date. Customers can elect to take out an 'Auto Renewal' option with payment taken automatically each year by card.
3. Membership entitles a person to priority booking on selected performances and a copy of the regular newsletter.
4. When purchasing a membership or making a donation, UK tax paying customers are encouraged to tick the box to make a gift aid contribution.

Payments

1. We accept most major credit and debit cards as well as cheques and cash (please do not send cash in the post).
2. Cheques should be made payable to 'Hinckley Concordia Association'.
3. We do not accept SOLT Theatre Tokens, but you can buy and redeem our own Concordia Theatre Gift Vouchers online or at the box office.
4. Tickets cannot be reserved and must be paid for at the time of booking.

Refunds and exchanges

1. Tickets are not refundable, except in the case of a cancelled or rescheduled performance.
2. If tickets are refunded any processing and postage fees are not refundable as services will have already been provided.
3. Tickets are exempt from statutory cancellation rights. This means that you are not entitled to cancel your tickets after purchase.
4. Tickets may not be exchanged for any performance.
5. In the event of a performance being cancelled, HCA will make every effort to contact customers, using details provided by the customer and stored in our secure booking system.
6. HCA cannot be held responsible for any costs incurred by a customer as a result of a cancelled performance or a performance that has to be abandoned part way through.
7. Tickets purchased online will be refunded to the original card used for the purchase.
8. Customers who purchase tickets at the box office, by phone or by returning a booking form will usually be offered a refund back to a credit/debit card of the original purchaser.
9. Refunds may also be available in the form of a voucher for future productions at the Concordia. Cash refunds may not always be available on demand.
10. Vouchers given as change expire 12 months after the date of issue. Gift vouchers expire two years after the date of issue.
11. No refunds will be given to ticket holders who are refused entry or removed from the venue due to their own actions or behaviour. Last Updated: 16th July 2020, Next Review: July 2021

Customer service – Other Expectations

1. To ensure everyone can enjoy their visit to our theatre, HCA reserves the right to refuse admission or to remove ticket holders, should the need arise.
2. Reasons for refusal of admission/removal from the venue may include (but are not limited to) late arrival, being under the age limit, threatening or abusive behaviour, carrying offensive weapons, the use of illegal substances, unauthorised recording of a performance, etc.
3. If requested to do so members of the public must leave the venue and follow the direction of front of house staff.
4. Latecomers to performances in the main auditorium or studio will only be admitted during a suitable break in the performance, which may be the interval.
5. Sometimes with live performance, unavoidable changes to the advertised programme may occur, and HCA reserve the right to make any necessary changes without notice.
6. Please note that for your security, on occasions we may carry out bag searches on arrival at the theatre or additional health and safety checks
7. So as not to disrupt the performance please ensure your mobile phone is switched off or on silent.
8. Photography and any kind of audio/video recording are not allowed unless otherwise stated.
9. Currently only soft drinks in plastic bottles or cartons may be consumed in the auditorium.
10. We are a no smoking building. All smoking, including electronic cigarettes, is not permitted in the building. If you do go outside to smoke, please be considerate to other patrons, and use the bins provided.
11. If strobe lighting or special effects are to be used during a performance this information will be displayed in the foyer. If you have any concerns, please speak to our front of house team.
12. Customer complaints should be made as soon as possible to the Front of House Duty Manager; or later in writing by post, or via our website.
13. We want our productions to be enjoyed by everyone. As much as we love young children, they can get bored, or upset easily by special effects and loud music. For this reason, unless otherwise stated, we do not admit children under the age of three.
14. Everyone admitted to the theatre for any performance needs to be in possession of a valid ticket, and under-16s must be accompanied by an adult at all times.
15. HCA cannot be held responsible for the loss or damage to personal property whilst at The Concordia Theatre.
16. Our theatre is located near to houses and private properties. Please be considerate of this when arriving and leaving the venue.
17. There are a number of car parking facilities available near to the theatre. Please ensure that you take note of individual operating times and parking charges. These charges are not managed by HCA and HCA is not liable for any parking fees that may be incurred.

Wheelchairs & mobility scooters

1. Two standard size wheelchairs can be accommodated in the main auditorium per performance.
2. If you are attending a studio production and require a wheelchair space please contact us in advance to reserve a space.
3. Wheelchair seats must be booked directly through the box office and are not available to book online.
4. Customers using wheelchairs are asked to arrive at the venue in good time prior to the start of the performance so that front of house staff are available to assist if required.
5. The Concordia has three dedicated parking spaces for the use of disabled patrons (blue badge holders). These spaces can be reserved when booking your tickets (not online) on a first come, first served basis. Patrons should give their car registration number and will be asked for their blue badge number. Any remaining spaces that have not been pre-booked should be left available for the use of disabled patrons turning up on the night.
6. Due to the limited space available mobility scooters are not permitted in the auditorium. Patrons are able to transfer into a standard wheelchair provided by the theatre. Mobility scooters may be left in the lower foyer.

Hearing impaired

1. A loop system is available. Headsets may be collected from the box office on arrival. There are six sets available and these do not need to be pre-booked.

Vision Impaired

1. Space for a Guide Dog is available. If this is required early booking is recommended as spaces may be limited.
2. Please ask a member of front of house should your guide dog require water.

Your Data

Your personal information will be processed in accordance with our Privacy Policy <https://www.concordiatheatre.co.uk/privacy-notice/>

Use of Website

1. HCA provides the Concordia Theatre's website to its users at www.concordiatheatre.co.uk
2. By using concordiatheatre.co.uk, the user agrees to comply with all of the terms and conditions detailed in this document. The right to use concordiatheatre.co.uk is personal to the user and is not transferable to any other person or entity.
3. The user is responsible for all use of the user's accounts and for protecting the confidentiality of their password(s), if any. If information on the users account is incorrect they should contact the box office to rectify.
4. HCA makes all reasonable efforts to keep information up to date on all pages of the website.

5. HCA reserves the right to change the content of the website, the fees payable and the terms and conditions at our discretion.

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6. HCA shall not be liable for any losses or damages arising out of content advertised on the website.
7. The user agrees that they access concordiatheatre.co.uk and purchase tickets via the website entirely at their own risk and that they will be entirely responsible for any resulting damage to software or computer systems.
8. HCA does not accept any liability in relation to any third party websites which may be linked or accessible through our own website. HCA does not endorse the contents of any such independent site.
9. In the case of a dispute relating to the use of concordiatheatre.co.uk this will fall under the jurisdiction of the courts of England and Wales.
10. Except where expressly stated to the contrary, the text and graphics in the information contained on the website is the copyright of HCA and/or its third party content providers.

If you have any questions in relation to these terms and conditions please contact the box office initially.

We look forward to seeing you at our theatre soon.

