

### **About this policy**

This policy provides clear information to schools and groups about how South Hill Park Arts Centre and Theatre manages ticket bookings and reservations.

Group and school ticket rates are available on a variety of productions at the venue.

South Hill Park may amend or withdraw these terms on an individual case basis – including (but not limited to) late or non-payment.

A maximum of 20 standard or concession rate tickets is available to book through the venue's website so bookers who wish to take up group and school rates should contact the Box Office on 01344 484123 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.

"Booking" means an order where full payment has been received and confirmed at the Box Office.

"Group" is defined as being at least 21 people. If your numbers are fewer than this, you should purchase the tickets directly via our website or Box Office.

**Unless stated below, payment is required in full and in advance for all tickets.**

### **Group Booking**

For Groups of more than 20.

In order to qualify for any group discount rates, one individual must be responsible for collecting all moneys from their party and making payment in full in a single transaction to South Hill Park Arts Centre. No separate individual payments for part of a group booking will be accepted.

- Bookings are not confirmed until payment is received in full and recorded by the Box Office.
- Tickets can be Reserved for a **maximum of 14 days**, after which they may be released without further notice.
- The individual or organisation making the Reservation will receive an automated confirmation of the Reservation, including seat numbers and total purchase cost.
- Payment may be via card or BACS. Cheques and cash are not accepted.
- If paying by BACS, an invoice will be emailed to the individual or organisation making the Reservation.
- If paying by BACS, a remittance must be sent to [finance@southhillpark.org.uk](mailto:finance@southhillpark.org.uk).
- Please quote the order/invoice number on all correspondence and payment documents.

Reservations within 14 days of the start of the first performance are not permitted.

Once a Booking is confirmed there can be no refunds, but additional seats may be added – where space permits – for the payment of an additional price per ticket. This price may not include any discounted rate previously paid.

### **Schools Advance Reservations (Pantomime Tickets only)**

The following terms are available to Schools or Youth Groups only.

You may Reserve tickets under these terms until **22 July 2024**.

- Bookings are not confirmed until payment is received in full and recorded by the Box Office.
- A non-refundable deposit of £2 per ticket will be taken for every Reservation. This may be paid immediately by card, or via BACS. Cheques and cash are not accepted. South Hill Park reserves the right to amend the value of a deposit required on a case-by-case basis.
- The individual or organisation making the Reservation will receive an automated confirmation of the Reservation, including seat numbers and total purchase cost.
- If paying by BACS, a deposit invoice will be emailed to the individual or organisation making the Reservation.
- This deposit invoice must be paid **within 14 days**, or the Reservation may be released without further notice.
- If paying by BACS, a remittance must be sent to [finance@southhillpark.org.uk](mailto:finance@southhillpark.org.uk).
- Please quote the order/invoice number on all correspondence and payment documents.

You may amend or cancel your Reservation until **30 September 2024**. Any deposits will not be returned. Cancellations after this date will incur the full original order purchase cost.

**Full and final settlement of a Reservation, converting it into a Confirmed Booking, must be received by 30 September 2024 or your seats will be released. Any deposits will not be returned.**

Once a Booking is confirmed, there can be no refunds, but additional seats may be added – where space permits – for the payment of an additional price per ticket. This price may not include any discounted rate previously paid.

**Reservations made after 22 July 2024 will be subject to our standard Group Booking Terms (see above).**

### **Sundry Purchases**

Advance orders for programmes 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 staff.

A form to complete advance purchases of refreshments (including drinks and ice creams) will be issued after payment in full has been received.

### **Refunds**

In line with our general Terms and Conditions of Sale, refunds will not be issued under any circumstances except for performances cancelled by South Hill Park Arts Centre and Wilde Theatre.

You may exchange tickets for another performance of the same production only, up to 48 hours before the scheduled performance time. An admin charge of £2 per ticket will be charged.

In all cases the original tickets must be returned at time of exchange. Transfer of tickets between different productions is not permitted.

Any previous handling or transaction charges are non-refundable.

We permit no other cancellations outside of these terms.

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

**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).