

The Bridge House Theatre & Guy Nelson Hall

Terms & Conditions of Sale

Tickets are sold by **Warwick School Enterprises Ltd**, part of Warwick School, Myton Road, Warwick CV34 CPP.

By purchasing any ticket, by telephone, over the counter, or online you are agreeing to our terms and conditions of sale.

Once paid for, no refunds can be given.

Upon purchase, please check ticket details carefully as mistakes cannot always be rectified after purchase.

Your ticket may be invalidated if any part of it is removed, altered or defaced.

Only customers holding a valid ticket will be admitted to an event

We accept payment by cash, Visa, Delta, American Express, Mastercard, Maestro, Electron & Solo.

Please note that transactions paid for by debit or credit cards incur an additional £1 charge.

Cash payments at the Box Office counter are exempt from this.

Tickets may be reserved in advance and held without payment for up to 10 days, or 30 minutes before a performance by which time payment must be made to confirm the booking.

If a performance is cancelled you may be offered a rescheduled date where possible, or a refund of the face value of the ticket only.

Printed tickets can be exchanged within the run of the same event at a cost of 50p per ticket.

Lost or forgotten reserved seated tickets can be reprinted at a cost of 50p per ticket.

We operate a resale facility on sold out performances at a cost of £1 per ticket.

Tickets must not be resold at a higher price than face value.

Tickets resold at a higher price become void and the holder may be refused entry.

We charge a postage fee of £1 for UK addresses. You can choose to collect your tickets from the Box Office at no additional charge.

When purchasing tickets on our internet site, an additional fee of £2.50 will be charged per transaction.

This is an administration fee which contributes to hosting costs and credit card charges.

We reserve the right to introduce discounts and special offers at any time, and these cannot be applied to tickets already purchased.

Only one discount can apply to any one ticket.

Children aged 2 years and under may sit on an adult ticket holder's lap with an infant in arms ticket (selected performances only).

Children under 13 years must be accompanied by an adult ticket holder.

If an event is cancelled due to any cause beyond Management's control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, royal mourning, national mourning, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments the Management will not be liable for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure.

Latecomers may be admitted at a suitable point in the performance at the discretion of the management.

By order of the licensing authority, under no circumstances shall persons be permitted to sit in any gangway which intersects the seating.

Photography or recording of any kind is not allowed.

Please switch off mobile phones, muffle coughs, and refrain from unwrapping sweets during the performance to ensure that it is enjoyed by all.

The management reserves the right to refuse admission, to request any ticket holder to leave our buildings, and to take action to enforce these rights.

Artists, programme and performance details are correct at the time of sale or print publication, but due to the nature of live performance, changes may be unavoidable.

The Bridge House Theatre & Guy Nelson Hall or its agents may carry out film or sound recording in or around our venues.

By purchasing tickets you consent to you and your party being included in any recording, and to its exploitation, without payment.

The Bridge House Theatre & Guy Nelson Hall often acts as a box office for external events.

These events are not promoted by The Bridge House Theatre & Guy Nelson Hall and we take no responsibility for any aspect of their programme or operation. Any queries should be directed to the promoter concerned.

All personal data is managed in accordance with appropriate and European data protections and freedom of information legislation.