
Helen Arber performing Arts Ltd

Website T&C's

Review Date: September 2020



Helen Arber Performing Arts



THE BILLERICAY THEATRE

All your entertainment needs under one roof



HAPA THEATRE COLLEGE

01277 655861

info@helenarberperformingarts.co.uk

Website Terms and Conditions

The Term "The Billericay Theatre" or "us" or "we" or "our" refers to the owner of the website whose office is 34 Radford Way, Billericay, Essex, CM12 0BT. The term "you" refers to the user or viewer of our website.

Online sale

Online sales made through any of our sites are facilitated via a third party, "TicketSource". Please see links to the 'terms and conditions' and 'Customer Data Privacy Policy' where all information as to how they handle store and use your data can be found at;

<https://www.ticketsource.co.uk/kb/terms-of-use/terms-and-conditions>

<https://www.ticketsource.co.uk/kb/terms-of-use/customer-data-privacy-policy>

All views or information found on third party websites does not reflect the views of "Helen Arber Performing Arts" and or "The Billericay Theatre" and we are not held accountable or liable for any information or content that they display.

We take no accountability for any misconduct carried out by "TicketSource", and will not be liable to provide any form of compensation should "TicketSource" enter administration, or following any misconduct from their organisation.

Gift voucher

If gift vouchers are not fully redeemed before the end of one year after date of purchase, no partial or full refund can be obtained for the remaining part of the gift voucher.

Once a desired show/s have been chosen (subject to availability) you must notify us via email or at the theatre in person so that we can book your seats for you. Please note you must also present the voucher upon arrival at the theatre to obtain your drinks and entry.

The consumption of alcohol is strictly forbidden for under 18's within our premises. ID may be required when collecting your drinks in accordance with UK Law. We do follow the challenge 25 guidelines which means if you look under the age of 25 years old you may be asked to provide a proof of ID. Please note if ID is not produced when asked then we hold the right to deny service. No full or partial refund will be given if an incident of this nature was to occur.

Show Cancellations

If any productions are cancelled after a booking and/or payment has been made by us (the venue) then a refund, in full will be provided. This does not include if the booking is cancelled for reasons beyond our control, such as but not limited to, weather, building condition, power, etc, in which circumstances we will endeavour to re-book the performance in at a later date.

Tickets & Admittance

A valid Ticket must be produced by each Customer to gain entrance to an Event. The ticket/e-ticket must be kept by you whilst in the Theatre and must be produced if requested.

by the Theatre staff. Failure to produce a valid Ticket may result in refused entry to the performance. Please note all tickets are non-refundable.

It is your responsibility to contact us if your Tickets are lost, stolen, damaged or destroyed, prior to the date of the event/performance.

It is your responsibility to check your tickets. We will make all reasonable efforts to amend errors when brought to our attention prior to the event/performance for which the ticket is valid. However, it may not always be possible to rectify mistakes.

It is the Customer's responsibility to check whether an Event has been cancelled or rescheduled. If an event/performance is cancelled we will endeavour to contact ticket holders, however we cannot guarantee all will be informed before the date of the Event.

It is your responsibility to assess the suitability of an event/performance for children where no official age restriction applies, however if you would like to have further information regarding the event provided, contact us on 01277 655861, or by emailing info@thebillericaytheatre.co.uk.

Any seats from which the view of the stage/performance area is expected to be obstructed or restricted will be highlighted at the point of sale. Notwithstanding this, from other seats an unobstructed view of the entire stage/performance area cannot be guaranteed due to the varying set and stage layouts that may be used during the even/performance.

If the Ticket specifies a designated seat or section, during the performance the Customer is entitled to occupy this location only. It is prohibited to obstruct aisles, exit routes or to attempt to gain access to seats/sections for which the Ticket is not valid.

Conditions of Admission

We reserve the right to refuse admission to a single person or party, or to request them to leave the Theatre or location at any point, if we believe the Customer is carrying out the following:

- Is acting in a threatening or aggressive manner; uses threatening, abusive or insulting language; appears to be under the excessive influence of alcohol and/or drugs; may be a risk to the safety of our staff, performers or audience members; may detract from the enjoyment of other Customers; fails, when required, to produce proof of identity, age or ticket; fails to comply with instructions given by the our staff; or is found to be in breach of these terms and conditions or statutory law. No refunds will be given to you should behaviour as suggested in, but not limited to, the examples shown above.

We will endeavour to admit late arrivals at the earliest opportunity, however for some events/performances late admission cannot be guaranteed. Please note the earliest entry may sometimes be the interval.

We reserve the right to conduct security checks at any time which can result in bag checks and confiscate any items which we believe could disrupt an event/performance, or any item that could cause harm to staff members, performers, or customers.

We will make all reasonable efforts to forewarn Customers if strobe lighting may be used in an event/performance. Customers with known medical conditions who may be susceptible to such lighting effects are recommended to seek further advice.

Ticket Prices

Ticket prices are subject to change, and we reserve the right to change the prices of Tickets and/or introduce discounts/special offers, at any time. This could be following purchased tickets to which these offers weren't available. All discounts/special offers are subject to availability and may not be available for any given time period.

Prohibitions & Audience Consent

Filming and Photography is not permitted throughout the theatre, studio or bar area. Please note this may differ at each performance, however an announcement will notify you of this at the start of each performance.

Please note the above outlines are generic and rules may differ on each event/performance, please contact the Theatre for further details.

By attending the Event Customers give their consent to filming, photography and sound recording of themselves as members of the audience. We will own the copyright of such material and may use such films/photographs/recordings for any purpose, including commercial purposes, without payment or further notification.

Please note all cellular devices must be on silent/airplane mode, or preferably switched off during events/performances at the Theatre.

Smoking is strictly prohibited throughout all areas of the building; this does also include all forms of e-cigarettes.

Refunds

All tickets are non-refundable. The Theatre Management Team holds full discretion with matters of this nature.

If you have paid the additional charge to cover refunds in the case of an emergency. Then you are able to gain a refund subject to the refund terms and conditions set by TicketSource.

Liability

We will not be responsible for any injury or loss, theft or damage of any personal belongings, other than that caused as a result of negligence or other breach of statutory duty.
