



TICKETS SOLD ARE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS



Refund & Exchange Policy

All ticket sales are final. We regret that tickets are non-refundable unless an event is cancelled, abandoned, or rescheduled. Should you have any concerns regarding your booking please contact Box Office directly to discuss.

Patron Behaviour Policy

The theatre reserves the right to refuse admission or enforce the removal of disruptive patrons. Abusive, violent or obnoxious behaviour will not be tolerated; such behaviour towards theatre staff or other patrons will result in the patron being asked to leave.

In the interest of other patrons we ask that parents and caregivers ensure that their children behave appropriately. Noisy or disruptive persons will be asked to leave the auditorium.

Security Searches

For the safety of all patrons and theatre staff, you may be subject to security checks - e.g. bags, pockets and outer layers of clothing - your co-operation is appreciated.

Patrons are not permitted to bring liquids of any kind (alcohol / soft drinks / water) onto the premises for evening events. Patrons are permitted to leave any liquids at the door and are welcome to collect them upon leaving the premises.

Should a patron need water to take medication with whilst they are onsite, our Bar and Café staff will gladly provide a small glass of tap water, free of charge - please feel free to ask.

Liquid medications that are pre-mixed should be clearly and fully labelled with the prescription details, and ideally accompanied by prescription documentation. Security staff will be unable to authorise any unmarked liquid medication.

Bar Service

The bar will be open for service 1 hour before shows and during the interval.
The bar will not be open for service during the show.

Patrons may purchase soft drinks, hot drinks and snacks from Spotlites Café throughout, but the sale of alcohol will be limited to pre-show and interval only.

Seating & Tickets

Complaints about the position of your seat or any other factor affecting your enjoyment of the production should be made to the theatre's Duty Manager promptly, either before or during the performance. The theatre reserves the right to provide alternative seats to those stated on your ticket to an equal value of those purchased.

Latecomers

Latecomers may not be admitted so please arrive in good time.

The time stated on your ticket is the start time of the show.

Management reserves the right not to admit latecomers, and in such circumstances no refund will be due.

Food & Drink

Food and drink from other vendors may not be taken into the venue or the auditorium. Such items may be removed during security checks at the front door and collected on exit. A variety of refreshments will be available for purchase from the theatre's Bar and Café.



THE WOODVILLE



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The Woodville reserves the right to:

- Refuse admission or eject from the venue any person that we believe is likely to cause a nuisance, disturbance or threat to other audience members, the venue, or its employees.
- Not refund any ticket holders who are refused entry or ejected due to their own behaviour.
- Refuse entry where a ticket is void because of a breach of our Terms & Conditions
- Refuse the entry of any form of audio visual recording equipment.
- Cancel or abandon the performance at short notice and without being liable to pay any ticket holder compensation for damages other than a refund to the value of the ticket price.
- Make changes in the performance owing to unforeseen or unavoidable cause where reasonably necessary (e.g. cast changes) without being obliged to refund or exchange tickets.
- Carry out filming, sound recording or photography in or around the venue.
By visiting, your party are consenting to being filmed, recorded or photographed.

The Woodville is a Gravesham Borough Council Venue
The Woodville, Woodville Place, Gravesend DA12 1DD Box Office: 01474 337 500

www.woodville.co.uk