



TERMS AND CONDITIONS FOR ALL BOX OFFICE ON-LINE & INHOUSE TICKET SALES

- The purchase of a ticket entitles the bearer to access to the event named, at the time and date stated on the face of the ticket. Please check your ticket(s) carefully on receipt, and notify Knole Academy as soon as reasonably possible, if the event/date/time is not as you expected.
- Any paper tickets remain the property of Knole Academy. The reselling of this ticket for profit or commercial gain makes it void.
- When you purchase a ticket(s) through Knole Academy your contact & ticket details will be held to administer the booking system. This information is held for administrative and statistical purposes only. We will not contact you further unless you agree to us doing so, or to inform you of a material alteration to the event. In line with current data protection law, your details will only be passed to third party organisations if you have agreed to this.
- Knole Academy is committed to providing access to all, and is happy to make any reasonable adjustment to ensure you enjoy your visit. If you have any specific concerns regarding Knole Academy's ability to accommodate you please talk to our Box Office staff prior to your visit.
- Discount ticket(s) are offered with proof of entitlement only and do not apply to tickets being resold at face value on behalf of another customer.
- Reservations will only be held without payment in your name for 4 days, after which, if you have not made payment, they will be released for general sale again. We do not accept requests for reservations during the week of the performance.
- If you are making a booking on behalf of a party/group, you are responsible for all payments due from the party/group and must ensure the party/group is made aware of these terms and conditions of sale and admission. Knole Academy reserves the right to place restrictions on the volume of any tickets ordered.
- If you find you are unable to use your ticket(s) for whatever reason, Knole Academy can try to resell them for you, on the understanding that Knole Academy's own available remaining tickets take priority. Knole Academy will only be able to resell pre-collected ticket(s) that have actually been returned to the Box Office, or ticket(s) that are waiting for collection care of the Box Office. You must request that Knole Academy resell your ticket(s) and/or return your ticket(s) to the Box Office as soon as possible before the advertised start time of the event. We will make all reasonable attempts to resell your tickets, however we cannot guarantee resale.
- Knole Academy is able to exchange ticket(s) (to the same value) if you find yourself unable to use them for whatever reason. Knole Academy can only exchange pre-collected ticket(s) that have actually been returned to the Box Office, or ticket(s) that are waiting for collection care of Box Office. You must inform



TERMS AND CONDITIONS FOR ALL BOX OFFICE ON-LINE & INHOUSE TICKET SALES

Knole Academy, at least 24 hours prior to the advertised start time of the event for which you are unable to use your tickets, of which event you wish to exchange them for (subject to availability).

- If you lose your ticket(s) please notify Knole Academy Box Office immediately. We can arrange for replacement ticket(s) to be available for collection immediately prior to the event from the Box Office. We do not post out replacement ticket(s). Knole Academy requires at least 4 hours prior to the advertised start time of an event to arrange replacement tickets.
- Knole Academy is happy to offer a refund, or offer to exchange your ticket(s) (to the same value) for another event if we cancel or alter in a material way an event, as advertised. This will not include any booking fees or charges levied by banks or payment gateways if your tickets were originally booked online or by credit / debit card.
- In the event of a cancelled performance Knole Academy will not be liable for additional travel or accommodation expenses.
- Knole Academy will not be liable in any way if an event or performance is abandoned due to any factors which are beyond our reasonable control such as, acts of god: including earthquakes, storms, flooding, power failure or fire, force majeure: including war, terrorist acts, and civil commotion.
- Programme events start at the time advertised and we reserve the right to delay or refuse the admittance of latecomers if in the reasonable opinion of Knole Academy, admittance would affect the enjoyment of the audience and /or the performance of the artist(s) and /or the running of the event.
- Knole Academy reserves the right to refuse admission to any customer or to request any ticket holder to leave if, in the reasonable opinion of Knole Academy, admission to the venue or event might be a risk to the safety of the audience and /or customer and/or affect the enjoyment of the audience and/or the running of the event. Under the terms of our licence agreements Knole Academy is required to refuse admittance to any person in a state of intoxication or whose conduct is deemed to be conducive to any breach of the peace.
- Guide and Hearing dogs are welcome, other animals are not permitted in the premises.
- Recording, photography or copying of any artistic performance, work or film is not permitted under the terms of Copyright, Designs and Patents Act 1988 (and subsequent amendments). Application can be made for specific, limited, personal, educational or press purposes by contacting the Knole Academy Box Office on 01732 749772.



TERMS AND CONDITIONS FOR ALL BOX OFFICE ON-LINE & INHOUSE TICKET SALES

- Unauthorised recording, photography and copying of any artistic performance, work or film within Knole Academy is not permitted.
- For the enjoyment of all visitors, Knole Academy requests mobile phones/pagers are turned off during a performance and ask that you refrain from talking through a performance.
- Smoking is not permitted during any programme event or within Knole Academy's grounds.
- Food and drink is not permitted in the theatre. Glass containers, bottles and breakable items that might cause a hazard in an emergency are not permitted in the theatre.
- Sitting in any gangway which intersects or flanks the seating is not permitted within any of Knole Academy's performance spaces.
- Strobe lighting, smoke effects and raised sound levels are sometimes used in events and performances, Knole Academy will display signage to this effect clearly at the entrance to the event. If you have any particular concerns please talk to ticket office staff prior to the event.
- Knole Academy aims to provide a safe, welcoming environment for all of our visitors. We recommend you keep all personal belongings with you at all times. In the absence of any negligence or breach of duty by Knole Academy or its staff you will be responsible for any loss, theft or damage to your belongings.
- Nothing in these terms and conditions excludes or limits the liability of Knole Academy for death or personal injury caused by Knole Academy's negligence or fraudulent misrepresentation.
- Knole Academy is committed to providing quality service, facilities and programme. If you have any comments following your visit, please talk to a member of staff who will be happy to take down the details and/or discuss with you.