

Terms and Conditions

- The management reserves the right to refuse admission and may have to conduct security searches.
- The management reserves the right to make any alterations to the advertised arrangements, programme or cast without being obliged to offer refund or exchange.
- The use of cameras, tape recorders or any other electronic or digital recording, photographing or imaging devices is not allowed inside the auditorium. Mobile phones, beepers and pagers must be switched off at all times.
- Ticket holders consent to the recording and filming of themselves as members of the audience.
- The ticket re-sales are not permitted where being sold for profit or commercial gain. Any will render the ticket null and void.
- The Gracie Fields Theatre take no responsibility for any personal property.

Data Collection

The Gracie Fields Theatre conforms to the Data Protection Act 1998 and we are committed to protecting your privacy. Disclosure of your personal details at the time of booking, either on-line, in person or over the telephone gives us consent to the collection and safe storage and processing of this information and for processing your order. The Gracie Fields Theatre may also use this data to track marketing and booking trends. From time to time we may also use this data to inform you of news or events at the Gracie Fields Theatre. We may also, with your consent, pass on your personal details to third parties or similar arts organisations for purpose of mailing you products that may interest you.

Groups, Discounted and Concession Tickets

We regret that groups and discounted tickets are not available on-line. Please call the Box Office on 01706 716689 for more details.

Ticket Delivery

All Tickets are posted 1st Class at the time of booking. Tickets are only posted to the address registered with the credit card company. For performances fewer than 5 days, tickets are left for collection at the ticket office. For operational reasons, we may alter the time-scale of delivery but will advise you of this at the time of booking.

If Collecting tickets from the venue, the Cardholder and Card used at time of booking must be present in order for the ticket to be released.

Refunds and Exchanges

The Gracie Fields Theatre may occasionally offer refunds at the discretion of the management where technical problems may cause the booking system to fail.

Resales

If you wish to return tickets that you cannot use before the performance, the Gracie Fields Theatre will endeavour to sell these provided we are completely sold out. There is a one off administration charge of £2 for this, irrespective of the number of tickets re-sold or returned. We cannot guarantee the re-sale of tickets. Only original tickets can be offered for re-sale (not Duplicate or agency tickets). We reserve the right not to accept tickets for re-sale.

Duplicate Tickets

The Gracie Fields Theatre regrets that we are unable to replace tickets that have been misplaced or lost.

