



## TERMS AND CONDITIONS OF SALE

### 1. BUYING TICKETS

- a. Every person needs a valid ticket to enter the auditorium; this includes babes in arms (under the age of 1) who are not allocated a separate seat, except for shows specifically created for children under 1 years old.
- b. All children under 16 need to be accompanied in the auditorium throughout the performance by an adult or by a young person aged 16 or above.
- c. We reserve the right to refuse admission and to take any appropriate action to enforce this right without refund.
- d. We reserve the right to adjust your booking or reassign your tickets to new seats if the needs of the production deem it necessary. We will make reasonable attempts to contact you using the details you have provided to us.
- e. We reserve the right to alter or amend the programme of events as necessary or cancel or abandon any performance without notice and without liability for compensation or damage other than up to a maximum of the ticket price. We will make reasonable attempts to contact you using the details you have provided to us.
- f. If there are any changes to your details once your booking has been completed, it is your responsibility to advise us. You can manage your details by [logging into your account](#), or you can contact the Box Office directly on 0208 543 4888 or at [boxoffice@polkatheatre.com](mailto:boxoffice@polkatheatre.com).
- g. It is the responsibility of the customer to check tickets are correct.
- h. Tickets may not be transferred or resold for commercial purposes or for a profit. If a ticket is found to be transferred or resold for commercial purposes or for a profit, the ticket holder may be refused admission to the performance/event.
- i. A £2.50 transaction fee will apply to all orders online or over the phone.
- j. For purchases of ice creams:
  - i. You will receive tickets containing a QR code, which will be scanned upon collection in exchange for any available flavour of ice cream. Flavours are subject to availability.

- ii. Ice creams can be collected at the café or with a Visitor Services attendant inside the auditorium for performances in the Y C Chan Theatre.
  - iii. No food or drink, except water, can be consumed inside the Adventure Theatre. Ice creams can be redeemed before or after the show for any Adventure Theatre production.
- k. For purchases of any merchandise item:
  - i. You will receive notice of your merchandise item purchase on your confirmation email.
  - ii. Merchandise items can be collected from the Box Office. We will require details regarding your booking to verify the purchase, such as the Order ID, an email address or postcode.
- l. Donations made at the point of purchase are non-refundable.
- m. Ticket refund protection may be purchased at the time of booking, available through trusted partners, Secure My Booking. Customers who purchase ticket refund protection can claim a refund for the cost of the tickets for any of the covered reasons up to 60 days after the event has passed. Terms and conditions for the sale of ticket refund protection can be found [here](#).
  - i. To claim a refund, customers must contact Secure My Booking directly through the form on their [website](#), by [email](#) or over the phone on UK +44 (0)330 057 1803. Phone lines are open Mon – Fri 7am-8pm and Sat – Sun 8am–4pm.
  - ii. Supporting documentation is required when inputting your claim; please follow all instructions as laid out by Secure My Booking.
  - iii. Ticket refund protection only covers ticket purchases for events, therefore the purchase of any ancillary items, such as ice creams and merchandise, is not covered by ticket refund protection, and will follow the exchange process as laid out in section 4.
  - iv. Ticket refund protection is non-refundable in any and all circumstances.
  - v. We reserve the right to change the price of ticket refund protection at any time.



## 2. REFUND AND EXCHANGE POLICY – Shows and events

- a. All tickets are non-refundable once purchased. Please check all details carefully at time of booking and contact the Box Office immediately if any information is incorrect.
- b. If you are unable to attend the performance you have booked, you can exchange your tickets to another performance of the same show at the cost of £2 per ticket. If ticket refund protection is purchased, the first exchange is complimentary, with any subsequent exchanges charged at £2 per ticket.
  - i. Ticket refund protection will be exchanged alongside tickets to the new dates at no additional charge.
- c. You will be charged an exchange fee of £2 per ticket every time you exchange your tickets, unless you have purchased ticket refund protection as laid out in section 2b.
- d. Tickets must be exchanged by 5pm the day before the performance you are due to attend.
- e. If you contact us on the day of the performance you are due to attend to exchange your tickets, we will be unable to offer an alternative and you will be required to purchase new tickets.
  - i. If you have purchased ticket refund protection and you call on the day of the performance you are due to attend to exchange your tickets, you will be redirected to Secure My Booking to claim a refund. Polka Theatre is not responsible if the reason for your claim is not covered as listed in Secure My Booking's terms and conditions.
  - ii. Any deviation from this policy will be agreed by the Sales and Ticketing Manager on a case-by-case basis.
- f. If you want to exchange your tickets and the remaining performances of your show are sold out, you may be entitled to a credit note for the value of the tickets, less the exchange fee of £2 per ticket, on the condition that we are able to resell the tickets. This is offered at the discretion of the Box Office team and cannot be guaranteed.
  - i. If you have ticket refund protection, have not previously exchanged your tickets and we are able to resell your tickets, no exchange fee of £2 per ticket will apply.



- ii. If we are unable to resell your tickets, no credit note will be issued.
- g. If the performance you are attending is at the end of the run and no alternative performance is available, you are entitled to a credit note valid for 12 months on your Polka booking account, less the exchange fee of £2 per ticket.
- h. Wherever possible, we will endeavour to provide the same priced seats for an exchange. If the ticket price is different to the original ticket price paid:
  - i. Where the new tickets are more expensive than the original ticket, any difference in cost must be paid by you at the time of the exchange, in addition to the exchange fee per ticket.
  - ii. Where the new tickets are cheaper than the original ticket plus the exchange fee per ticket, any difference in cost will be returned as credit onto the customers booking account which is valid for 12 months from the processing date. Any difference in cost is non-refundable.
- i. If an offer or promotion code was used to initially book the tickets and you wish to exchange, this price will be honoured as long as the new date meets the parameters of the offer/promo code, less the exchange fee. If new dates are unable to meet the criteria of the offer/promo code, any difference in cost must be paid for by you at the time of the exchange.
- j. We are unable to retroactively amend bookings to include any offers or promotions.
- k. Tickets cannot be reserved, except in instances where:
  - i. A customer has access requirements that means they cannot make payment over the phone or online in advance.
  - ii. There is an issue on our side, such as a systems failure occurring, meaning that payment over the phone or online cannot be made in advance.
- l. If you would like to purchase tickets to an event but it is sold out, we can take your details and add you to a waiting list. Adding your name to the waiting list does not guarantee that you will be offered tickets.
- m. If you are on the waiting list and tickets become available for your preferred dates, you will be contacted by the Box Office team. Tickets can be held for a limited time under your name if we are unable to reach you in the first instance.



- i. If we do not hear from you by the set deadline, the tickets will be offered to the next person on the waiting list or listed for public sale and we cannot guarantee they will still be available.
- n. If a performance has been cancelled or abandoned by us, this will be treated as a special circumstance, and you will be entitled to:
  - i. an exchange of your tickets to another performance, free of charge
  - ii. a credit note for the value of your tickets, valid for 12 months
  - iii. a refund for the value of your tickets back to the card you paid with
- o. If a performance has been cancelled or abandoned by us and we do not hear from you regarding how you wish to proceed with the tickets after 3 weeks, a credit note will automatically be processed to your online account and an email will be sent to advise you.
- p. The transaction fee is non-refundable in all circumstances.
- q. Any credit notes issued are valid for 12 months from the date it is processed and will expire on the date listed as the expiry. Any credit notes not used before the expiry date cannot be recovered and we are under no obligation to honour any credit that was remaining before it expired.

### 3. REFUND AND EXCHANGE POLICY – Creative Learning activities (inc workshops)

- a. All tickets are non-refundable once purchased. Please check all details carefully at time of booking and contact the Box Office immediately if any information is incorrect.
- b. All persons attending a workshop must have a valid ticket.
- c. If you are unable to attend the workshop you have booked;
  - i. In the case of Drop-in sessions, you will be entitled to exchange your ticket to another Drop-in session, free of charge. If you are unable to attend any other date, you will be entitled to a credit note valid for 12 months for the cost of your ticket.
  - ii. In the case of Holiday Workshops, you will be entitled to a credit note for the cost of your ticket valid for 12 months
  - iii. In the case of Termly Classes, no credit will be given.
- d. Tickets must be cancelled by 5pm the day before your event is booked to qualify for any of the options laid out in 3c.



- e. Any refunds given are at our discretion and are not guaranteed.
- f. We are unable to retrospectively amend bookings once the workshop you were due to attend has passed.
- g. The Drop-in Pick and Mix is valid for any Drop-in workshop in our program in the named term.
- h. In respect to the Drop-in Pick and Mix, the Adult and Child option grants access for 1 adult and 1 child to each session. The Plus Additional Child option grants access for 1 child.
- i. In respect to the Drop-in Pick and Mix, ticket vouchers can be redeemed at any time once purchased and will expire on the last day of its named term
  - i. Any unused vouchers on your account after the last day of the named term will expire and are non-transferrable.
  - ii. No credit will be offered for any unused vouchers.
- j. The Drop-in Pick and Mix is non-refundable once purchased.

#### 4. REFUND AND EXCHANGES – Ancillary Items

- a. Any ice cream or merchandise items are non-refundable once purchased.
- b. If a performance is cancelled or abandoned and you have purchased ancillary items, you will be entitled to:
  - i. collect your item from us at the Box Office. You will not be refunded or credited in this instance. We are unable to post any items.
  - ii. a credit note for the value of the items, valid for 12 months from the date of processing.
  - iii. A refund for the cost of the item.

#### 5. OFFERS AND PROMOTIONS

- a. Offers are available on standard rate tickets and therefore will not apply to concessions, preview performances or any other already discounted ticket.
- b. For performances in the Y C Chan Theatre, offers will apply to Band A and Band B only, unless expressly advertised otherwise.
- c. We reserve the right to remove or amend these discounts at any time.



- d. We cannot retroactively amend orders to include any offers or promotions.
- e. Offers cannot be used in conjunction with other offers or promotions.
  - i. If you are trying to use two offers at the same time, the system will automatically apply the best value to your order.
- f. A £2.50 transaction fee will apply to all orders online or over the phone.
- g. For specific terms and conditions to live offers please visit <https://polkatheatre.com/offers-tcs/>

## 6. GIFT VOUCHER PURCHASES

- a. Gift vouchers can be purchased on our website or directly with the Box Office for any value.
- b. Purchasers have the option to receive the voucher directly to their own email address to pass on to the recipient or send the voucher directly to the recipient. If being purchased in person, purchasers have the option to get the voucher printed with a gift wallet.
- c. Gift vouchers cannot be reissued once sent.
  - i. If you experience any issues, you can contact the Box Office who will be able to advise the unique voucher code. You will be required to provide some information regarding your booking, such as an Order ID, email address or postcode to confirm it is the purchaser.
  - ii. We cannot under any circumstances provide this information to anyone other than the purchaser for GDPR reasons.
- d. Gift vouchers are non-refundable once purchased.
- e. Gift vouchers are valid for 12 months from the date it is sent and will expire at 00:00 on the expiry date listed. Purchasers have the option to delay the sending of the gift voucher to a date of their choosing on request.
- f. Gift vouchers cannot be transferred between accounts once claimed by the recipient.

## 7. SCHOOL BOOKING POLICY

- a. All tickets are non-refundable once purchased.



- b. All bookings must include the total number of children and adults in attendance.
- c. Reservations can be amended up until we receive full and final payment, after which point no further tickets can be removed from the order. Tickets can still be added to the booking (dependant on availability) after full and final payment has been made, if required.
- d. School bookings receive every 11<sup>th</sup> ticket free. This offer will automatically apply to the reservation.
  - i. This offer is intended for teachers/chaperones but is not dependant on the number of teachers/chaperones attending.
- e. Early bird offers are available for a fixed period when the performance goes on sale. The early bird offer must be claimed before the end date of the offer as advertised. If requested after the end date of the offer, tickets will be full price.
  - i. Reservations made before the end date of the offer will secure the early bird price, meaning any subsequent tickets added to the order after the end date of the offer will retain the early bird pricing.
- f. An invoice for the total cost will be sent across to the facilitator and finance team/School Business Manager (if email is supplied). Options are available for a 50% deposit invoice.
  - i. The deposit is non-refundable, unless the performance is cancelled or abandoned by us.
  - ii. Once the deposit is paid, an invoice for the remaining balance will be sent.
- g. The booking is not confirmed until we receive full and final payment. If we do not receive payment on or before the set due date, the reservation may be released.
  - i. We offer flexibility where we can, therefore if any issues with payment arise, alternative arrangements can be made at the discretion of the Sales & Ticketing Manager.
- h. We reserve the right to alter or amend the programme as necessary or cancel or abandon any performance without notice and without liability for compensation or damage other than up to a maximum of the ticket price. We will make reasonable attempts to contact you using the details you have provided to us.



- i. If a performance has been cancelled or abandoned by us, this will be treated as a special circumstance, and you will be entitled to:
  - i. an exchange of your tickets to another performance.
  - ii. a credit note up to the value of your tickets, valid for 12 months.
  - iii. a refund for the value of your tickets via BACs. We will require bank details to process this. Please allow up to 14 days for this to be confirmed.
- j. Tickets are not issued to the school. A member of the Visitor Services team will greet you upon arrival and show you to your seats.
- k. Lunch spaces must be requested in advance of the performance you are due to attend and are subject to availability. If available, the charge for this will be added to your invoice and expected to be paid by the due date noted on the invoice. If we do not receive the payment for this by the due date noted on the invoice, the reservation for the lunch space may be released.
  - i. If a lunch space is requested on the day of the performance, we cannot guarantee availability. If we can offer space, you will be expected to pay the cleaning and facilitation fee with a card at the Box Office before use.
  - ii. If a lunch space is booked, we hold the right to cancel any reservation without notice and without liability of compensation, except for the cost of the lunch space hire.
  - iii. If ice creams are purchased alongside the lunch space, the lunch space is offered free of charge (minimum order of ice creams must be 50% of the children in your group). If ice creams are cancelled but a lunch space is still required, you will be expected to pay the cleaning and facilitation fee before your visit.
- l. Ice creams may be pre-ordered at the exclusive school rate of £2 per ice cream. The charge for these will be added to your invoice and expected to be paid by the due date noted on the invoice. If we do not receive the payment for this by the due date noted on the invoice, the ice creams may not be available.
- m. Ice creams must be pre-ordered at least one week before the date of the performance you are due to see to ensure we have enough stock.
- n. If ice creams are booked, these will be delivered to your seats by a member of the Visitor Services team.
- o. If any flavours booked are not available on the day of the performance, you will be entitled to:



- i. alternative flavours up to the number of ice creams ordered, if available.
- ii. a credit note up to the value of your ice creams, valid for 12 months
- iii. a refund for the value of your ice creams via BACs. We will require bank details to process this. Please allow up to 14 days for this to be confirmed.

## 8. DELIVERY OF TICKETS

- a. Tickets will be issued as an e-ticket sent to the booker via the email given to us by the booker, with the exception of school bookings..
- b. If the email address at the time of booking changes, please inform us as soon as possible.
- c. You will have the option to download your e-tickets to your Apple or Google Wallet for easy access.
- d. Tickets can be printed on request, this will incur a £1 printing charge.
- e. E-tickets can be printed or displayed on a mobile or smart device and will be scanned by a Visitor Services team member as you enter the auditorium.
- f. All visitors require a ticket to enter the auditorium. If no tickets are presented, we hold the right to refuse entry.
- g. If you cannot locate your e-tickets, the Box Office can provide assistance. You will be required to provide some information regarding your booking, such as an Order ID, email address or postcode.

## 9. ATTENDANCE

- a. Polka Theatre and our Play Areas are unsupervised public spaces. Guests must always remain responsible for their children. Polka Theatre cannot be held liable for the supervision of children, excluding supervised workshops and activities as advertised.
- b. Tickets that have been altered, damaged or defaced may be void.
- c. We are not liable for lost, destroyed or stolen tickets and may not be able to replace them. Please contact the Box Office immediately should this happen.
- d. Latecomers will be admitted to the auditorium at the discretion of the Duty Manager at a suitable point in the performance. No exchanges, credit



notes or refunds will be given in the event of a missed performance due to lateness. Please contact the Ticketing Team before the performance begins to advise of any lateness.

- e. All electronic devices must be switched off in the auditorium.
- f. Photography, video and sound recording in the auditorium is strictly prohibited.
- g. Polka Theatre reserves the right to remove you from the venue or refuse entry to the performance for breach of any of the above clauses without liability for refund.

#### 10. DATA PROTECTION

- a. Polka Theatre will collect, use and store your personal details in accordance with our privacy policy which can be found on our website: <https://polkatheatre.com/privacy-policy/>

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