



## THE WOODVILLE

### TICKETS SOLD ARE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS

#### General

The Woodville reserves the right to vary the terms of this Admissions Policy for specific productions or events. Any such variations will be notified to customers prior to or on arrival at the theatre.

#### 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.

#### Booking Fee

Kindly note that a booking fee applies per ticket, which is included in all prices that you see advertised.

#### Concessions

Concessions apply to patrons under 16 and over 60, and they are available on many of our shows, at the promoter/production management's discretion. Concessions must be requested at the time of purchase and can't be changed. Proof of concession may be required.

#### Companion tickets

We are pleased to offer one companion ticket with valid CEA or Nimbus Access card is required both of which can be applied for online ([www.cea.co.uk](http://www.cea.co.uk) & [www.accesscard.online](http://www.accesscard.online)) . Please contact our Box Office in person or call 01474 337500 to arrange this.

#### Groups

Group deals and discounts are available on selected events and can be purchased or reserved by visiting or contacting our Box Office on 01474 337500 or [boxoffice@gravesham.gov.uk](mailto:boxoffice@gravesham.gov.uk).

#### Exchanging tickets

Tickets can be exchanged on shows with multiple performances at the venue only, subject to availability. There is a minimal fee per order to do so, to cover us when the cost increases.

#### Young children

Young children are welcome at The Woodville, and effort is made to make their early theatre experiences magical. Young children, including babes in arms, require a valid ticket, and children over 24 months old will need to be paid for. Please advise the Box Office on arrival if you have booked online and require a ticket for a babe in arms. Please note minimum age for Babe In Arms may differ on some children's shows. This is the promoter's decision and we will endeavour to include this information on our website. Children under the age of 16 must be accompanied by an adult aged 18 years or over, who must be seated with the child and accompany them throughout their visit. It is the customer's responsibility to check the suitability of a performance for any children in their party regardless of any official age recommendation guidance. In the interests of other customers, parents or guardians may be asked to take noisy or disruptive children out of the auditorium.

#### Patron Behaviour Policy

Any customers who are intoxicated or are disruptive, abusive or violent towards theatre staff, audience members or performers will be ejected from the theatre. In such circumstances no refunds will be given. The Woodville does not accept responsibility for the behaviour of other customers in the theatre. Smoking and vaping are not permitted inside the theatre.

#### Recording

The unauthorised use of video, photographic and other recording equipment of any kind is strictly prohibited in the auditorium. The Company reserves the right to delete any unauthorised recordings and to eject any customers who are suspected of making recordings from the theatre. Performances may be filmed or recorded on occasion. Ticket holders automatically consent to the filming or sound recording of themselves as audience members. If you have any objections to being filmed or recorded please speak to a member of the theatre management before the performance begins.

#### Ticket Reservations

An advanced reservation can be made at least four weeks prior to the performance through our Box Office. Tickets will need to be paid for within two weeks of the reservation being made, otherwise tickets will be released for sale.



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#### 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 food and drink from other vendors into the venue or the auditorium, except unopened bottles of water. Patrons are permitted to leave any liquids/ food at the door and are welcome to collect them upon leaving the premises. 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.

#### Food & Drink

A variety of refreshments will be available for purchase from the theatres Bar and Café.

#### Bar Service

The bar will be open for service 1 hour before shows and during the interval.

#### Complaints

If you have any concerns about your seat or anything else that may affect your enjoyment of the performance, please speak to the theatre's Duty Manager as soon as possible, either before or during the show. Wherever possible, the theatre may offer alternative seating of equal value to help resolve the issue.

If you wish to follow up in writing, please submit your complaint to the Box Office within seven days of the event.

#### 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.

#### Let us know

If you have any concerns or comments regarding your visit please ask for the duty manager.

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.