

# SHEFF!ELD THEATRES

## Ticketing Terms and Conditions

- We will only refund tickets if a performance is cancelled.
- We will endeavour to exchange tickets for the same production, or re-sell tickets for a fee if a show is sold-out (re-sale is not guaranteed). This service is free to Centre Stage Members and Season Ticket holders.
- 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 must be shown.
- You can opt to have your tickets sent to you by post, or we can keep them at the theatre Box Office for collection.
- The use of mobile phones, cameras, video and any other form of recording equipment is strictly prohibited.
- Smoking, including e-cigarettes, is not permitted anywhere in our buildings
- We ask that you only consume food and drink purchased at the theatre when visiting us.
- 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.
- Your safety is of paramount importance to us and as such we will undertake appropriate security checks and searches when you visit 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 and not for resale. 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.
- 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.
- Tickets can be booked over the phone on **0114 249 6000**, in person at the Crucible Theatre Box Office or online via **[sheffieldtheatres.co.uk](https://www.sheffieldtheatres.co.uk)**
- 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.
- If you would like to view our Privacy Policy you'll find it on the footer of our website.