Conquest Theatre Ticket Terms and Conditions

Approved by	Date approved	Anniversary Review (initial and date)
Management committee	13/08/2025	

These Terms and Conditions govern the sale and use of tickets at the Conquest Theatre. By purchasing a ticket via the box office (in person or over the phone) or online via our ticket provider, TicketSource, you agree to be bound by these Terms and Conditions. Please read them carefully. They should also be read in conjunction with TicketSource's own terms here.

1. Definitions

"Box office" means the Conquest Theatre's ticketing facility available in person or via telephone.

"Performance" means the show on the set date and time for which you purchase a ticket.

"Tickets" means tickets purchased for events at the Conquest Theatre.

"We/Us/Our/theatre" means The Conquest Theatre Trust Ltd

"You/Your" means the ticket purchaser or holder.

2. Tickets and Booking

2.1 All tickets are sold subject to availability.

2.2 Every audience member must hold a valid ticket, including children. Our Babes in Arms Policy allows that children up to 1 year old may attend without their own ticket; children aged 1 or over require a paid ticket.

2.3 People under the age of 14 must be accompanied by a responsible adult (18+).

2.4 Age restrictions may apply for certain events. Please check the event information before booking.

2.5 Tickets must not be re-sold or transferred for commercial gain. Doing so will invalidate the ticket.

2.6 Concessionary tickets are available for certain shows and are clearly advertised. Proof of eligibility must be presented when requested by Conquest Theatre personnel.

2.7 Mobile phones must be switched off or set to silent before entering the auditorium.

2.8 Photography, filming, or audio recording is usually prohibited. In some instances, the performance may permit it — please respect the comfort and enjoyment of fellow audience members.

2.9 We reserve the right to provide alternative seats to those purchased. Seat numbers are not guaranteed.

2.10 Carers' tickets can be arranged via the box office (in person or over the phone) and are subject to a separate Carers' Ticket policy here.

2.11 Please ensure that your contact details are accurate so we can notify you promptly in the event of cancellations, postponements, or important updates to your booking.

2.12 Customers who book online via TicketSource will receive e-tickets via email or by post. E-tickets may be shown on a mobile device or printed. Tickets booked on the phone or in person via the box office can be collected in person before the performance, if they are not given at the time of sale. Box office personnel reserve the right to ask for proof of purchase or ID when collecting tickets.

2.13 We are committed to making the theatre welcoming and accessible for all. If you or a member of your party requires assistance, please contact the box office in advance of your visit so we can accommodate your needs wherever possible. This includes customers booking a wheelchair space: if a wheelchair user is unable to transfer into a standard seat and requires their wheelchair to remain in place, the box office must be informed at least 24 hours before the show so the fixed seat can be removed. Failure to do so may mean we are unable to accommodate the wheelchair on the day.

2.14 Some performances are presented by external hirers or companies. While we aim to ensure a consistent customer experience, the theatre is not responsible for content changes, cancellations, or refund policies set by third-party event organisers.

3. Admission

3.1 The management committee reserves the right to refuse admission.

3.2 Latecomers will be admitted at a suitable point during the performance, but this cannot be guaranteed.

3.3 Patrons may only leave and re-enter the auditorium at the discretion of the theatre management.

3.4 Smoking, vaping, and the use of electronic cigarettes are strictly prohibited anywhere inside the building.

3.5 If a patron behaves in a violent, abusive, or anti-social manner, or in a way that may disturb other patrons, they may be asked to leave. No refund will be issued in these circumstances.

3.6 Security searches may be conducted. Items deemed dangerous or disruptive may be confiscated.

3.7 Group bookings for children (e.g., schools or clubs) must include sufficient adult supervision. The theatre does not accept responsibility for the care or conduct of unaccompanied minors.

3.8 From time to time, we may take photographs or video in public areas for use in publicity. We will always aim to display signage if this is taking place. Please speak to Conquest personnel if you do not wish to appear in such media.

4. Gift Vouchers

4.1 Gift vouchers may be purchased in person at the box office or via telephone during opening hours.

4.2 The following terms and conditions apply to all gift vouchers issued by the Conquest Theatre:

4.2.1 Valid for 12 months; expiry date is printed on the voucher.

4.2.2 Redeemable for tickets to events on public sale at the Conquest Theatre only.

4.2.3 Cannot be exchanged for cash, drinks, food, merchandise or any non-ticket item.

4.2.4 Vouchers can be used for part or full payment of tickets. Where the full value of the voucher is not used, no change will be given. The remaining balance cannot be transferred or refunded.

4.2.5 Vouchers may be used to purchase tickets of a higher value than the voucher amount, with the balance payable at the time of booking.

4.2.6 All vouchers are subject to verification at the time of use. The Theatre reserves the right to refuse any voucher believed to be altered, duplicated, defaced, damaged, or obtained fraudulently.

4.2.7 Vouchers are non-refundable. If a performance is cancelled, we will attempt to honour the voucher at another performance (subject to availability).

4.2.8 Terms are subject to change at the Theatre's discretion.

5. Pricing, Offers & Discounts

5.1 Ticket prices are subject to change and may vary depending on the performance, seat location, or audience category (e.g. adult, child, concession).

5.2 From time to time, we or external event organisers may offer special deals, discounts, or limited-time offers. These are made available at the discretion of management and may be subject to specific conditions such as time limits, seat availability, or booking methods.

5.3 Unless explicitly stated, only one discount or promotional offer may be applied per ticket. Offers cannot be combined.

5.4 Discounts and special offers cannot be applied retrospectively to tickets already purchased.

5.5 We reserve the right to amend or withdraw any promotional offer at any time without notice.

5.6 Special offers, discounts, or pricing changes introduced after a booking has been made cannot be applied retrospectively. No partial refunds or price adjustments will be issued for tickets purchased prior to a promotional offer.

5.7 Any abuse of membership benefits, such as purchasing more than one half-price ticket per member per show, will result in your booking being cancelled.

6. Refunds, Exchanges & Cancellations

6.1 We do not offer refunds unless Refund Protection was purchased during the booking or in the event of cancellation or postponement of the performance.

6.2 Where a performance is cancelled, customers who booked online via TicketSource will automatically receive a refund to their original payment method. For bookings made in-person or over the phone direct with the box office, customers will be contacted.

6.3 Where a performance is postponed, instead of a refund, ticket holders may be offered alternative performances (subject to availability) up to the value of the original tickets.

6.4 Where a performance is significantly altered (e.g. change of main cast, start time, or format), we will make reasonable efforts to contact ticket holders with details of possible refunds or exchanges.

6.5 Theatre management will not reimburse travel, accommodation, or incidental expenses, nor will they be liable for any loss of enjoyment, when an event is cancelled, postponed or altered.

6.6 Exchanges to another performance of the same show may be made up to 48 hours prior, subject to availability and solely at the discretion of the box office or management committee.

6.7 If a performance is sold out, you may return your ticket to the box office for potential resale. However, resale is not guaranteed, and no refund will be made unless resale is successful.

7. Liability

7.1 The theatre is not responsible for loss, theft, or damage of personal property.

7.2 Patrons attend events at their own risk. The theatre shall not be liable for injury or damage unless resulting from negligence or breach of legal duty.

7.3 Neither the theatre nor its trustees, directors or volunteers, shall be held liable for loss or damage that is not reasonably foreseeable or that results from the patron's breach of these terms.

7.4 Force Majeure: The theatre shall not be liable for any delay, cancellation, or non-performance of its obligations under these Terms caused by events outside its reasonable control, including but not limited to acts of God, fire, flood, pandemics, war, strikes, or government restrictions.

8. Data Protection

8.1 We collect and use personal data in line with our Privacy Policy here. By booking with us, you agree to this policy.

9. General

9.1 These Terms are governed by the laws of England and Wales and any disputes will be dealt with in the English courts.

9.2 We reserve the right to amend these Terms at any time. The most recent version will be available via our website, TicketSource and box office.

9.3 Your continued use of our services and website indicates acceptance of any updated Terms.

Need help?
Email: hello@conquest-theatre.co.uk
Box office: 01885 488575

Change record

This document, as with all policies of the Conquest Theatre Trust Limited should be reviewed annually. Updates should be tracked here.

Review date	Initials	Comments