

Theatre Box Office Terms and Conditions

We kindly ask all audience members to review the following terms and conditions before attending the performance. By purchasing a ticket, you agree to comply with these conditions to ensure a safe and enjoyable experience for everyone.

1. Age Restrictions:

- **No Children Under 3:** Please note that children under the age of 3 will not be admitted into the auditorium under any circumstances.
- **Babies and Toddlers:** Babies-in-arms and toddlers are not permitted in the auditorium. Every attendee, regardless of age, must have a valid ticket and their own seat. Sitting on laps is not allowed.

2. Photography and Recording:

- **No Photography or Recording:** The use of cameras, video recording devices, or mobile phones to photograph or record any part of the performance is strictly prohibited. This includes all forms of audio and video recording.

3. Respect for Performers and Audience:

- **Noise and Distractions:** Please be mindful of the comfort and enjoyment of other audience members and the performers on stage. Disruptive behaviour, including excessive talking or noise, is discouraged, and you may be asked to leave if it continues.

4. Management Rights:

- **Refusal of Admission:** The Management reserves the right to refuse admission to the auditorium for any reason, including late arrival, disruptive behaviour, or failure to comply with the terms and conditions.
- **Programme and Cast Changes:** The Management reserves the right to make alterations to the advertised programme, performance schedule, or cast at any time, without prior notice.



5. Arrival and Late Admission:

- **Arrive On Time:** Please ensure you arrive at least 15 minutes before the start of the performance to allow sufficient time to be seated.
- **Latecomers:** Latecomers may not be admitted until a suitable break in the performance, as determined by the theatre staff.

6. Refreshments:

- **Limited Availability:** Please note that refreshments may not be available in the last 5 minutes prior to the start of the performance.
- **Food and Drink:** Only food and drink purchased from the theatre venue may be consumed on the premises. No outside food or beverages are allowed.

7. Mobile Phones:

- **Switch Off:** All mobile phones and electronic devices must be turned off during the performance to avoid disruptions.

8. Ticketing:

- **No Refunds:** We regret that tickets cannot be refunded under any circumstances.
- **Ticket Exchanges:** Tickets may be exchanged at the discretion of the Box Office Manager, provided adequate notice is given. An administration fee of £2.50 will apply for any ticket exchanges.

9. Special Effects:

- **Stage Effects:** Please be aware that some performances may include special effects such as strobe lighting, smoke, and haze. If you have any concerns or health-related issues, please contact the Box Office in advance.

10. Accessibility and Special Requirements:

- **Special Requirements:** If you have any special requirements such as wheelchair access or limited mobility, please inform the Box Office at the time of booking by emailing info@playboxtheatre.com.
- **Wheelchair Seating:** To book a wheelchair place, you must contact the Box Office directly on 01926 419555 or email info@playboxtheatre.com, as special arrangements will need to be made.

We appreciate your cooperation and look forward to welcoming you to the theatre. Thank you for helping us create a safe, comfortable, and enjoyable experience for everyone!



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