



St Thomas More AODS

Terms and Conditions

Terms and Conditions St Thomas More AODS

All Tickets are sold subject to availability and to these Terms and acceptance by you that you have read and agree to them. These terms and conditions shall be governed by and construed in accordance with English law.

Definitions and Interpretation

- 'St Thomas More AODS' (and 'STMAODS', 'We', 'Our', 'Ours' and 'Us') refers to The St Thomas More Amateur Operatics & Dramatics Society
- 'Event' means an entertainment event including, without limitation, a concert, exhibition, theatrical and/or music event to be held at a Venue in respect of which We have the right to sell You Tickets.
- 'Event Partner' means any party involved in the provision of the Event, such as a Promoter, Venue owner/operator, performer or producer.
- 'Promoter' means the person firm or company staging the Event if different from Us.
- 'Website' means www.stmaods.org.uk or any ticket sales website we use.
- 'Terms and Conditions' means these terms and conditions.
- 'Tickets' means printed, electronic or other type of evidence (including a wristband) of the right to occupy space at or to attend an Event sold by Us to You on behalf of the Event Partner(s).
- 'Theatre Management' means those who are responsible for the Venue where the Event is being held. This may be Us, Venue Owner, or an Event Partner.
- 'Venue' means any facilities or locations of any nature where the Event is being held.
- 'You' means you or anybody who in Our reasonable opinion is acting with your authority or permission. 'Your' shall be read accordingly.

Purchasing Tickets

1. The price of the Ticket shall be the price set at the time we accept your order.
2. If the amount you pay for a ticket is incorrect regardless of whether because of an error in a price posted on the Site or otherwise communicated to You, then We will have the right to cancel that Ticket (or the order for that Ticket) and refund to You the amount that You paid. This will apply regardless of whether because of human error or a transactional malfunction of this website.
3. The Purchase of tickets by you is subject to the Producer's right to make any alterations to the advertised programme or cast as a result of circumstances beyond its control, and without being obliged to refund money paid by you or to exchange tickets.

4. Children (ages 18 months to 15 years inclusive) shall require their own ticket which shall be at full ticket price if no child concessions are available at the time of booking.
5. Children (ages 15 years and under) must be supervised at all times. Supervision of children shall be by not less than 1 adult (aged 18 years or over) per 10 children and the supervising adult must sit next to the child/ren. The Management reserves the right to ask parents / supervisors to remove children if, in the sole and reasonable opinion of the Management, they are causing a disturbance.

Refunds and Cancellations

1. Ticket holders will not be eligible to make exchanges or receive full or partial refunds where seasonal or dynamic pricing variations, and/or any variable and discretionary discounts or offers have been introduced after a ticket has been purchased.
2. Tickets may only be exchanged or refunded under exceptional circumstances as detailed in these Terms and Conditions, such as substantial alteration to the content of the show or if a performance is cancelled and this will be at the sole discretion of the Theatre Management. In the event of a cancellation of a performance, ticket holders will be offered alternative performances (subject to availability) up to the seat value on the ticket, but the Theatre Management will make no reimbursement of the cost of travel, accommodation or subsistence nor shall it be liable for any loss of enjoyment.
3. If you are unable to attend the Event through no fault of Ours, we can offer a ticket exchange facility, subject to availability. In order to obtain an exchange you must contact us 48 hours before the Event. Ticket(s) can be exchanged for a ticket of the same value or higher upon payment of the difference in value, within its current run at the same Venue. If a discount has been applied to the Ticket(s), then this will only be honoured within the original terms and conditions of the offer.
4. Where an Event is cancelled or rescheduled by the Venue or Promoter, where an Event is cancelled or rescheduled due to circumstances beyond Our control, or where there is a material change to the programme of the Event, You may request a refund from Us in accordance with this clause.
5. Where an outdoor Event is cancelled or curtailed because of adverse weather, We shall not be liable to make any refund or pay any compensation beyond the refunds that may be payable under the Venue's or Event Partner(s) rules.
6. Where such a refund is sought due to cancellation, rescheduling or a material change to the programme of the Event, You must bring this to Our attention as soon as possible upon becoming aware of such material change, cancellation or where the Event has been rescheduled, prior to the rescheduled Event. The refund for Ticket(s) equals the price paid by You to Us for such Ticket, including the applicable per Ticket booking fee.
7. Refunds shall only be made to the person who purchased the Tickets and, when possible, be made using the same method as was used to purchase the Tickets except, at Our discretion, where payment was made by cash.

8. These Terms and Conditions do not and shall not affect your statutory rights as a consumer. For further information about your statutory rights contact Citizens Advice, or the Competition and Markets Authority.

Attending an Event

1. Every member of the audience must be in possession of a valid ticket, which must be produced to gain entry to the theatre.
2. Latecomers will be admitted to the auditorium when a suitable break in the performance occurs.
3. Any complaints about a ticket holder's ability to see a performance, shall be made to the Theatre Manager promptly either before or during the performance.
4. Ticket holders consent to the filming and sound recording of themselves and members of the audience.
5. The management of the Venue reserves the right to refuse Ticket holder's admission to the Venue in reasonable circumstances including for health and safety, licensing reasons, threatening behaviour or where a Ticket is void.
6. You must comply with instructions and directions given by Venue staff and stewards.
7. If a patron behaves in a violent abusive or obnoxious manner or in a way that the Theatre Management in its reasonable opinion believes may affect the enjoyment of other patrons at the theatre or may cause them danger through for example the use of alcohol or drugs, the Theatre Management can request that the patron leaves the theatre and can take appropriate action to remove that patron from the theatre.
8. The Theatre Management reserves the right to refuse admission in reasonable circumstances.
9. Mobile phones, digital watches, or any other electronic equipment must be disabled or placed in a silent mode when inside the auditorium to avoid disturbing the cast and other patrons.
10. Neither the Theatre Management nor the show's producers shall be liable for the loss of any personal property or for injury or damage sustained by a patron as a result of any incident in respect of which the Theatre Management or the producer has no legal duty of care to the patron, or if there is such a duty of care, where the loss or damage sustained is not reasonably foreseeable as a possible result of such breach or where such loss or damage has arisen or has been increased as a result of the patron's breach of any of these terms and conditions.
11. Ticket holders must comply with all relevant statutes, safety announcements and Venue regulations whilst attending the Event. If Ticket holders have any special requirements or concerns about any special effects which may be featured at the Event, prior notice should be provided when ordering Tickets. Special effects may include, without limitation, sound, audio visual, pyrotechnic effects or lighting effects.