

Ticket Cancellation Policy

UPDATED MARCH 2022



See It Safely Measures

We are an approved venue to be able to use the industry-wide See it Safely mark, so you can feel confident and safe knowing that our venue is COVID-secure and will be following the latest government guidance.

Your safety, comfort and enjoyment is important to us and so we have set up the following measures in order to be Covid secure for the safety of our patrons and our staff.

We have set out our measures with some Frequently Asked Questions on our website at https://blakehaytheatre.co.uk/your-visit/see_it_safely/, but if you have any worries, please do not hesitate to contact us.

These may change in line with government guidance, so please do check back for any changes before your visit.

TERMS & CONDITIONS

a) Please check before completing your booking that you have the correct tickets, as all tickets are non-refundable* or exchangeable. *(Unless the event is cancelled by the venue, when you will receive a refund of the face value of the ticket price.) All of our tickets are supplied as E-Tickets or 'Print At Home'.

b) Please contact the theatre directly for tickets if you would like to sit in our Main House accessible seating, or if you will need any assistance at the theatre, so that we can ensure that you have a pleasant visit. If you have a service dog, please can you let us know before your arrival.

c) Please note that Babes in Arms classed as children under two years old are free of charge and will not be allocated a seat (unless stated in literature for that performance). Babes in Arms will require a free ticket that must be collected from the Box Office on arrival.

d) Please note which venue the event is being held in as the theatre has three venues and our Studio Theatre does not have disabled access.

e) If you have difficulty with stairs, our seats in rows A & B have flat access into the Main House.

f) Please note that on time limited priced tickets, that these will need to be paid for within the offer time.

g) Please note that online purchases do carry a booking fee.

Further Information

The theatre box office and bar will open an hour before the start of the event, with the house open approximately half an hour before the start of the event.

There will be a 20-minute interval during this performance.

Please note that the use of any recording equipment for this event are strictly prohibited.

Latecomers may be asked to wait until a convenient break in the performance before being let into the theatre, or may have to wait until the interval.

Food and Drink should not be bought into the premises.

The venue is strictly a no smoking or vaping venue, there is a courtyard through the theatre bar that you are welcome to use.