**LINDSEY RURAL PLAYERS**

**BOX OFFICE
Terms, Conditions and Policies**

Booking

Tickets can be booked online. Tickets can also be reserved by telephone, email or voicemail. Note that the Broadbent Theatre is not staffed and tickets may not be purchased at the venue until half an hour before the event.

# Online Bookings

This is our preferred way to receive bookings. We aim to keep online booking open 24 hours a day, every day of the year. Occasionally some downtime may be unavoidable.

Visit http://broadbent.org and click on Box Office

Or go direct to http://broadbent.ticketsource.co.uk

Note that we do NOT charge patrons a booking fee for online or credit card payments.

Telephone Reservations
Call 01673 885500

The Broadbent Theatre Box Office telephone is manned by volunteers. Box Office phones ring in the homes of the volunteers. There are no set opening times. If a volunteer is available the call will be answered. If a volunteer is not available the caller will be invited to leave a voicemail and be called back.

We are currently unable to take credit card bookings over the phone.

# Email and Voicemail Reservations

Email box.office@broadbent.org or phone 01673 885500

Let us know

* Your name
* Phone number
* Email address
* Name and/or date of the show
* Number of full price tickets / Number of Concession tickets

We will reserve you a ticket for as long as we are able. If we are not able to get back to you then the ticket may not be booked and in the event of a sell-out, may be resold.

Payment

# On the Door

Cash and cheques (Payable to ‘Lindsey Rural Players’) can be accepted at the door. Credit cards are not currently accepted on the door.

We prefer to keep payment transactions on the door to a minimum in order to speed up entry to the theatre.

# Online

Payments online can be made with all major credit and debit cards. Currently Paypal is not accepted.

# By Telephone

Tickets can be reserved by telephone.

Phone bookings can be paid for by cheque. Cheques must arrive at least 3 working days before the event. Cheques should be made payable to Lindsey Rural Players and sent to LRP Treasurer, 12 Railway Park Close, Lincoln, LN6 7AL. Please write the booking reference number on the back of your cheque.

Ticket Delivery

Patrons will receive their ticket by email which should be printed and brought to the event.

Patrons also have the option to have their ticket sent by

* SMS to their mobile phone at an additional cost of £0.50
* Standard Post at an additional cost of £1.50 (this option will not be available less than 96 hours before an event is due to start.)

Seat Reservations

Broadbent Theatre seating is unreserved. This means that patrons are able to choose where they sit upon arrival. If patrons in large parties wish to sit together or if patrons wish to sit in a specific seat then we suggest that they arrive at the theatre as early as possible. Doors open about half an hour before the start of an event.

Patrons may be able to reserve a specific seat if they have special needs due to a disability (see below).

Disabled Patrons

Please contact the Box Office on 01673 885500 or box.office@broadbent.org to make seating requests to suit specific disabilities such as impaired vision, poor mobility or wheelchair access.

The Broadbent Theatre has space for three wheelchairs at the front of the auditorium. Patrons in wheelchairs and those otherwise unable to negotiate stairs are admitted through the side door of the theatre.

Note that the theatre does not currently have an inductive loop to aid patrons with impaired hearing.

Specific requirements will be noted on the front of house box office sheet and every effort will be made to accommodate our patrons’ needs.

Group Bookings

For groups of 10+ please contact the box office on 01673 885500 or box.office@broadbent.org to book as there may be discounts available. Our standard group discount is 1 ticket free for every 10 purchased.

Concessions

Concessions are available on most events. We offer concessions to

* Children (under 16)
* Senior Citizens (over 60 or 65)
* Students (in full time education)
* The Unwaged (and looking for work)
* Members of Lindsey Rural Players (applies to LRP shows only)

Please be prepared to show valid ID in support of your eligibility for the concession.

Please note that children under 14 must be accompanied by an adult.

Babies under 2 will not need a ticket (and will not take up a seat). Please remember to make us aware that your baby is coming so that we have full details in case of evacuation.

Typical Ticket Prices

# LRP productions and Rural Touring ticket prices

£8.50 (full) £7.00 (conc)

Family tickets available at panto £28.00 (admits 2 adults and two children)

# Cinema Tickets

£4.00 (full) £3.00 (conc)

Refund policy

Tickets may be refunded or exchanged only at the Box Office Manager’s discretion.

# Exchanges

If the customer wishes to exchange tickets for an alternative night or even for an alternative event then this may be possible if enough notice has been given.

# Refunds

In line with other theatres, tickets are not refundable.

If the customer does not show up at the event then the ticket is not refunded under any circumstances.

If enough notice is given the Box Office Manager may, at his discretion, allow a ticket to be refunded particularly if it looks likely that the ticket can be resold.

Cancellations

If an event is cancelled, the customer can opt to have a full refund or exchange their tickets for an alternative performance or alternative event.

If details of an event are significantly changed after a booking is placed or if an event is moved to an alternative venue or alternative date, then a full refund will be given if requested. Otherwise, your tickets remain valid for the revised event.

# Bad weather, power cuts and acts of God

The Broadbent Theatre management may decide to cancel an event due to very bad weather (such as snow) making access to the venue very difficult or unsafe. In such circumstances, tickets can be exchanged for an alternative performance or refunded. If an event runs as scheduled during bad weather then no refunds will be made in the event that the patron is unable to attend.

We will make every effort to advise patrons if a show is cancelled. It may be wise to telephone the theatre during adverse whether to check if the event is going ahead. We will make special effort to man the phones during such times but this cannot be guaranteed.

If an event should be interrupted by an unforeseen circumstance (such as power failure or evacuation) then the Box Office Manager shall decide what policy to adopt regarding any refunds or exchanges that may be necessary.