**Purchasing tickets**

1. Tickets you purchase are for personal use. Except as we may agree, you and your party must not re-sell or transfer (or seek to re-sell or transfer) the tickets in breach of the applicable terms. A breach of this condition will entitle Middlesbrough Town Hall & Middlesbrough Theatre to cancel the tickets without prior notification, refund, compensation or liability.
2. In addition to the ticket price your order may require payment of a booking fee per ticket. Those fees are not refundable except as set out in points 3 & 4 below.
3. If you purchase more tickets than the maximum permitted per person, per card or per household, we may cancel all of the order or tickets, in which case you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid.
4. To prevent fraud and protect you, we may carry out checks and/or you may be asked to provide additional information (such as a copy of a credit or debit card statement) after your booking so we can verify your purchase. If we suspect fraud we may cancel any order or tickets.
5. You must inform of any change of address, contact phone number or email address, both before and after receipt of the tickets. Our preferred method to contact you is email, so you should take care to provide a current, valid email address and be aware that your email filter settings may treat our emails as spam or direct them to your junk folder.
6. On rare occasions the show or event may be filmed or recorded. Buying a ticket affirms your consent to the filming and sound recording of yourself as a member of the audience. If you have any objection, should this happen when you attend a show or event, please contact a member of the Theatre or Venue Management.

**Delivery and Collection**

1. Tickets will be despatched to you electronically, by post or made available for collection at the Venue Box Office depending on your choice selected when booking. .
2. Your tickets will be printed the day after your booking and sent by second class post.

You should usually receive your tickets within five working days of your booking but we may, where reasonable, make tickets available for collection at the box office instead of posting them to you if:
* posting is impractical due to the time frame between your booking & the event
* necessary for reasons of identification; or
* your tickets are lost in the post
* we are otherwise unable to post tickets to you for any reason.

You will be notified by phone, email or in writing (using the contact details provided by you) if this becomes necessary.

1. Always check your tickets upon receipt and advise us promptly of any errors. Mistakes when ordering cannot always be corrected and any corrections are discretionary.
2. Tickets cannot be transferred, exchanged, or refunded once purchased other that in the event of a cancelled performance.

**Cancellation, Change or Postponement of an Event**

Decisions to change or cancel events are the responsibility of the Promoter. Middlesbrough Town Hall & Middlesbrough Theatre cannot be held responsible for refunds or for any resulting costs you may incur for travel, accommodation, any other related goods or service or other compensation.

If a Promoter cancels an event or makes significant changes to the venue, date, show time or (concerts only) headline we will try to inform you. This will usually be contacted by phone, letter or email. In urgent cases it will be by phone and email only.

If an event is rescheduled, changed or moved, we will usually give you the option of either retaining or exchanging your tickets for the new date/location, or alternatively claiming a refund. If an event is cancelled by the Promoter you will be offered a full refund.

**Refunds**

If for any reason you are entitled to a refund, in most cases you must return any tickets you have:

* follow the refund instructions otherwise you may not receive a refund. If these require you to return the tickets, do so promptly and within the timeframe communicated to you.
* tickets should be returned (with copy of the email or letter entitling you to a refund, or a covering note containing your order reference number and contact information) to the specified address by post or by visiting the Box Office.

**Any refund will usually be paid, using the same method you used to buy the tickets, within 3-5 working days of the date that we receive your returned tickets.**

**Attending an event**

Admission to an event is at all times subject to any terms, conditions or rules of the Promoter and the Venue. If you breach those terms, conditions or rules then the Promoter or Venue may refuse admission or require you or other ticket holders to leave the Venue.

Amongst other things you will need to comply with Health and Safety rules and any security requirements (including security searches for the safety of those attending the event).

The Venue or the Promoter will have rights to refuse admission or eject you in certain circumstances and these are likely to include if you are involved with abusive, threatening, drunken or other anti-social behaviour, or carry offensive weapons or illegal or prohibited substances or make unauthorised audio, video or photographic recordings.

There will often also be rules restricting or preventing the admission of latecomers.

Before you finalise your booking, please read all the information that applies to the event and/or ticket. If you or any member of your party has particular requirements please raise these when booking and we will endeavour to address your query. There can be no guarantee that requirements can be met if notified at the event.

When you receive your tickets check the details carefully. When attending the event, carry proof of age if appropriate.