

## Theatre Royal (Norwich) Trust Ltd - Terms and Conditions

### General Terms & Conditions

- By accepting your order a legally binding contract between Theatre Royal (Norwich) Trust Ltd and you is created. This contract shall be governed by and interpreted in accordance with English law, and the English courts shall have jurisdiction to resolve any disputes.
- By placing your order you warrant that all details you provide to us for the purpose of booking, ordering or purchasing goods or services are correct, that the credit or debit card you are using is your own and that there are sufficient funds to cover the cost of the ticket or service. If there are any changes to the details supplied by you it is your responsibility to inform us.
- Tickets are sold by Theatre Royal (Norwich) Trust Ltd on behalf of producers, promoters and third party event organisers. Registered Charity No. 262259.
- Theatre Royal (Norwich) Trust Ltd staff are authorised to refuse admission to the Theatre Royal Norwich Playhouse or Stage Two and reserve the right to do so if in their absolute judgement your conduct is such that it is likely to disrupt or disturb other persons attending the theatre. Theatre Royal (Norwich) Trust Ltd also reserves the right to terminate your permission to be on the premises and remove you therefrom in similar circumstances.
- The use of mobile phones and the making of recordings or photography, with or without flash, within the auditorium are strictly forbidden.
- Norwich Theatre Royal, Norwich Playhouse and Stage Two are non-smoking establishments. Smoking including e-cigarettes is not permitted inside these premises.
- Theatre Royal (Norwich) Trust Ltd cannot be held responsible for any personal property.
- Hot Drinks, Glasses or Chinaware are not permitted into the auditoria. Only soft drinks purchased in plastic containers provided at the bars are permitted.
- Theatre Royal (Norwich) Trust Ltd reserves the right to alter or vary the performance / event due to events or circumstances beyond their control without being obliged to refund monies or change tickets. This does not affect your statutory rights.
- Theatre Royal (Norwich) Trust Ltd cannot guarantee the appearance of any cast member at any performance.

### Tickets

- All tickets are subject to availability.
- All ticket prices in print and online are subject to change at any time. Always check for the most up to date prices with Box Office directly on **01603 630000** or online at [www.theatreroyalnorwich.co.uk](http://www.theatreroyalnorwich.co.uk)
- Up to £1 of the ticket price paid for certain shows at Norwich Theatre Royal goes to the Norwich Theatre Royal Building Improvement Fund.
- It is a condition of sale in respect of all tickets that a ticket is only valid for admission to the performance it was booked for if at no time it has been sold or exchanged at a price or value that is more than the price paid for it at the Norwich Theatre Royal or Norwich Playhouse Box Office. Any ticket which has been at any time sold in contravention of this condition is void and will not admit the holder to the performance.

- Confirmation of receipt of your order by e-mail does not guarantee the ticket sale (internet sales only).
- Every member of the audience must be in possession of a valid ticket. Altered or defaced tickets will not be valid.
- It is the responsibility of the customer to check the date, time and show on your tickets as mistakes cannot always be rectified.
- All bookings made via the Telephone Box Office or Online are subject to a £1.80 postage fee per transaction; bookings made within 7 days of the performance will be available for collection at the Box Office.
- Subject to proof and at the discretion of the Box Office lost tickets will be replaced free of charge.

### **Cancelled or Rescheduled Shows**

- Theatre Royal (Norwich) Trust Ltd will notify ticket holders of a show/performance cancellation with reasonable endeavours. However, we cannot guarantee that ticket holders will be informed before the date of the performance due to circumstances beyond our control.
- If a show/performance is rescheduled then ticket holders will be offered an equivalent value ticket of their original purchase.

### **Ticket Resell & Exchange**

- If you cannot use tickets already paid for, Theatre Royal (Norwich) Trust Ltd can exchange them for another performance (7 days notice required). Alternatively, tickets can be offered for resale to personal callers where similar tickets are otherwise unavailable. To exchange or resell tickets, the originals must be returned to the Box Office. Either service is subject to a handling charge of £2 per ticket.
- Except to the extent of the above two services or in the event of cancellation of a performance no refund or part thereof is available after a ticket is purchased.

### **Latecomers**

- Possession of a valid ticket authorises admission of the holder to the auditorium immediately before the performance begins but once the performance has begun the following applies. To avoid disturbing the audience and performers, latecomers will not be allowed access to the auditorium until a suitable point in the performance designated by the company, which may not be until the interval. It may be possible to follow the performance on closed circuit television in the bars.

### **Comments & Complaints**

- Any complaints regarding the show or view from the seats should be made to the Duty Manager promptly, prior to or during the performance.
- If you do have a comment or complaint, please email [info@theatreroyalnorwich.co.uk](mailto:info@theatreroyalnorwich.co.uk) or write to Executive Director, Theatre Royal, Theatre Street, Norwich NR2 1RL and we will endeavour to respond within 5 working days.

### **Younger Audiences**

- For certain shows, babies and children under 3 are welcome and may share a seat with you. For shows which do not qualify for this option, we regret children under 3 are not admitted to the auditorium.

### **Theatre Communications, Brochures & Promotions**

- Whilst every effort is made to ensure that all promotional information supplied is accurate, you are advised to take appropriate precautions to verify such information. Theatre Royal (Norwich) Trust Ltd expressly disclaims all liability for any direct, indirect or consequential loss or damage occasioned by the user's reliance on any statements, information or advice contained in Theatre Royal (Norwich) Trust Ltd print, on the website or any other promotional material generated by the organisation.
- All information within the Norwich Theatre Royal and Norwich Playhouse Brochure, Website and Other Communications are correct at the time of publishing. However, Norwich Theatre Royal reserves the right to make alterations without prior notice.

### **Data Protection**

- All personal information and data is managed in accordance with UK/European General Data Protection Regulation and the Privacy and Electronic Communication Regulation. For more information visit <https://ico.org.uk/for-the-public/>.

### **Theatre Address**

- Theatre Royal (Norwich) Trust Ltd, Theatre Street, Norwich, NR2 1RL.  
Telephone: **01603 630000** Email: [info@theatreroyalnorwich.co.uk](mailto:info@theatreroyalnorwich.co.uk)
- Registered Charity No: 262259