



TICKET SALES TERMS AND CONDITIONS

The Management reserves the right:

- To make alterations to the advertised cast and programme. Not to admit latecomers until a suitable break in the performance, which may be the interval. To refuse admission. To provide alternative seats to those purchased of the same or greater value.
- Use of photographic, sound recording and mobile communication equipment is forbidden.
- All patrons, including children must have a seat and an accompanying ticket.
- For the safety, comfort and enjoyment of all our customers, we do not allow children to sit on customer's laps. Generally, parents should not attend with children/babies under four years of age as the theatre experience is often unsuitable and can be frightening.
- Tickets sold are subject to a booking fee of 12%, which includes postage where applicable. Included within the ticket price is a £3 contribution to our heritage fund. eTickets are sent free of charge, however paper tickets may incur a fee.
- Patrons must state discounts they are entitled to at the time of booking, as they cannot be applied retrospectively.
- Discounts and special offers may be limited or subject to availability and are at the discretion of Management.
- Discounts and special offers apply to full price tickets.
- No money will be refunded for tickets sold for performances at Malvern Theatres, unless the performance is cancelled. Tickets returned to the box office a minimum of 48 hours prior to a show may be exchanged either: a) for another performance of the same show (subject to availability) or b) for a credit voucher for the face value of the ticket against a future performance. In either case, the change will be subject to an administration fee of £2.50 per ticket. Malvern Theatres will retain any booking fee paid. Tickets returned less than 48 hours prior to a show will not be exchanged or credited. Bronze, Silver and Gold Members of Malvern Theatres will be exempt from administration charges, as will members of the Malvern Theatre Association.
- In the event of cancellation of a performance, Malvern Theatres will refund the ticket value plus booking fee (where applicable). No other recompense will be made.
- These terms and conditions apply only for tickets purchased directly via Malvern Theatres, tickets purchased through other agencies or outlets may be subject to different terms and conditions.