

Hillingdon Theatres

Box Office



HILLINGDON
LONDON

Conditions of Ticket Sale

- Hillingdon Theatre Tickets are non-refundable.
- Check booking confirmation / ticket/s at time of purchase. Mistakes may not be easily rectified.
- Unpaid reservations will not be held for payment on the door.
- Hillingdon Theatres accept no liability for the loss or damage of personal property.
- Ticket Holders consent to the filming and sound recordings of performances they attend. Any objections to this should be given to the Theatre management prior to the event.
- If a ticket is resold or transferred for commercial gain it will become void and the ticket holder may be refused entry.
- Where concessions are claimed, proof of concession may be required on entry.

Management reserves the right to...

- request proof of concession eligibility upon entry of ticket holder.
- refuse admission of ticket holders considered a risk to the safety of, or spoiling the experience of other ticket holders.
- conduct security searches to ensure the safety of patrons.
- re-allocate patrons to seats other than those detailed on the tickets.
- refuse admission or use of unauthorised recording devices including mobile phones.
- delay the entry of latecomers until a suitable break in the performance.
- alter / vary a programme, ticket prices or start times due to events or circumstances beyond its control, without being obliged to refund ticket holders.

Should an event be cancelled we will attempt to contact all ticket holders using the contact details provided to us, and offer either tickets to the same value to see an alternative performance of the same show (subject to availability) or a refund.

In the event of a breach of these conditions, Hillingdon Theatres shall not be liable for any loss, damage, cost or expense arising out of the breach, which was not foreseeable by the Theatre Management, except in respect of death or personal injury resulting from an act or omission on the part of the Theatre Management.

If there are any issues affecting your enjoyment of the show, please complain promptly to a member of Hillingdon Theatres' Management.