

Rugeley Rose Theatre and Community Rooms Terms and Conditions of Booking



Hire of venue / theatre

- The Rugeley Rose Theatre, Landor Suite and Bar are available to hire. Price lists for room hire are available from our website: www.rugeley-rose-theatre.co.uk or from the Theatre Manager.
- Should the booking be cancelled by the hirer **more than 30 days** in advance of the booking, a refund of booking funds received will be paid back to the hirer less any costs incurred by the Rugeley Rose Theatre.
- Should the booking be cancelled by the hirer **more than 14 days but less than 30 days** before the event, the deposit will be retained by the Rugeley Rose Theatre.
- Cancellation of any booking with **less than 14 days notice** will require full payment to be made by the hirer.
- Should your booking for a theatre production be made understanding that the sale of seats will pay for the hire charge, the understanding is that should the seats not sell enough to cover the hire charge, the hirer will reimburse the Rugeley Rose Theatre the full amount within 7 days of the first performance.
- Should your booking for a theatre production be made on a split seat charge, your invoice will identify the percentage charge that the Rugeley Rose Theatre will be taking.

Ticket Prices, Concessions, Discounts & Seating

- The Theatre reserves the right to discount ticket prices.
 - The Theatre also reserves the right to adapt seating in the auditorium or limit availability of concessions and discounts.
 - Please ask about concessions and discounts at the time of booking as they cannot be applied retrospectively.
 - Student and Senior Citizen passes (and others where applicable) must be shown to obtain discounts (where applicable) and upon admission. Tickets must be obtained for every person coming to a performance which includes babes in arms and children even if they are purchased at NIL cost.
 - The resale of our tickets for private commercial gain is forbidden. Any breach of this condition will result in ticket holders being refused entry without refund.
 - For our most up-to-date prices see www.rugeley-rose-theatre.co.uk or call us on 01889 584036.

Payment

- Tickets for shows are sold through Ticket Source. Hire of community rooms, the bar and the theatre are done through cheque or bank transfer. All payments should be made payment to **Rugeley Town Council** and not to Rugeley Rose Theatre.
- We are not able to reserve tickets without payment.

Refunds and Exchanges

- Tickets are not transferable.
- Rugeley Rose Theatre may postpone, cancel, interrupt or stop any event due to adverse weather, dangerous situations, or any other causes beyond their reasonable control.
- No refund on tickets will be made under any circumstances except where the event is postponed or cancelled.
- In the event of adverse weather, information will be available on our website: www.rugeley-rose-theatre.co.uk but refunds will not be given if the event goes ahead.
- When an event is postponed or cancelled refunds will be made as soon as possible. If you have not received your refund within 14 days following the scheduled event being postponed or cancelled, please contact the Theatre Manager.

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- The resale of tickets is prohibited. Rugeley Rose Theatre reserves the right to refuse any tickets that have been resold.

Customer Service: Security, Comfort and Safety for Everyone

- To ensure everyone has a pleasant and memorable visit to the theatre in comfort, we reserve the right to refuse admission to any persons whose conduct is considered disorderly and/or disruptive to other audience members and theatre staff.
- Latecomers will only be admitted during a suitable break in the performance which may be the interval.
- Sometimes with live performance, unavoidable changes to the advertised programme and casting may occur, and we reserve the right to make absolutely necessary changes without notice.
- No audio or video recording and photography are allowed.
- Only drinks purchased at Rugeley Rose Theatre bar may be taken into the auditorium in plastic glasses provided on request. Any alcohol purchased outside of the venue will be removed and returned to you at the end of the performance.
- Smoking, including electronic cigarettes, is not permitted anywhere in the building. A bin is provided alongside the theatre for use by smokers and we ask you to please be considerate to other patrons, neighbours and passers-by.
- Wherever possible we will indicate in advance the use of strobe lighting or special effects. If you have any concerns, please discuss with staff.
- The ticket holder is responsible for considering whether an event is suitable based on the suggested guidelines indicated by the Theatre in our events programme and on our website. • Customer complaints should be made as soon as possible to the Theatre Manager when you are with us; or later in writing to our address above, or via our website.
- The Ticket Holder voluntarily assumes all risk and danger incidental to the event whether occurring prior to, during or subsequent to the actual event, including any death, personal injury, loss, damage or liability.

Children

- We want our productions to be enjoyed by everyone. As much as we welcome young children to enjoy the experience of theatre, they can get bored or easily upset by special effects. Instead of the theatre applying an age restriction we ensure that our shows carry their own individual age guidance. It is therefore the responsibility of the ticket holder to consider whether the performance is suitable for their child. If you have any questions/ concerns relating to a particular performance, please contact us in advance to check.
- Tickets must be purchased for all infants in arms and children even if there is no cost for them. Anyone without tickets will not be admitted.
- Everyone admitted to the theatre needs to be in possession of a ticket, and under-16s must be accompanied by an adult at all times so we know they are safe.

Your data

- Bookers' personal information and booking history is held subject to the Data Protection Act 1998.

Please check all information on your ticket / invoice is correct at the time of booking. If there are any errors, please notify the Rugeley Rose Theatre via email:

theatre@rugeleytowncouncil.gov.uk immediately.

WE LOOK FORWARD TO WELCOMING YOU AT RUGELEY ROSE THEATRE