



The Albany Theatre Trust

Terms and conditions of ticket sales

General Terms

- By purchasing a ticket by telephone, over the counter, via the website, or via an agency, you are agreeing to these terms and conditions of sale.
- Tickets are sold by Albany Theatre Trust, Registered Charity Number 1151595, at 53 The Butts, Coventry CV1 3BH, on behalf of producers, promoters and event organisers.
- We reserve the right to make alterations to the advertised programme or casting where unavoidable.
- The Albany Theatre reserves the right to refuse admission of the ticket holder to the premises.
- Cameras, camcorders and other types of recording equipment are not permitted in the auditorium.
- Latecomers may be required to wait for a suitable break or interval in the performance before being admitted to the auditorium.

Ticket Sales

- Tickets are offered for sale subject to availability. All ticket prices quoted by Albany Theatre Trust in print and online are subject to change at any time. In response to demand, we may adapt prices, seating areas, and discounting. We may also limit or restrict access to concession rates. Always check online at www.albanytheatre.co.uk for most up-to-date prices.
- Please check your tickets carefully as mistakes cannot always be rectified after the event.
- Discounts cannot be combined with other offers, or applied retrospectively, and can be withdrawn by us at any time.
- Albany Theatre Trust reserves the right to make additional targeted special ticket offers in addition to those published in brochures or on websites from time to time, and to withdraw them at any time.
- Tickets are sold for use by the buyer only (and his or her party) and are not for resale for commercial gain by the holder. The Albany Theatre Trust reserves the right to cancel tickets and refuse entry where this condition is breached.
- Bookings can be made online, over the telephone or in person (please see <http://albanytheatre.co.uk/contact-us> for Box Office opening hours). Tickets bought online can be printed by you at home; all other tickets will be available for collection at the Box Office from one hour before the start of the event.
- Companion Tickets – Patrons booking a Wheelchair space are entitled to one free companion ticket – no proof of disability status is required. We also offer one free ticket for the companion of a customer who is unable to attend an event unaccompanied due to a disability but is not a wheelchair user. The disabled patron may be asked at our discretion to produce one of the following as validation of status, either upon booking or when collecting the tickets:
 - A letter confirming receipt of Disability Living Allowance. – A Local Authority Mobility Card/Pass. – A Disabled Person's Railcard. – Local Authority Registration Cards for Visual Impairments or certificate. – Doctor's note (valid for 6 months)



Ticket refunds

- In principle, tickets cannot be cancelled and are non-refundable. However, there are exceptions to this general rule:
 - If, for any reason, the Albany Theatre Trust cancels a specific performance we will offer to exchange tickets for an alternative performance of the same or higher seat value and subject to availability or will offer a full refund of the ticket value. No administration charge will apply in these circumstances.
 - If, for any reason, an entire run of a show is cancelled, a full refund will be offered to all tickets holders. No administration charges will be applied in these circumstances.
 - If there is a material change to the content or cast of a show, a full or partial refund *may* be offered at the discretion of the Theatre Trust. (A 'material' change is a change which, in our reasonable opinion, makes the event materially different to the event that purchasers of the ticket, taken generally, could reasonably expect. The use of understudies in a theatre performance shall not be a material change.)
- Generally no ticket price will be refunded when more than half the performance has taken place, or if the interval has been reached.

Ticket exchanges

- If you are unable to attend a performance for which you have purchased tickets, the Albany Theatre Trust may, at their own discretion, offer to exchange the ticket for one at a later performance if this is an available option.
- Ticket exchanges may be available up to one week prior to a performance at our discretion and by agreement with producing companies. Exchanges can only be made for later performances of the same production. An administration fee of £1.00 per transaction will be charged at our discretion.
- All ticket exchanges are subject to availability of seats.
- Exchanges may be for made for seats of a higher value subject to payment of the difference. Exchanges may also be made to seats of a lower value. However should you choose this option, no refund of the difference between the purchased ticket value and the price of the replacement seat will be made.
- This exchange offer excludes Group Bookings of 10 or more tickets.
- The Albany Theatre Trust may offer a re-sale service for tickets at our discretion. Resale is only possible in the event of a sold-out performance. We cannot guarantee a resale and the tickets must be in our possession at least one hour before the start of the performance. A resale may subject to an administration charge of £2.00 per transaction at the Trust's discretion. However, we reserve the right not to accept tickets for re-sale.
- We reserve the right to provide alternative seats to those purchased of the same or greater value.

These terms and conditions do not and shall not affect your statutory rights as a consumer. For further information about your statutory rights contact Citizens Advice, Consumer Direct (<http://www.consumerdirect.gov.uk/>) or the Department for Business Innovation and Skills

What we do with administration and transaction charges

- The Albany Theatre Trust is an independent, registered charity operating not-for-profit. It does not receive revenue funding from any public source and retains only a small percentage of the ticket price to help cover our costs of supplying the Box Office service.