

Terms and Conditions for 'And Then They Came For Me' 17th October 2013

Welwyn Hatfield Conservatives (WHCA)

Please examine your tickets carefully upon receipt as mistakes cannot be rectified, tickets exchanged or monies refunded at a later date.

Ticket Prices and Fees

How are ticket prices determined?

We sell tickets on behalf of our clients including concert/show/event organisers, artists and venues. Our clients decide the face value price of the tickets and when a ticket is sold we pay our clients the money collected from the sale of that ticket. Any profit on the face value of your ticket will be given as a donation to the Holocaust Education Trust.

All prices set are inclusive of any applicable taxes but exclusive of any additional card charges.

Sale of Tickets

Tickets you purchase are for personal use. Tickets must not be resold at a higher price than face value. Tickets resold at a higher price will entitle WHCA to cancel the tickets without prior notification and the holder may be refused entry. This is an important reason why you should only buy tickets from a reputable source

No refunds can be given on the night.

Only one discount can apply to any one ticket.

WHCA reserves the right to introduce discounts and special offers at any time, and these cannot be applied to tickets already purchased.

Lost or forgotten reserved seated tickets can be reprinted at a cost of £1.00 per ticket with proof of ID. General admission or standing tickets cannot be reprinted

We operate a resale facility on sold out performances. We will not take tickets back for resale on the day of the performance. No guarantee of resale can be made and the sale of WHCA's own tickets will take priority.

If a performance is cancelled, you will be offered a rescheduled date where possible, or a refund of the face value of the ticket only.

Admission

The management reserves the right to refuse admission, and to request any ticket holder to leave our buildings at any time. For example, if a ticket holder appears to be under the influence of drink and/or drugs and/or is acting aggressively, carrying offensive weapons or illegal substances, the ticket holder may be refused admission.

The management reserves the right to refuse re-admission to any person not in possession of a ticket or the retained portion of the ticket.

Latecomers may be admitted at a suitable point in the performance at the discretion of the management.

Children aged under 18 months may sit on an adult ticket holder's lap for selected performances only. If the child becomes agitated and is affecting the enjoyment of other patrons the management reserves the right to ask the adult and the child to leave the auditorium.

Children aged 14 and under must be accompanied by an adult ticket holder.

Patrons must not obstruct any stairway or gangway and must not affect the enjoyment of the audience and/or the running of the venue/concert and/or cause a risk to the safety of the audience or officials.

All persons in the hall must follow the instructions of any officials. Any persons in breach of this clause may be removed from the premises.

The Performance

Please switch off mobile phones, muffle coughs, and refrain from unwrapping sweets during the performance to ensure that it is enjoyed by all.

If you experience problems during a performance please contact a steward so that we can do our best to resolve the issue at the time.

Photography and video recording

Patrons must not take any unauthorised audio, video, photographic or digital recording apparatus of any kind into any of the performance areas, nor make any audio, video or photographic recordings of any kind. The management reserves the right to confiscate any unauthorised audio, video and photographic recordings.

Seating arrangements

The management reserves the right to change the seating arrangements in the performance areas due to unforeseen circumstances. All ticket holders that these changes affect will be notified when practicably possible.

Changes to the performance or programme

The management reserves the right to change the programme due to unforeseen circumstances. All ticket holders will be notified of any changes, if practicably possible.

The management reserves the right to change the start and finish times of any performance.

In the event of a cancellation, ticket holders will be notified in advance, where practicably possible.

Artists, programme and performance details are correct at the time of sale or print publication, but changes may be unavoidable

General

WHCA or its agents may carry out film or sound recording in or around our venues. By purchasing tickets you consent to you and your party being included in any recording, and to its exploitation, without payment.