



## South Hill Park Arts Centre and Wilde Theatre

### Schools and Group 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](mailto: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

You may reserve tickets for the until the 15<sup>th</sup> of July of the year of the pantomime performance.

- A non-refundable deposit of £2 a ticket applies.
- An deposit invoice will be issued by South Hill Park Arts Centre's finance team.
- The deposit invoice must be paid after 30 days or 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](mailto:finance@southhillpark.org.uk).
- Final numbers must be received by 15 September, at which point a final invoice will be issued.
- We offer 1 complimentary space per 10 paid tickets ie the 11<sup>th</sup> ticket is complimentary.
- The final invoice must be paid by 30 September or your booking will be released.
- There are no refunds on final numbers, but additional tickets can be booked by the process outlined above.
- We will contact you prior to your attendance to discuss pre-order of refreshments, coach parking and overall theatre etiquette, and ensure risk assessment forms are in place.

For reservations after the 15<sup>th</sup> of July of the year of the pantomime performance, full payment is required within 14 days of the receipt of invoice.

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](mailto: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 and group bookings please contact [sales@southhillpark.org.uk](mailto:sales@southhillpark.org.uk) or call 01344 484123

For finance queries email [finance@southhillpark.org.uk](mailto:finance@southhillpark.org.uk)