



TERMS AND CONDITIONS FOR SRC THEATRE EVENTS IN THE MARGARET ARMSTRONG THEATRE

Stockton Riverside College (SRC) is a provider of Further and Higher Education and these Terms & Conditions will apply in conjunction with our general Policies & Procedures, available on the college website www.stockton.ac.uk/about-us/ Our theatre shows are produced by the Performing Arts courses for the benefit and development of their students. These are not for profit events and all income is spent on production costs, or on enhancing the learning experiences of our students. Box Office and Front of House roles are generally taken on by our Performing Arts students, who may have varied levels of experience. We ask for your patience and understanding when purchasing tickets in person and at all times during your visit.

GENERAL

These Terms and Conditions relate to the purchase and supply of tickets and attendance of theatrical events. Please read carefully before buying any tickets, as by doing so you accept all Terms and Conditions.

Nothing in these Terms and Conditions is intended to affect your statutory rights.

These Terms and Conditions do not necessarily apply to externally produced events, for which separate Terms and Conditions may exist.

PURCHASING TICKETS

Tickets are available;

- in person from SRC Box Office, situated next to the Theatre on the ground floor of SRC1, only on the occasions when it is manned (Please note that we do not have any regular opening hours)
- by telephone from SRC Box Office, when manned, on 01642 865465
- from our TicketSource website at www.ticketsource.co.uk/src/events
- by telephone from our TicketSource Telephone Service on 0333 666 3366, which is open Monday to Friday 9am - 7pm and Saturday 9am - 5pm

Tickets can only be reserved at SRC Box Office up until 24 hours before an event, when they will be released back on general sale. Tickets will not be reserved at any time on the day of the performance.

Tickets cannot be reserved on the TicketSource website, nor via the TicketSource Telephone Service.

We can accommodate several wheelchair users alongside their companion(s) at floor level in the theatre but we do need to know as far in advance as possible, as places are limited and it requires the removal of two standard seats. Unfortunately this means that we cannot currently offer wheelchair spaces via our TicketSource website, nor via the TicketSource Telephone Service. Please attend, or telephone on 01642 865465, SRC Box Office in person, or email boxoffice@stockton.ac.uk for further assistance.

Lower priced Concession Tickets are usually, but not always, available to anyone who is;

- aged 16 or under
- over the age of 60
- a full-time student
- on disability benefits
- on unemployment benefits

Infants aged 4 or under can be admitted free of charge, if sitting on a guardian's lap and not taking up a seat.

We reserve the right to check proof of eligibility at any point and entry will be refused if you are found to have purchased a concession you are not entitled to. Wheelchair users are subject to the same concession rules as anybody else.

We reserve the right to place restrictions on the number of any tickets ordered.

If you make a group booking, you accept these Terms and Conditions on behalf of all members of the group and are responsible for all payments due from the party.

If there are any changes to your details once your booking has been concluded then it is your responsibility to inform SRC.



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Complimentary (free) tickets are available automatically to the following SRC staff, with the given restrictions;

- Any Performing Arts tutor may have two non-transferable Comp tickets to any number of events
- SRC Managers may have two non-transferable Comp tickets to one performance of any event

Complimentary tickets may also be issued as recompense with written instructions from the event organiser. Any locked house seats may be made available only with the agreement of the event organiser.

ADDITIONAL PROVISIONS APPLYING TO TICKETS PURCHASED ON THE SRC TICKETSOURCE WEBSITE OR FROM THE TICKETSOURCE TELEPHONE SERVICE

The TicketSource website and Telephone Service is owned and operated by TicketSource, using information supplied by SRC.

We do not impose any additional charges or booking fees for tickets purchased via TicketSource. This is done on the understanding and in consideration of the fact that SRC Box Office has very limited and irregular opening hours. Tickets are the same price to all customers whether bought online or from SRC Box Office.

TicketSource has their own Terms and Conditions, available to read on their website www.ticketsource.co.uk/kb/terms-of-use/terms-and-conditions which apply to all tickets purchased from the TicketSource website, or via the TicketSource Telephone Service.

You are entirely responsible for entering your details correctly on the online booking form. By submitting an online booking form you warrant to SRC and TicketSource that all details supplied by you are true and accurate.

PRICE AND PAYMENT

The price (including all taxes where relevant) of tickets booked over the phone, in person, or by post are displayed on the SRC TicketSource website and/or will be provided to you at the time of booking. These details are based on the best available information and SRC is not obliged to conclude any contract on these terms.

A ticket delivery charge of £1.50 will be applied to all TicketSource Telephone Service bookings, in addition to any other fees.

For bookings made from SRC in person, over the telephone, via email, or by post, we accept payment by cash, MasterCard, Visa, any debit card, cheque, and BACS.

For bookings made online from the SRC TicketSource website, or by ringing the TicketSource Telephone Service, TicketSource accepts payment by Mastercard, Visa, American Express and Maestro cards.

If your tickets are being paid for using a third party credit/debit card you must provide SRC with written authorisation from the card holder.

DELIVERY OF TICKETS

Tickets can be issued in three different formats:

- Traditional tickets, available direct from box office when purchased in person
- eTickets, emailed to the customer immediately following the successful purchase of tickets and will need to be printed and presented at the venue
- Tickets by text, a unique booking reference and barcode will be sent to the customer's mobile phone which must be presented at the venue

Tickets will not be sent out by mail, except for those purchased from the TicketSource Telephone Service, where an additional charge of £1.50 will be made to cover all methods of ticket delivery. All other tickets can be collected in person from the SRC Box Office, at any time it is open, up until the performance time.

It is your responsibility to check that any tickets issued to you are accurate.



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REFUND AND EXCHANGE POLICY FOR TICKETS

We will give refunds on tickets, or exchange for another performance (subject to availability and payment of any price difference) free of charge, up to 24 hours before the performance is due to take place (or at least 7 days before the event for group bookings).

If you do not return your tickets in time to exchange them we may, but are not obliged to, resell them on your behalf. If your tickets are successfully resold we will refund to you the face value of the tickets purchased (excluding any delivery charges). We reserve the right to sell all of our own tickets before we will offer returned tickets for resale and cannot guarantee the successful resale of any returned tickets.

Where an event is cancelled by us, or is abandoned when less than half the performance has taken place, we will refund to you the face value of the tickets purchased (excluding any delivery charges).

Where an event has been abandoned when more than half of the performance has taken place we may, at our discretion, refund to you the face value of the tickets purchased (excluding any delivery charges).

If you wish to transfer your tickets into someone else's name, you must contact SRC Box Office by either email or telephone at least one hour before the start of the performance.

ALTERATIONS

All tickets are sold subject to SRC's right to make any alterations in the cast or programme details advertised on our websites or other publicity material.

LIABILITIES OF SRC

SRC will only be liable to you for direct and foreseeable losses arising as a result of;

- a breach of these Terms and Conditions by SRC
- any negligent act by SRC arising under or in connection with the contract

SRC's total liability shall be limited to the face value of the tickets purchased.

SRC will not be liable in any way if it is prevented from performing its obligations due to any factors which are beyond SRC's reasonable control. Without limiting the foregoing, the following shall be regarded as causes beyond SRC's reasonable control;

- acts of nature, including earthquakes, cyclones, storms, flooding, fire, disease, fog, snow or frost
- force majeure, which includes war, accidents, acts of public enemies, strikes, embargoes, perils of the air, local disputes and civil commotions
- power failure and failure of sound or lighting equipment

SRC will not be liable for any losses incurred by you in connection with your use of the TicketSource website, for any delay in using or your inability to use the website, for any information or tickets obtained through the website or for any material posted to the website by SRC or by users of the website.

DATA PROTECTION

SRC will collect, use, store and disclose your personal details in accordance with our privacy policy which can be accessed from SRC's website www.stockton.ac.uk/about-us/policies-procedures/data-protection/



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SAFETY AND ENJOYMENT

To be admitted you must be in possession of a valid ticket, eTicket, or mobile text ticket. All valid tickets will contain a unique booking reference and a barcode.

We reserve the right to refuse admission and may request any ticket holders to leave (taking any such appropriate action which may be necessary to enforce this right) before or during a performance if we consider it to be necessary or desirable to do so. SRC may also, on certain occasions, have to conduct security searches to ensure the safety of its patrons.

If you arrive late for the start of a performance, or after an interval, we appreciate that you will want to take your seat as soon as possible and we will do everything we can to assist. To limit disturbance to fellow audience members and performers we may ask you to wait until a suitable break in the performance. Occasionally this may not be possible once the performance has started.

No member of the audience will be permitted to sit on the stairs, or in any gangway, nor to stand at the side to watch any part of a performance.

Mobile phones and other electronic equipment must be switched off (not just silenced) before entering the auditorium and remain off throughout the performance.

Pushchairs, large bags, and any other unwieldy items must be left in the care of our Front of House staff, who will return it after the performance.

We do not permit glasses, glass containers, or other breakable items to be brought into the auditorium at tiered seating or standing events. At cabaret style shows it is acceptable. Plastic drinking vessels are available from the bar.

Please note that strobe lighting, smoke effects and pyrotechnics are often used in our productions. If you are concerned, please ask Front of House staff for further information.

For reasons of safeguarding, copyright, and the distraction caused to both performers and fellow audience members, unauthorised photography, videoing, or recording in any way, on any type of device including mobile phones, of all or any part of a performance is strictly prohibited.

SRC staff and students, and any authorised third parties, may carry out filming and sound recording in or about the venue. By purchasing tickets, you consent to you and your party being included in, and to the commercial exploitation of, such films and recordings without payment.

If we need to evacuate the theatre in an emergency, regardless of whether the fire alarm has sounded or not, ticket holders are required to do so as quickly as possible, following all instructions and guidance from our Front of House staff.

CONTACT AND COMPLAINTS

If you need to contact SRC, or if you wish to complain about your experience purchasing tickets, using any SRC website, or attending an event, you can do so using any of the following methods:

- **email:** boxoffice@stockton.ac.uk
- **telephone:** 01642 865500
- **letter:** Performing Arts Department
Stockton Riverside College
Harvard Avenue, Thornaby
Stockton-on-Tees TS17 6FB