

Warehouse Theatre Refund Policy – February 2024

Conditions of Sale

The Warehouse Theatre cannot refund the value of your ticket to you unless the performance is cancelled.

Once purchased, your ticket is your responsibility.

Tickets may however be exchanged for a different performance of the same production, if available.

Please call: 07943 779880

Performance Cancellation Policy

The Warehouse Theatre cannot refund the value of your ticket to you unless the performance is cancelled.

If a performance is cancelled you will be offered the option of a rescheduled date (where possible), a voucher redeemable against a future production or a full refund.

We will only cancel a performance in the unlikely event that one of the following situations occurs:

- Adverse weather that makes it unsafe for volunteers or audience members to attend.
- National mourning following the death of head of state or member of the Royal Family.
- War, terrorism or nuclear risk.
- The theatre is deemed unsafe or unable to provide functional facilities such as but not limited to: running water, electricity, toilets.
- Sickness or death in the production cast or crew.

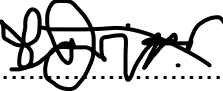
If a cancellation is considered, the following protocols should be discussed and agreed by the majority of the trustees.

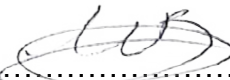
The Chairman and Producer should agree the cancellation/postponement or rescheduling of the performance/event.

Once the decision has been made the following should be put into action:

- The producer/director should inform the cast and crew
- The Front of House Manager should inform the volunteers
- The Publicity Manager should post on social media and send out an emergency bulletin to all members.
- A designated person should place cancellation notices on the theatre doors and wait at the theatre for half an hour before the scheduled start of the event to 15 minutes after the scheduled start of the event.
- Ticket holders who have booked on Seaty should be emailed.
- Ticket sales should be suspended from Seaty and Home and Hardware.

- Following the cancellation a follow up communication should be made from the Chairman to all people involved to apologise for the disruption with an explanation of the reasons and alternative arrangements offered.

Signed (Chairman of the Trustees)

Signed  (Trustee)

Date Review Date