



South Hill Park Arts Centre and Wilde Theatre

Schools and Groups Bookings Policy

About this policy

The main purpose of this policy is to provide clear information to schools and groups about how South Hill Park Arts Centre and Theatre manages ticket bookings for these customers.

Group and school ticket rates are available on a variety of productions at the venue. A maximum of 10 standard or concession rate tickets are available to book through the venue's website so bookers who wish to take up group and school rates should call the Box Office Manager on 01344 413515 or email sales@southhillpark.org.uk.

Terminology

Reservation means a temporary hold of the tickets for the booker before deposit payment or full payment is made. **Confirmed booking** means when the exact number of tickets has been confirmed by the booker.

Pantomime Tickets only

Up until 30 September of the year of the pantomime performance, reservations for tickets can be held for up to 30 days with a **non-refundable deposit of £50.00 or £1.00 per ticket if greater than £50.00**. An invoice will be issued by South Hill Park Arts Centre's finance team and if after 30 days payment of the deposit has not been made, the reservation will be released.

This non-refundable deposit payment must be made by payment card or by BACS. If paying by BACS remittance must be sent to finance@southhillpark.org.uk.

Changes to the booking can be made before 30 September, however, in the event of any full cancellation the deposit is non-refundable.

The balance of the booking will be invoiced by 30 September and must be paid by 31 October.

All bookings made after 30 September must pay the balance in full within 14 days of booking.

If the booking is less than 30 days before the performance the full balance must be paid within 24 hours of making the booking.

Tickets for all productions except pantomime

For ticket bookings on all productions, with the exception of South Hill Park's pantomime, the full amount of the ticket value must be paid immediately by payment card or by invoice within 30 days of the booking being made.

If the booking is made less than 30 days before a performance the full balance is to be paid in full within 24 hours.

When paying the invoice by BACS remittance must be sent to finance@southhillpark.org.uk.

School and other Group Bookings

In order to qualify for the group booking discount rates one lead booker must be responsible for collecting all moneys from their party and making payment to South Hill Park Arts Centre. No separate individual payments for part of a group booking other than any deposit specified by the venue will be accepted.

Refunds

In line with our Terms and Conditions of Sale, refunds are not permitted except for performances cancelled by South Hill Park Arts Centre and Wilde Theatre.

You may only exchange tickets to another performance of the same production up to 48 hours before the scheduled performance time. An admin charge of £1 per ticket will be charged.

In all cases the original tickets must be returned at time of exchange. Transfer of tickets from one production to another is not possible.

Any previous handling or transaction charges are non-refundable.

We regret that no exchange is possible for lost or mislaid tickets, or for tickets lost in the post.

We permit no other cancellations outside of these terms.

For a cancelled performance our maximum liability to you is the face value only of the tickets purchased. This also applies for abandoned performances when less than half the performance has taken place.

Sundry Purchases

Advance orders for programmes, ice creams and refreshments can be made at the point of confirming the booking with a deposit or payment in full. Please discuss your requirements with the Box Office Manager.

Contact information

For school bookings contact paula.white@southhillpark.org.uk or call 01344 413515

For group bookings contact sales@southhillpark.org.uk or call 01344 484123

For finance queries email finance@southhillpark.org.uk