

SOUTH LANARKSHIRE LEISURE AND CULTURE LIMITED
CULTURAL VENUES

BOX OFFICE TERMS & CONDITIONS

CANCELLATIONS

In the event of a performance being cancelled, South Lanarkshire Leisure and Culture Limited will take reasonable steps to notify ticket holders. However, we cannot guarantee that we will be able to notify ticket holders prior to the event date. In the event of a performance being cancelled, South Lanarkshire Leisure and Culture Limited will not be held responsible for any travel, accommodation or other ancillary costs incurred by the ticket holder.

CHARGES FOR CARERS / ESCORTS

All carers / escorts will be required to purchase a valid ticket for any performance. This will be charged at concession rate where available.

CHILDREN / INFANTS / BABIES

A ticket must be purchased for any child who is aged 1 or over. For babies who are under the age of 1 (on the date of the performance being attended), a 'Babes in Arms' ticket will be issued, free of charge, which will allow entry to the auditorium. A reserved seat will not be allocated with this ticket. In the event of a sell out performance, 'Babes in Arms' tickets may be limited and entry refused to the auditorium. At performances which are specifically aimed at those under the age of 1, 'Babes in Arms' tickets will not be available.

No one under the age of 16 will be admitted to a performance without being accompanied by a parent, responsible adult (who must be aged 18 or over) or legal guardian.

CONCESSIONS

The following groups are eligible for concessionary ticket prices: Holders of South Lanarkshire Leisure and Culture 'Leisure For All' concession cards'. Other concessions may be available – please see venue for details. Please note that concessions may not be available for all performances. To qualify for any advertised group discount, the applicable tickets must be purchased for a single performance of a production.

LATECOMERS

Latecomers may not be admitted until a suitable break in the performance. This may be the interval.

LOST / STOLEN TICKETS

South Lanarkshire Leisure and Culture Limited will not be held responsible for lost or stolen tickets.

MANAGEMENT RULES

A valid ticket is required to enter the auditorium and at some locations to enter the bar area. South Lanarkshire Leisure and Culture Limited reserves the right to refuse admission to the auditorium or to request that any ticket holder leave the auditorium and may take appropriate action to enforce this right. South Lanarkshire Leisure and Culture Limited will not be held responsible for any personal property brought into the venue. Ticket holders agree to abide by the Venue Management Rules and Fire & Evacuation procedures at all times. These are available to customers on request and/or are displayed within the venue.

PHOTOGRAPHY / RECORDING

The unauthorised use of photographic and/or recording equipment (audio, video or live streaming) is strictly prohibited and failure to comply will result in removal from the auditorium.

FILMING AND RECORDING OF PERFORMANCES

On occasion filming and recording may be carried out at the venue, by attending an event you give your express consent to be included in such films and recordings and for these to be exploited in any and all media at any time throughout the world. This includes any filming by police or security staff which may be carried out for the security of our patrons.

POSTAGE OF TICKETS

Tickets purchased by telephone or online, within 7 working days of the date of the performance, will be held at the venue for collection at the box office rather than being posted out. A fixed postage fee of £1 will apply and be charged to the customer if tickets are posted.

ALTERATIONS TO PROGRAMME

South Lanarkshire Leisure and Culture Limited reserves the right to make alterations to the advertised programme at short notice (for example cast changes). In these instances South Lanarkshire Leisure and Culture Limited is not obliged to refund the ticket nor exchange the ticket for another performance.

REFUNDS / EXCHANGES

Tickets, once purchased, cannot be refunded except in circumstances where the performance has been cancelled. Tickets must be returned to the point of purchase before a refund can be given. Ticket exchanges may be possible, subject to availability.

In the event of seating problems or other operational issues, South Lanarkshire and Culture Limited reserves the right to move customers from allocated seating to alternative seating without notice. In these instances South Lanarkshire Leisure and Culture Limited will not refund any difference in the customer's ticket price nor exchange the customer's ticket for another performance.

RESALES

The re-selling of tickets that have already been purchased will only be conducted by South Lanarkshire Leisure and Culture Limited at the Venue Managers discretion.

RESERVATIONS

Tickets that have been reserved must be paid for within three days of purchase or within a timescale specifically advised by sales staff, otherwise, tickets which have been reserved and not paid for may be released for general sale without notice.

SPECIAL ACCESS REQUIREMENTS

Customers must inform the box office, at the time of booking, of any ticket holders who require special access to the venue. (For example: wheelchair users, those who cannot use stairs etc) Failure to do so may result in admission to the auditorium being denied on the day of the performance if we are unable to offer suitable seating that complies with our Fire & Evacuation procedures.