

TERMS & CONDITIONS OF SALE



- Tickets are non refundable. Tickets may only be refunded under exceptional circumstances at the discretion of Arts Educational Schools London by application in writing to the box office or the cancellation of the performance.
- Tickets are not exchangeable.
- Each member of the audience, including children, must be in possession of a valid ticket, the valid ticket must be produced to gain entry to the theatre.
- The sale of tickets are subject to Arts Educational Schools London right to make any alterations to the advertised time, programme or cast as a result of circumstances beyond their control, without the obligation to exchange or refund monies.
- If tickets are transferred or resold for profit by anyone other than the Arts Educational Schools London or one of their authorised agents, those tickets will become void and the holder could be refused entry or ejected from the venue.
- Latecomers may be admitted to the theatre auditorium when a suitable break in the performance occurs but admission cannot be guaranteed to a performance.
- On occasion tickets may be restricted to a maximum number per person for a particular production, Arts Educational Schools London reserve the right to cancel tickets purchased in excess of this number.
- If a performance is cancelled ticket holders will be offered an alternative performance (subject to availability) up to the seat value on the ticket.
- In the interest of our other patrons, parents with children are reminded they may be asked to remove any consistently noisy children. Age restrictions for certain productions will apply and children may not be admitted due to the nature and suitability of the show as advised by the box office.
- At all performances at Arts Educational Schools London the use of recording equipment of any kind is strictly prohibited. Any unauthorised recordings will be confiscated and cancelled.
- Pagers, Mobile Phones, digital watches or any other electronic equipment should be disabled when inside the auditorium to avoid disturbing other patrons, the cast and crew.
- By purchasing a ticket all ticket holders consent to the filming and sound recording of themselves as members of the audience.
- If a patron behaves in a way that may cause danger to others or in a violent or obnoxious manner through for example alcohol, Arts Educational Schools London can request that the patron leaves the theatre and will take appropriate action to enforce this right.
- Arts Educational Schools London reserves the right to refuse admission in reasonable circumstances.
- Smoking is not permitted in the theatre.
- All patrons will comply with Arts Educational Schools London safety regulations.



- Arts Educational Schools London can not accept responsibility for the damage or loss to any personal property whilst visiting the school. The receptionist will hold any items handed in for a period of 1 week.
- Any complaints shall be made to the Duty Manager promptly either before or during the performance.
- Comments are always welcomed from patrons either in writing to the Box Office Manager, Arts Educational Schools London, Cone Ripman House, 14 Bath Road, Chiswick London W4 1LY or verbally to a member of staff.
- English law shall govern all the terms and conditions.