

TICKETING TERMS & CONDITIONS

When you buy tickets for one of our events you are agreeing to these Terms & Conditions. There may be other terms if you purchase in situations where we act as a ticket agent for another organisation.

Tickets are sold by Wiltshire Music Centre Trust Ltd, Ashley Road, Bradford on Avon, BA15 1DZ a charity registered in England and Wales No. 1026160

Ticket Prices and Fees

All ticket prices are subject to change at any time. We reserve the right to offer discounts or introduce special offers which may be limited or only applicable for selected criteria and which cannot be applied retrospectively. All prices advertised are inclusive of any applicable taxes and booking fees.

Booking Fee

A booking fee applies to each ticket for all WMC and 3rd party hire promotions at the Centre. In the event of a ticket refund, the booking fee is non-refundable.

Delivery Fee

For second-class postage delivery, we charge £2. There is no fee for Email Delivery and tickets collected from the Box Office.

Sale of Tickets

Please check your tickets at the time of purchase as errors cannot be corrected later. It is the ticket booker's responsibility to check for any age guidance or restrictions before purchase.

Appropriate ID is required for all concessionary tickets. Tickets will not be released without ID being provided at the point of payment or collection.

Only one discount can apply to any one ticket.

Ticket Reservations

Tickets can only be reserved for patrons subscribed to one of our Friends or Angels schemes. These patrons may reserve tickets for up to 5 working days only. If not paid during this period, tickets will be released for general sale. Reservations cannot be made during Priority Booking.

Ticket Returns, Refunds and Account Credit

Tickets cannot be exchanged, nor money refunded.

Ticket resale for profit or commercial gain renders the ticket void.

Refunds are only available upon request if a performance is cancelled or abandoned when less than half the performance has occurred. As standard if a performance is cancelled the ticket price less any applicable booking fees will be applied as account credit valid for 12 months. If requested, the ticket price less any applicable booking fees can be returned after validation by the Chief Executive / Artistic Director.

Resale Service

We offer a resale service to all customers for sold-out events only. Tickets must be returned no later than five hours before the performance. Hard copy tickets must be returned to the Box Office before reallocating them. If resold, a credit to the value of the ticket price, less an administration and booking fee per ticket, will be added to the customer's account. This credit will be valid for 12 months. WMC cannot guarantee to resell tickets, including where an event is sold out. Customers may not be informed until 2 working days after the event.

Ticket Returns for Friends and Angels

Patrons subscribed to one of our Friends or Angels schemes may return tickets within 48 hours of purchase in exchange for a credit note. The customer must return the tickets two weeks prior to the performance. Hard copy tickets must be returned to the Box Office. Once returned, a credit to the value of the ticket price, minus an administration and booking fee per ticket, will be added to the customer's account for use against future events. This credit will be valid for 12 months.

Account Credit

Any credit on your account is valid for 12 months from the date of issue. We are unable to extend the expiry date of any credit.

Gift Vouchers

Gift vouchers can be purchased online, in person or over the phone and can be exchanged for any event or performance sold through the Wiltshire Music Centre. Gift vouchers are valid for 12 months from the point of purchase. We are unable to extend gift vouchers, or refund gift vouchers once purchased.

Gift vouchers are unable to be used as payment for further gift vouchers. Gift vouchers are solely to book events and performances sold through the Wiltshire Music Centre. Gift vouchers will be emailed if purchased online or over the phone or can be booked directly with Box Office over the counter, in which case a physical voucher will be produced.

Data protection

We hold data by agreement with you to process your ticket purchase/reservation, membership or donation, or if you join our mailing list. You can read our full Privacy Policy [here](#).

Admission

We reserve the right to refuse admission or ask a ticket holder to leave for behaviour likely to cause damage, injury or nuisance, annoyance, or failure to comply with the reasonable requests of the management. Latecomers will be admitted at the first suitable break at the steward's discretion.

Children under 18 months do not require a ticket unless stipulated for a specific event. They may sit on an adult ticket holder's lap for selected performances. For everyone's comfort and enjoyment, if there is a disturbance, we might ask you to take your child or children out of the performance space.

An adult ticket holder must accompany children aged 16 and under. Some events have specific age restrictions and override the former age limit. Please remember all children under 16 remain the responsibility of their parents, carers or supervisors whilst at the venue, so we respectfully ask that you keep an eye on them.

School groups attending public concerts must have a minimum ratio of one adult to ten children (under 16s) with at least two adults accompanying any group of children even if the group number is below ten.

All persons must follow the instructions of any officials of the venue. Any persons in breach of this clause may be removed from the premises. In addition, anyone found to be causing damage to the

venue, the venue infrastructure, causing harm to any other person at the venue, being disrespectful to staff, behaving in an illegal, anti-social or aggressive manner, appearing to be under the influence of alcohol and drugs or in breach of these conditions will be ejected and may be reported to the police.

The management reserve the right to search all persons and personal property via bag searches. They will refuse admission to or eject any person who refuses to be searched from the venue.

Alcohol will be on sale in the venue; however, if you look under 25, please do not be offended if you are asked for proof of age. Staff will also operate around the venue to prevent anybody under 18 from attempting to consume alcohol.

Persons attending the venue are responsible for their valuables. Wiltshire Music Centre will not be liable for any loss or damage to personal property brought to the venue.

The Performance

The unauthorised use of recording and imaging equipment is strictly prohibited. Mobile phones must be silenced before entering performance areas. If you experience problems during a performance, please get in touch with a steward so that we can do our best to resolve the issue at the time.

Any complaints regarding the performance or any aspect of your visit must be made within seven days of the event.

Photography and video recording

Wiltshire Music Centre (or its approved agents) may produce film, photography or sound recordings which may include audience members. We will indicate this is taking place with signage and, if possible, we will let ticket holders know before the event. Please advise anyone in our front of house team of stewards if you don't want to be photographed or filmed. Please note that we do not allow photographs, video or audio recordings to be taken during performances, unless otherwise stated. Customers found to be ignoring the policy may be asked to delete footage they have taken and may be asked to leave the auditorium by the management.

Seating arrangements

The management reserves the right to change the seating arrangements in the performance areas due to unforeseen circumstances. All ticket holders that these changes affect will be notified when practicably possible.

Changes to the performance or programme

The management reserves the right to change the programme due to unforeseen circumstances. All ticket holders will be notified of any changes, if practicably possible.

We can accept no responsibility for any loss due to cancellations or changes to events. If a show you have booked tickets for is cancelled, you will be entitled to a full refund of the face value of the ticket, or we can credit your Wiltshire Music Centre account with the face value of the ticket. The credit on your account will then last for 12 months. Booking fees are non-refundable.

The management reserves the right to change the start and finish times of any performance.

In the event of a cancellation, ticket holders will be notified in advance, where practicably possible.

Artists, programme, and performance details are correct at the time of sale or print publication, but changes may be unavoidable.