

TICKETS - TERMS & CONDITIONS

1. GENERAL

The following terms and conditions relate to the purchase and supply of tickets. Please read these terms and conditions carefully before purchasing any tickets or registering for free tickets as by doing so, you accept that these terms and conditions will govern all contracts

If you make a group booking, you accept these terms and conditions on behalf of all members of the group and are responsible for all payments due from the party.

2. PURCHASING TICKETS (Including supply of free tickets)

- 2.1 Only persons who are at least 16 years of age are permitted to book tickets
- 2.2 Tickets may not be transferred or resold for commercial purposes
- 2.3 Refunds will not be made on tickets
- 2.4 It is your responsibility to check that any tickets issued to you are accurate, mistakes or errors cannot always be rectified. If there are any changes to your details once your booking has been concluded, then it is your responsibility to inform LeftCoast
- 2.5 Booking Fees: In line with legislation our booking fee is included in all stated ticket prices. In the event of a cancellation of a performance or event, LeftCoast shall have no further liability other than the face value of the show ticket
- 2.6 If you are booking tickets using LeftCoast's website, any delivery charges will be displayed as a separate item on the Online Booking Form
- 2.7 LeftCoast operates an e-ticket, print at home or collect at Third Party venue service, depending upon the event or production. The method of receiving your tickets will be clearly displayed on the Online Booking Form and confirmation email. When collecting tickets from a Third-Party venue you should allow at least 30 mins before the scheduled beginning of any performance
- 2.8 When using e-tickets LeftCoast will not accept any liability for any tickets mislaid or lost
- 2.9 Concessions [where available] apply to people aged 60 and above, people with a Registered Disability, Unwaged, Equity, BECTU & MU Members, Students, under 18s. Relevant ID may be required when requesting concessions. Only one concession is available per ticket, and may not be used in conjunction with other offers, discounts or promotions. No retrospective concessions are available
- 2.10 Offers/Discounts: Occasionally the venue may do offers/discounts. These cannot be used in conjunction with any other offer/discount. Pre-purchased tickets will not be refunded retrospectively
- 2.11 Tickets are sold subject to LeftCoast and/or Producer's right to alter the performance schedule or cast should circumstances beyond our control make this unavoidable, without being obliged to refund monies or exchange tickets
- 2.12 Exchanges & Resales: The exchange of paid for tickets to a different performance of the same show is subject to a charge of £2.50 per ticket. LeftCoast will try to re-sell your tickets, although the selling of any unsold seats will take priority. There is a service charge of £2.50 for each ticket re-sold. Tickets for free shows will be exchanged free of charge subject to availability.

- 2.13 Competitions: Any tickets won in competitions or promotions cannot be put up for re-sale or exchanged for another day, performance or production. Tickets if found to break this rule will be cancelled immediately
- 2.14 Changes & Cancellations: In the event of a change or cancellation to the performance schedule, ticket holders will be notified via the contact details left by the purchaser at the time of booking. LeftCoast is not liable for any changes or inaccuracies in these details which may prevent the ticket holder being contacted. In the case of a group booking, the organiser who purchased the tickets is deemed responsible for communicating any changes to the group

3. REFUNDS

- 3.1 Where LeftCoast or the relevant Third Party is unable to deliver a performance on the date(s) agreed because the performance in question is no longer viable, or is abandoned when less than half the performance has taken place, LeftCoast will refund to you the face value of the tickets purchased (excluding any delivery charges)
- 3.2 Where a performance has been cancelled or abandoned when more than half of the performance has taken place LeftCoast may, in its discretion (and provided any relevant Third Party agrees), refund to you the face value of the tickets purchased (excluding any delivery charges)
- 3.3 LeftCoast (or any relevant Third Party) will not be liable in any way if it is prevented from performing its obligations under or arising from any contract due to any factors which are beyond its reasonable control. Without limiting the foregoing, the following shall be regarded as causes beyond its reasonable control:
- Vis major which include earthquakes, cyclones, storms, flooding, fire, disease, fog, snow or frost; any negligent act arising under or in connection with the Contract.
 - Force majeure which includes war, accidents, acts of public enemies, strikes, embargoes, perils of the air, local disputes and civil commotions;
 - Power failure
- 3.4 LeftCoast will not be liable for any losses incurred by you about your use of LeftCoast's website (or chosen ticketing platform), for any delay in using or your inability to use the website, for any information or tickets obtained through the website, for any material posted to the website by LeftCoast or by users of the website

4. DATA PROTECTION

- 4.1 LeftCoast would like to add or retain your details so we can keep you aware of events and other developments, you will be prompted to sign up to our database to enable us to do this
- 4.2 On selected shows you may be prompted as to if you wish your details to be shared with the producer of the show. Your details will ONLY be shared if you agree to this
- 4.3 To be removed from our database please contact us in the first instance. If you agree to your details being shared with a producer you would need to contact them directly to be removed

5. COMPLAINTS

- 5.1 If you need to contact LeftCoast, or if you wish to complain about your experience purchasing tickets or using LeftCoast's website or ticketing platform, you can do so using any of the following methods: – email: info@leftcoast.org.uk – telephone: 01253 477973 – letter: LeftCoast, FYCreatives, Unit 15, 154-158 Church Street, Blackpool, FY1 3PS. Please mark correspondence for the attention of T. Redford

6. SAFETY AND ENJOYMENT

- 6.1 LeftCoast reserves the right to refuse admission and may request any ticket holders to leave before or during performances if it considers it to be necessary or desirable to do so. LeftCoast (or the relevant Third Party) may also, on certain occasions, conduct security searches to ensure the safety of its patrons
- 6.2 Admission of latecomers to any performance or event will be at the discretion of the venue staff. Their decision is final
- 6.3 To be admitted you must be in possession of a valid ticket
- 6.4 Minors under 16 years must be accompanied by at least one adult at a performance
- 6.5 Mobile phones and other electronic equipment may need to be switched off (not silenced) during some performances. You will be informed if this is the case in the pre show communications which will be sent to you before the performance.
- 6.6 Photography or recording of some performances by members of the audience is not permitted. You will be informed if this is the case in the pre show communications which will be sent to you before the performance. LeftCoast reserves the right for themselves or third parties to carry out general filming and recording, by purchasing a ticket you shall be deemed to consent to you being filmed, photographed or recorded where the event or performance is being filmed
- 6.7 No responsibility may be accepted for personal property
- 6.8 Special Effects: If you are concerned about inclusion of any special effects during a performance, e.g. strobe lights, loud noises, please ask at the time of booking, although the inclusion of these may not be notified to LeftCoast until the actual performance dates. Please check with LeftCoast staff for more information when you attend the performance
- 6.9 Special Requirements: Any patron who requires a wheelchair user's space is required to advise LeftCoast at the time of booking as there may be a finite number of wheelchair spaces for performances
- 6.10 Any other special requirements must be advised at the time of booking as such requests may not be able to be implemented retrospectively
- 6.11 From time to time, official show merchandise may be available. LeftCoast cannot accept any responsibility for the sale of such merchandise