

Hylands Estate Ticketing Booking Terms and Conditions

1. CONDITIONS OF SALE

- 1.1 All sales are final and refunds, credits & exchanges will not be issued unless a performance is cancelled
- 1.2 The Venue is not responsible for associated costs of any cancelled tickets i.e., transport or hotel costs for example
- 1.3 Management reserves the right to refuse admission and to require any ticket holder to leave the premises
- 1.4 Latecomers may be asked to wait until a suitable break in the performance
- 1.5 Use of cameras and recording equipment is prohibited unless otherwise stated
- 1.6 Management reserves the right to alter the programme, cast or arrangements
- 1.7 Lost tickets will only be replaced at the discretion of the management
- 1.8 Management reserves the right to cancel tickets which they reasonably suspect to have been booked fraudulently, and/or which exceed any advertised limits on the quantity that a person/household can buy, and/or which they suspect to have been resold, or attempted to be resold, for financial gain. Any applicable restrictions to the quantity of tickets will be made clear at the time of booking
- 1.9 Only food and drink purchased on the premises may be consumed within the Venue, unless items are required on proven medical grounds or for babes in arms or the event states you can bring your own food and drink
- 1.10 Smoking throughout the venue is prohibited, including the use of electronic cigarettes and/or vaping.
- 1.11 Unless explicitly consented by the performing act or Venue, the use of equipment to record or transmit audio and/or visual material inside the Venue or Hylands Estate grounds is strictly forbidden. Unauthorised recordings, tapes, films, or similar items may be confiscated and destroyed. Any recording made in breach of these conditions shall belong to the Venue and/or Promoter of the Event. Neither the Promoter nor the Venue will be liable for the loss, theft, or damage to confiscated items.
- 1.12 Concessions or special offer tickets may be subject to change without prior notice.

2. TICKETS BOOKED ONLINE/DELIVERY

- 2.1 By choosing to book online, it is your responsibility to check what type of discounted tickets and offers are available and that you have booked the correct tickets before completing your booking.
- 2.2 No refunds will be given for incorrectly booked tickets.
- 2.3 If you exceed the maximum number of tickets allowed, we reserve the right to cancel the extra tickets booked. No refunds will be given for these tickets or any applicable fees.
- 2.4 Misuse of offers or specially discounted tickets may result in your booking being cancelled.

- 2.5 You may be required to show proof of concessions on the door.
- 2.6 E-tickets will be sent as an attachment to the email address of the account holder. You can print these tickets at home to bring along or present them on your phone/tablet device. If printed, your E-ticket must be printed on white A4 paper with the barcode clearly visible for scanning.
- 2.7 Tickets are only issued as E-Tickets. We do not post any tickets.
- 2.8 Please present tickets/E-tickets at the auditorium doors.

3. TRANSACTION FEES

- 3.1 Booking fees are included in the ticket price as advertised.

4. CONCESSIONS

- 4.1 Any concession ticket must be requested at the time of booking. You may be asked for proof of entitlement at the door.
- 4.2 Concessions may be available at some performances for:
 - 4.2.1 18 & under (2-18 years)
 - 4.2.2 Full time students
 - 4.2.3 Over 65s
 - 4.2.4 Veteran ID card holders
 - 4.2.5 People receiving benefits
 - 4.2.6 Benefit concessions include the following:
 - 4.2.6.1 Universal Credit
 - 4.2.6.2 Job Seekers allowance
 - 4.2.6.3 Income Support
 - 4.2.6.4 Personal Independence Payment (PIP)
 - 4.2.6.5 Disability Living Allowance
 - 4.2.7 Concessions for children
 - 4.2.7.1 Children under two years are free on most performances and do not require a ticket but are expected to sit on a lap.

5. GIFT VOUCHERS

- 5.1 Gift Vouchers are not available however you may purchase tickets on behalf of another family member, friend, or colleague. Please refer to point 4.1 if booking for someone else.

6. FAMILY TICKETS

- 6.1 A family ticket consists of 4 tickets, which can be either 2 adults and 2 children or 1 adult and 3 children.
- 6.2 Children must be under the age of 18.
- 6.3 The price shown on the ticket is per seat.

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7 DISCOUNTED TICKETS & PROMOTIONAL OFFERS

- 7.1.1 Full terms and conditions relating to discounted tickets and special offers are as follows:
- 7.1.2 Any discount priced tickets or special offer must be requested at the time of booking
- 7.1.3 All discounts & offers are subject to availability where applicable and at the discretion of the Venue
- 7.1.4 All discounts & offers can be withdrawn at the discretion of the Hylands Estate Management without prior notice
- 7.1.5 Discounts do not apply to tickets already purchased
- 7.1.6 Discounted tickets cannot be booked in conjunction with or combined with any other reductions or offers
- 7.1.7 Offers with a ticket limit, either per ticket, customer or transaction, can only be used once
- 7.1.8 If you exceed the maximum number of tickets allowed, we reserve the right to cancel the extra tickets booked. No refunds will be given for these tickets or any applicable fees
- 7.1.9 The promotion applies only to the event clearly stated in the offer, and excludes any other offer or event
- 7.1.10 A valid voucher, promotional code or letter must be produced in order for the offer to be valid
- 7.1.11 The offer cannot be used in conjunction with any other offer and applies to full-priced tickets unless otherwise stated. For example, it does not apply to concessionary, family or group rates or other special offers
- 7.1.12 Ticket offers do not apply to tickets already purchased at the original full-priced rate
- 7.1.13 The offer cannot be used retrospectively on tickets already purchased
- 7.1.14 No cash alternative will be offered
- 7.1.15 The Venues standard terms and conditions of purchase, sale and entry apply
- 7.1.16 Seat availability is on a first come, first served basis
- 7.1.17 Special offer customers and their guests have no priority over other customers
- 7.1.18 Tickets are non-refundable and non-transferable
- 7.1.19 The Hylands Estate Management reserves the right to introduce discounts and price changes without prior notice and to withdraw, amend or replace offers at any time and without prior notification.