

# SHEFF!ELD THEATRES

## SHEFFIELD THEATRES TICKETING TERMS AND CONDITIONS

- We do not offer refunds on tickets once purchased. If you or a member of your party are unwell and unable to attend a performance, please let the Box Office know in advance of the performance starting by emailing [supervisors@sheffieldtheatres.co.uk](mailto:supervisors@sheffieldtheatres.co.uk) or calling **0114 249 6000** and we will be happy to offer an exchange for another performance of the same production or a credit voucher if the show is in the final few days.
- From June 2024 we offer **[Ticket Refund Protection](#)** as part of the booking process, for when the unexpected happens and you cannot make the show, *Secure My Booking* have got you covered. By adding this to your order for the cost of £2.50 per ticket, you can safeguard yourself against unforeseen circumstances. **For terms and conditions of Ticket Refund Protection please click [HERE](#).**
- If you book tickets on behalf of others, you accept these terms and conditions on behalf of all members of the party.
- In the event of a performance being cancelled we will offer all bookers the option of a full refund on the value of your tickets. We will not be held responsible for any ancillary expenditure incurred, which includes (and is not exclusive to) travel, accommodation and food.
- E-tickets will be issued as standard. You do not have to print these tickets, and can simply show them on your phone for us to scan on entry.
- We no longer issue physical tickets, so for any customer without an email address our Front of House team will guide you to Box Office to confirm your details.
- All offers and discounts are subject to availability. We reserve the right to add or remove discounts at any time. Only one discount type applies per ticket. Proof of status may be requested.
- If you're late for the performance, we'll admit you to the auditorium at a suitable break in the action. This may mean that you will not be in the seats that you have purchased.
- The use of mobile phones, cameras, video and any other form of recording equipment is not permitted.
- Smoking, including e-cigarettes, is not permitted anywhere in our buildings

- The health, safety and wellbeing of our staff and other audience members is our priority. We reserve the right to refuse admission or ask you to leave for behaviour which we feel is likely to cause damage, injury or annoyance, or if you don't respond to our reasonable requests. No refunds will be offered in this circumstance.
- We will undertake appropriate security checks and searches when you visit the buildings. Further information can be found on our website.
- Sheffield Theatres cannot be held responsible for loss or damage to personal property brought in to the theatres, unless caused by the negligence of our teams.
- Tickets are non-transferable to other events and not for resale through third party sites. Reselling a ticket for profit/commercial gain will make it void and the holder may be refused entry to or removed from the theatre. In addition, tickets bought from unauthorised sources will not be valid and admission to the event will not be permitted.
- Information regarding the show is correct at the time of publication and Sheffield Theatres cannot be held responsible for late changes to programmes and casting.
- Tickets can be booked online via [sheffieldtheatres.co.uk](https://sheffieldtheatres.co.uk), over the phone on **0114 249 6000** or in person at the Crucible Theatre Box Office.
- We provide Box Office services for third parties and ensure that our ticketing services are compliant with all appropriate guidelines.
- We are a COVID-secure venue and we adhere to Government guidance for theatre attendance at all times.
- COVID secure information can be found on the footer of our website, along with our Privacy Policy.