



Terms and conditions

Rules about coming to
the theatre



Coming to the theatre



If you buy a ticket to come to the theatre, it means you agree to our **terms and conditions**.



Terms and conditions are rules and things you agree to.



If you do not follow the rules, we might ask you to leave.



The cost of your ticket includes some extra things. We call these things **fees**.

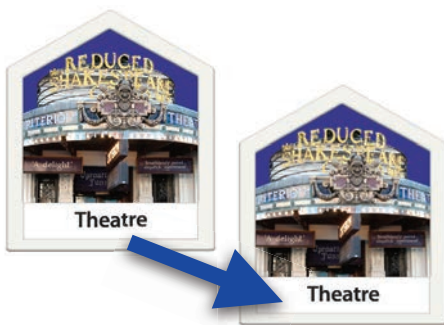


The **fees** help us to run the theatre.

Changing a show

Sometimes we might have to make changes to a show. We might have to:

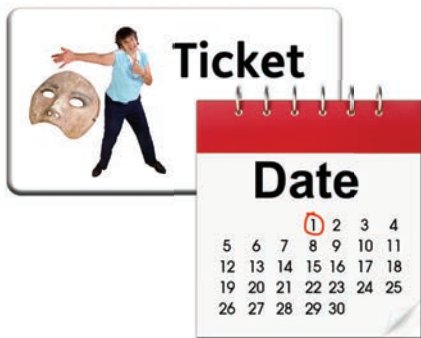
- change the time or date when the show is on
- change the place where the show is on
- cancel the show



Sometimes, we have to make changes just before the show starts.

You must check the website often for any updates.

Changing the date of the show



If we change the date, we will offer you another ticket.

This ticket will be for the same show on a new date.



We will not charge you any extra money.



If you cannot come on the new date, you can ask for your money back.



You must ask us more than 48 hours before the new date.

If you ask us after this, we cannot give you your money back.

If a show is cancelled



If a show or event is cancelled, we will give you your money back. The money will go back onto the card you paid with.

Swapping your ticket



If you booked to see a show but you cannot come, let us know.



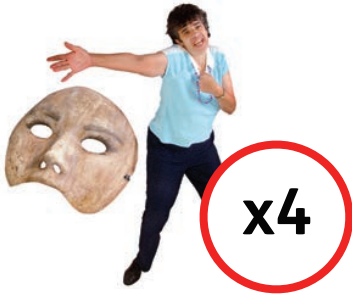
We might be able to swap your ticket for a new date.



We will only try to do this if:

- you want to see the same show
- you ask us 7 days or more before the show





- there are going to be 4 or more performances of the show



- there are spaces on the new date



We cannot swap your ticket for a different show or event.



We might charge you extra money to swap your ticket.



If we swap your ticket, we will cancel your old ticket. We will not give you any money back for it.

Selling your ticket



If you cannot come to a show, we might be able to sell your ticket for you.

We can only do this if all the other tickets for the show have been sold.



If we sell your ticket, we will give you the money back into your bank account.

We will not give you any money back for the fees.



If we can't sell your ticket, you won't get any money back.



You are not allowed to sell your ticket:

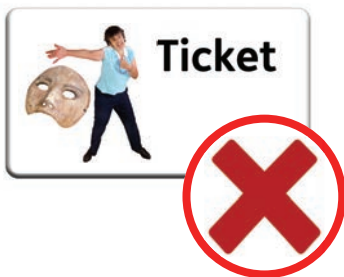


- for more money than you paid for it

or



- to a company who will sell your ticket again for more money



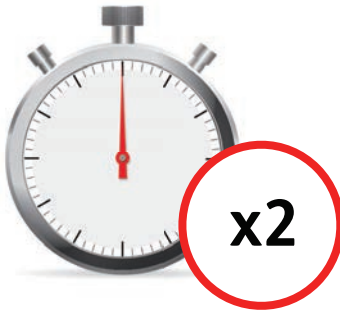
If this happens, we might cancel the ticket.

The person who buys your ticket will not be allowed to see the show.

How you will get your tickets



We will email your tickets to you.



You will get the email within 2 hours of booking your tickets.



If you do not get the email, you can:

phone us on:
020 8365 4343



Contact us online:
alexandrapalace.com



Printing out your tickets

When you come to the theatre, show us the tickets on your phone.



If you lose your email or you do not have a phone, let us know.



We will print out the tickets for you.
We might charge you extra for this.



You can only pick up these tickets on the day of the show.



You pick up your tickets from the box office.



When you pick up your tickets, we will need to see:

- the bank card you used to buy the tickets

and

- some proof that you are who you say you are. This might be your passport or your driving licence



We cannot print out tickets if you did not buy them from us.

Information about your booking

Booking your ticket

When you book your tickets, you must read our website very carefully.



You must make sure you are booking the right:



- show



- time and date



- number of spaces



If you make a mistake, we might not be able to put it right.



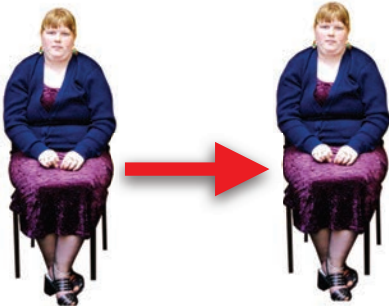
We only sell a certain amount of tickets for each show.

Once we have sold them all, we cannot offer any more.

More about changes to a show

We might have to make some changes to a show. Things like:

- changing which actors and actresses are in the show
- changing how long the show will last



We might also need to change where you sit in the theatre.



We do not need to tell you about these things before the show.



We do not have to give you any money back or swap your tickets.

Ticket offers



Sometimes, we might change the cost of tickets. Or we might have a special offer on.



You can only use 1 special offer when you book tickets.



You cannot use a special offer on tickets you have already booked.

Who can come to the theatre



You must be aged 14 or older to come to our theatre.



Some of our events are standing only. You must be aged 16 or older to come to these events.



We might ask to see some proof of a child's age.



We have some shows that are for children and families.

Children aged 14 or younger must have an adult with them at all times.



Children younger than 1 year can come for free. They must sit on your knee.



If you have any questions about bringing your child to the theatre, contact us.

Rules about coming to the theatre



Being on time

The entrance to the theatre is in the East Court.



If you are late for the show, we might not let you in. If this happens, we cannot give you your money back.



Using your phone

You must not use your mobile phone during the show.



You must not take photos or record the show. If you do, we might ask you to leave.



Recording a show

Sometimes we make a video of a show or event. We might record you as a member of the audience.

If you do not want to be filmed, let the Visitor Services Team know.



Lighting and smoke effects

Some of our shows use flashing lights, loud noises and smoke effects.



Loud music

Some music shows have very loud music.



Listening to too much loud music can affect your hearing. Earplugs can help to protect your ears.

If you want to use some earplugs, ask the Visitor Services Team.



Food and drink

You must not bring any food or drinks into the theatre.



Bags

We might ask to check your bags and pockets before we let you in.

This is to make sure you are not bringing anything dangerous to the theatre.



We have a list of things you cannot bring with you on page **XXX**.



You must not bring any big bags or backpacks to the theatre.

We do not have room to store bags during the show.

People who behave in a bad or rude way

Sometimes, we might need to ask people to leave the theatre. This might be because they:



- are drunk or have taken drugs



- are being rude or behaving in a way that upsets or harms other people. This includes on social media, phone or email



- have not got proof to show how old they are



If we ask you to leave, we will not give you your money back.

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Medicines



Some people who come to the theatre need to bring medicines. You must bring any medicines in the packet or bottle.

Dressing up



For some of our shows, you can come in fancy dress.



You must not wear anything that might upset other people. Things like scary or rude clothes or football shirts.

COVID-19



If you cannot come to the show because you have COVID-19, let us know.



We might be able to give you your money back.



We might ask to see proof of your COVID test.

Who is responsible for things



We will do our best to keep you safe when you come to the theatre.



You must follow any safety instructions from our staff.



You must look after your own things.
We are not responsible if:



- you bring something to the theatre and you lose it



- something you bring to the theatre gets damaged or broken

Complaints

We want you to have a good time at the theatre.

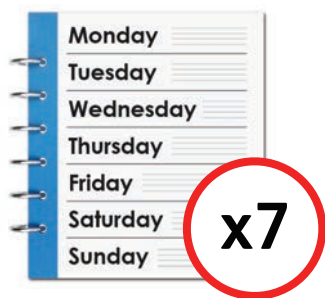


But we know that sometimes, things can go wrong. You might not be happy with the service you get from us.





You can **complain** if you want to.
Complain is when you tell us you are not happy.



You must complain within 7 days of the show or event.



Email us at:
visitor.services@alexandrapalace.com

Things you cannot bring to the theatre:



- alcohol



- drugs



- anything that could be used as a weapon



- fake weapons



- food and drink



- cigarettes that you are planning to sell



- heavy necklaces and bracelets with studs on



- anything that is made of glass



- a laser pen



- a megaphone or an air horn



- spray cans



- fireworks



- animals. Guide dogs are allowed



- hi vis jackets



- a big camera or video camera



- a bicycle



- chairs and stools

Contact us details?
Visitor Services Team