

General Terms

We reserve the right to make alterations to the advertised programme or casting where unavoidable and refuse admission. Latecomers may be required to wait for a suitable break or interval in the performance before being admitted to the auditorium.

Cameras, camcorders and other types of recording equipment are not permitted in the auditorium unless otherwise stated.

Ticket Sales

Tickets are offered for sale subject to availability. All ticket prices quoted by Barns Green Players in print and online are subject to change at any time. We reserve the right to make additional targeted special ticket offers in addition to those published in brochures or on websites from time to time, and to withdraw them at any time.

When booking via box office (phone or over the counter) a 50p charge will be added to each ticket as an admin fee. There is also a 50p charge to have your ticket printed and collect your ticket from the box office.

Ticket refunds

Tickets cannot be cancelled and are non-refundable.

If, for any reason, the Barns Green Players cancel a specific performance we will offer to exchange tickets for an alternative performance of the same or higher seat value and subject to availability or to offer a full refund of the ticket value. No administration charge will apply in these circumstances.

If, for any reason, an entire run of a show is cancelled, a full refund will be offered to all tickets holders. No administration charges will be applied in these circumstances.

Generally, no ticket price will be refunded when more than half the performance has taken place, or if the interval has been reached.

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 Department for Business Innovation and Skills

Policy date 13/04/2019

The data we will gather about you during transactions and when using this website is for ticketing only.

You may need to provide information about yourself when making ticket purchases, or if you submit an enquiry form or register to receive regular newsletters about what is happening at the Theatre. Information about what personal data we will request, what we do with it and what your rights are can be found within our Privacy Notice.