

TERMS & CONDITIONS

All tickets for Guildford Shakespeare Company events are purchased and issued under the following Terms & Conditions

REFUNDS & EXCHANGES

All tickets are purchased as **NON-REFUNDABLE**

Exchanges are available for our Autumn/Winter seasons **ONLY**.

Tickets may be exchanged for another performance in the SAME season. Exchanges are subject to availability. There is a £2.50 administration charge for each exchanged ticket. There is no exchange charge for GSC Friends.

Exchanges for must be requested at least **48 HOURS BEFORE** the scheduled performance you have booked for. Please contact the Box Office to arrange this.

In the event of a cancelled or abandoned performance due to circumstances outside of the Management's control:

- Tickets may be exchanged for any remaining performance during the SAME season, subject to availability.
- To qualify for an exchange you must validate your ticket with the Box Office onsite, and retain this ticket. Exchanges will only be granted if you are present at the abandoned performance.
- GSC will decide if the circumstances result in a performance needing to be cancelled or abandoned.
- **For Open-Air events:** Tickets are purchased in the understanding that these are open-air events and there is a possibility that the weather may be wet and/or cold. Should you decide not to attend your chosen performance due to the weather, GSC will not issue refunds.

GENERAL TERMS & CONDITIONS

- GSC reserves the right to make any alterations to the advertised arrangements, programme or cast without being obliged to offer refunds or exchanges.
- The use of cameras, tape recorders or any other electronic or digital recording, photographing or imaging devices is not allowed during the performance.
- Mobile phones, beepers and pagers must be switched off at all times.
- Ticket holders consent to the recording and filming of themselves as members of the audience by the Management for future promotional and funding purposes.
- GSC cannot take responsibility for any personal property.
- Smoking and the use of E-cigarettes is not permitted in the audience seating areas.

Care and Responsibility of Venues

- Our venues are beautiful places and take a lot of work to look after, please respect this during your visit, and the environment of local residents when leaving the venue.
- GSC performances take place in non-theatre venues; whether be parks, churches, private grounds and heritage sights. We therefore ask you to take responsibility for helping us to protect these venues from harm by treating them with respect.
- GSC cannot accept responsibility for any damage caused by you to these premises.
- GSC requests that you read our T&C's and [FAQ's](#) in advance of your visit, and respect any guidance given by our FOH team, in terms of looking after your own safety during your time at these venues.
- GSC kindly ask that you take any litter, including picnic waste, with you when leaving the venues.

IMPORTANT INFORMATION

Box Office opening times will vary according to the venue and production.

For GRIMMS' FAIRY TALES:

- You may collect your tickets from 30 MINUTES BEFORE the scheduled start time from the Box Office at the venue.
- There is strictly NO ADMITTANCE to The Mirror Tent until 30 MINUTES BEFORE the scheduled start time.
- The Mirror Tent is a fully accessible venue. Please visit the Access page for more details.
- SEATING: Seating is unreserved
- Running time: 2 hours (approx.) including interval

Onsite Bar facilities (when available)

- Only alcohol purchased from our onsite bar may be consumed at the venue.
- GSC reserves the right to refuse admittance to any ticket holder who appears to be intoxicated, and no refunds will be given.
- It is a cash only bar

Data Collection

Guildford Shakespeare Company conforms to the Data Protection Act 1998 and we are committed to protecting your privacy. Disclosure of your personal details at the time of booking, either on-line, in person or over the telephone gives us consent to the collection and safe storage and processing of this information and for processing your order. Guildford Shakespeare Company may also use this data to track marketing and booking trends. From time to time we may also use this data to inform you of Guildford Shakespeare Company news or events.

Updated 26 August 2016 (GSC Trust Ltd.)



Building 1, 14/15 Midleton Road
Guildford, GU2 8XW
T: 01483 301590

E: info@guildford-shakespeare-company.co.uk
W: www.guildford-shakespeare-company.co.uk