

## TERMS AND CONDITIONS

**ALL TICKETS FOR GUILDFORD SHAKESPEARE COMPANY EVENTS ARE PURCHASED AND ISSUED UNDER THE FOLLOWING TERMS & CONDITIONS**

### REFUNDS & EXCHANGES

**ALL TICKETS FOR SUMMER 2017 ARE PURCHASED AS NON-REFUNDABLE & NON-EXCHANGEABLE**

**EXCHANGES** - Autumn & Winter Seasons only

Tickets for Autumn/Winter Seasons may be exchanged, **NO LATER than 48 HOURS BEFORE** the performance you have booked for. There is a £2.50 administration charge for each ticket exchanged. Please call the Box Office 01483 304384.

GSC Friends can exchange their tickets free of charge, but still no later than 48 hours before the performance booked for.

**In the event of an abandoned or cancelled 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 abandoned or cancelled.
- **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.
- Please see the **GSC Weather Policy** below.

### WEATHER POLICY

For our Open-Air performances both the stage and audience seating are completely uncovered. GSC kindly reminds you that the British weather can be changeable and localised.

GSC will perform in all weathers, and will only abandon a performance in the event of extreme bad weather.

#### The Rain

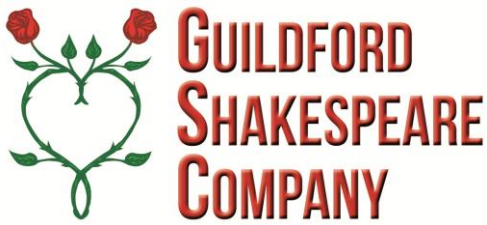
- Performances are never abandoned before the advertised starting time. Once underway a performance will continue even if it does begin to rain, and the company will make every effort to complete the performance.
- GSC reserves the right to stop and start the action as necessary.
- If abandonment is unavoidable, you may exchange your ticket for any remaining performance during the same season subject to availability. In this instance, please retain your ticket for validation purposes. We do not communicate abandonment to patrons who did not come to the venue or who have already left the venue. Refunds are NOT given.
- Decisions on abandonment are made solely by GSC and such a decision will not be made until the scheduled start time.
- We kindly request that umbrellas are not used as they create problems of noise and visibility.

#### The Sun

- A sunny day is perfect weather for open-air theatre, but please note that both audience and actors are not undercover. Performances will continue and not be cancelled - refunds and exchanges cannot be made due to the heat.
- We advise you to bring sun-cream and hats, and wherever possibly whilst picnicking and in the interval use the shade of the trees and buildings. Parasols maybe used but please be considerate to the audience members around you.
- Also make sure you have a good supply of water with you. Bottled water is also available at the bar.

### 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.
- LATECOMERS may not be admitted until a suitable break in the action, and may not be able to sit together.
- 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.



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W: [www.guildford-shakespeare-company.co.uk](http://www.guildford-shakespeare-company.co.uk)

Honorary Patron Brian Blessed OBE

- 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.

#### Onsite Bar

- It is forbidden to bring your own alcohol to GSC events.
- Only alcohol purchased from our onsite bar may be consumed at the venue.
- Any alcohol brought on site, not supplied from the GSC onsite bar may be confiscated. GSC is responsible for all alcohol consumed their events.
- GSC reserves the right to refuse admittance to any ticket holder who appears to be intoxicated, and no refunds will be given.

#### 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 these full Terms & Conditions 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 FOR SUMMER 2017

- **ARRIVAL:** You may collect your tickets from **45 MINUTES BEFORE** the scheduled start time from the Box Office at the venue, presenting this email confirmation. The venue will be open for **picnics 75 minutes beforehand**.
- **SEATING** at both Summer 2017 productions is unreserved.
  - **SEATING at A MIDSUMMER NIGHT'S DREAM:** Due to the promenade nature of the performance and the areas of the venue being used, audiences will not be able to access the main seating area until the performance has started.
- **ACCESS:** please visit the [Access](#) page for more details.
  - **ACCESS at A MIDSUMMER NIGHT'S DREAM:** Racks Close does not contain any steps/stairs, however being a former chalk quarry there are some steep grassy slopes. Therefore we would recommend that you visit the venue beforehand to check whether it is completely accessible for your particular needs.
  - **ACCESS at THE TWO GENTLEMEN OF VERONA:** There are 5 shallow steps onto the lawn, and a small step into the toilets building. Please let our Box Office know if you require access for wheelchairs or mobility scooters as there is a different route to the performance area, which our volunteers will be able to assist you with.
- **Running time:** 2 hours, 30 mins (approx.) including interval

### 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 08 May 2017 (GSC Trust Ltd.)