

ROSE THEATRE, Edge Hill University Terms and Conditions

Please read these Terms and Conditions carefully as they apply to all bookings and visits to the Rose Theatre.

Tickets

- On receipt of your tickets, please check that they are for the correct performance, date and time, as mistakes cannot always be rectified once a booking has been confirmed.
- Subject to time of booking and ticket availability, advance email or telephone ticket reservations can be made to the Box Office. However, all reservations must be paid for within 7 days of the booking.
- Every audience member must be in possession of a valid ticket.

Refund, Exchange and Resale Policies

- Once paid for, tickets are non-refundable, except in the event of a cancelled performance. When we issue a refund to you, we will refund the price that you paid for your ticket. The Rose Theatre will not be liable for additional travel or accommodation expenses.
- Purchased tickets may be exchanged for another performance at the discretion of the Box Office. The Box Office must be in receipt of the original purchased tickets before that performance starts. No exchange will be granted after that time.
- If you wish to return tickets that you cannot use before a performance, the Box Office will endeavour to sell these tickets providing the performance is sold out. We cannot guarantee the re-sale of tickets. Only the original tickets can be offered for re-sale. At the discretion of the Box Office, the value of any resold ticket will either be placed as a credit on your account, or refunded to you.
- It is a condition of sale that tickets shall not be resold for more than the original purchase cost.

Groups, Discounted and Concession Tickets

- We regret that Groups, Family, Discounted and some Concession tickets are not available online. Please contact the Box Office on 01695 584480 for more details.
- Customers must state the discount or concession they are entitled to at the time of booking, as they cannot be applied retrospectively.
- Proof of eligibility will be required to receive a discount or concession ticket.
- Discounts and special offers cannot be redeemed against tickets already purchased.
- Discounts and special offers cannot be used in conjunction with any other discounts or offers.

- We reserve the right to introduce discounts and other price changes without notice.

Children and Young People

- Any child aged 2 years and above, must be purchased a ticket and occupy their own seat.
- According to the complexity, issues and strength of language, some performances recommend age suitability. Details on individual show content can be obtained from the Box Office.
- Children and young people aged 14 years and under, must be supervised by a parent or guardian.

Ticket delivery

- Tickets purchased 7 days in advance of the performance can be posted to you at no extra charge, otherwise you can collect them from the Box Office on production of your debit/credit card.

Duplicate tickets

- If your tickets have been lost or misplaced and duplicate tickets need to be issued, please contact the Box Office on 01695 584480. Please bring the card with which the original booking was made. We regret that duplicate tickets can only be issued on the day of the performance and to the person who made the original booking. It may not always be possible to provide duplicate tickets for unreserved seating/some performances.

Latecomers

- Please arrive in good time for the performance. Latecomers will only be admitted to the auditorium at a suitable break in the performance, but admission cannot always be guaranteed. This may also apply to customers who leave their seat during the performance.

Smoking Policy

- Except for the artistic purposes of smoking on-stage during a performance, smoking is not permitted anywhere in the theatre buildings. External designated areas are assigned for smokers' use.

General

- The use of mobile phones, pagers and unauthorised camera equipment is strictly forbidden in the auditorium. Please switch off your mobile phone, pager or wrist watch alarm before you enter the auditorium.

- The management reserves the right to refuse, or to eject a ticket holder, for behaviour likely to cause damage, injury, nuisance or annoyance, or failure to comply with the reasonable requests of the management.
- Special effects including strobe lighting, loud bangs, gunshots, and smoking on-stage may be included in a performance. Notices will be posted in the theatre foyer before the performance regarding use of any such effects. Anyone who has susceptibility to any type of special effect should check with the Box Office at the time of booking.
- No seating or standing is permitted in the auditorium stair aisles.
- Only drinks purchased from the Rose Theatre bar may be consumed on the theatre premises.
- The management reserves the right to amend the programme or artistes without notice as deemed absolutely necessary.
- The Rose Theatre reserves the right in extreme circumstances to cancel any performance without prior notice. We will endeavour to contact all customers where possible and a refund will be issued.
- The Rose Theatre cannot be held responsible for the loss or damage of personal property in the theatre buildings, unless caused by the negligence of the theatre management.
- The advertised running times of performances may change. Please check with the Box Office on the day of the performance for confirmation.
- Ticket holders consent to the recording and filming of themselves as members of the audience which may be used for publicity purposes.
- All ticket holders must comply with the Rose Theatre's safety regulations.

Security

- If you pay for your tickets using a credit or debit card via our online booking facility, please be assured that your payment details are automatically secured and encrypted to minimise any access to that information. Similarly, this process also applies to card payment details provided for tickets booked via the Box Office.
- If you have any concerns in this regard, please contact the Box Office on 01695 584480.

Data Collection & Privacy Policy

The processing of data is regulated by the Data Protection Act 1998.

- Disclosure of your personal details at the time of booking, either online, in person or over the telephone, gives the Rose Theatre consent to the collection and safe storage and processing of this information and your ticket order.
- We may also use this data to monitor and analyse how the Rose can develop and improve its efficiency and customer satisfaction. We may also use it to track marketing and booking trends. From time to time we may also use this data to inform you of relevant news or events at, or associated with, the Rose Theatre, Edge Hill University, or arts organisations. However, we will only contact you (by post, telephone, or email) if we have received your consent that you are happy for us to do so, either by informing us directly (by post or

email) or in answer to a clearly stated request made during the ticket booking process.

- You have the right to view the information held about yourself at any time. We will not disclose, without your explicit consent, any personal information we collect about you to any third parties.
- The Rose Theatre is committed to respecting and protecting your privacy. If you have submitted personal information via the Rose Theatre website or direct to the Box Office, and wish us to cease using it for the purposes submitted, please contact the Box Office and we shall remove your details.
- The Rose Theatre website may contain links to and from the websites of partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

We reserve the right to change the Terms and Conditions. Such changes will be notified on this page.

If you have any queries, please contact the Box Office:

Telephone: 01695 584480

Email: rose@edgehill.ac.uk

Postal address:

The Box Office, Rose Theatre, Edge Hill University, St Helens Road,
Ormskirk, Lancashire L39 4QP