

# TERMS & CONDITIONS OF SALE

By contacting us and booking tickets, workshops, merchandise or memberships, you consent to the following terms & conditions of sale.

## Lost Property

The Tron accepts no responsibility for lost or stolen items of personal property.

Lost Property enquiries should be directed to Box Office on 0141 552 4267 or by email [box.office@tron.co.uk](mailto:box.office@tron.co.uk)

## Tickets & Discounts

Customers are advised to check ticket details upon receipt.

Accepted methods of payment:

- Cash
- Credit/Debit Cards
- West End Theatre Tokens (MasterCard, Maestro, Visa, Visa Debit, Electron)

Tickets are non-refundable and non-returnable except upon cancellation of the event.

Ticket returns are accepted at the discretion of the Tron Theatre. Resale, and thus refund, of returned tickets is not guaranteed.

Ticket exchanges are provided at the discretion of the Tron Theatre.

Concessionary rates usually offered include:

- Children (Under 16 or over 16 and in full time education)
- Senior Citizens
- Students
- Young Scot Cardholders
- Scottish Society of Playwrights Members
- Equity or BECTU Members
- Musician’s Union Members
- Jobseekers Allowance, Disability Living Allowance, Employment & Support Allowance or Personal Independence Payment claimants

Concessionary rates may not be provided for all performances & are provided at the discretion of the Tron Theatre or the producing company.

Valid proof of concessionary entitlement must be presented when collecting the tickets. Otherwise, tickets will be charged at full price.

Some discounts may not be listed online. These include, but are not limited to, group booking discounts and certain special offers. To take advantage of these discounts, please contact the Box Office directly in person or via telephone on 0141 552 4267.

Booking over 10 tickets may qualify for a group discount on the total ticket price.

Discount cannot be retrospectively applied to tickets already purchased and any offers introduced are non retrospective. Only one discount applies per ticket.

## Performance & Admission Restrictions

Some events are for 18+ only and photographic I.D. may be requested on entry to the venue. We make all efforts to indicate which events are 18+ only. The Tron Theatre takes no responsibility for tickets mis-booked and underage persons will not be admitted.

The Tron Theatre reserves the right to refuse admission.

Latecomers may be refused admission.

No refunds will be offered to customers who are refused entry or ejected from our premises.

The Tron Theatre retains the right to amend the programme as a result of unforeseen circumstances.

The use of audio or visual equipment is strictly prohibited. This includes, but is not limited to, cameras, video cameras & mobile phones.

The Tron Theatre or companies permitted by The Tron Theatre may carry out general filming or sound recording during some performances. Ticket holders consent to the recording of themselves as members of the audience, and will be notified before the performance begins.

## Online Sales

Online sales will be available up until approximately one hour before a show is due to commence. To book tickets after this time, please call the Box Office directly on 0141 552 4267.

Please note that a card transaction, while normally only taking minutes to confirm, may take up to three working days before the funds are deducted from your account. Customers are advised to take this into consideration when booking.

If there are any problems with an online booking, the customer will be contacted on the details provided.

## Reservations

Tickets can be reserved without payment for up to three days. If the payment is not received within this period, tickets will be released for general sale.

If booking within 3 days prior to an event, tickets can be reserved without payment until an hour before the event start time. If payment is not received by this point, tickets will be released for general sale.

## Group Bookings

Alternative reservation policies are normally available for groups over 10.

Group bookings can be held for a maximum of two weeks without any form of payment. If payment is not received within this period, tickets will be released for general sale. Please contact our Box Office on 0141 552 4267 for further information.

## Tron Participation

By contacting us and booking a workshop or session, you consent to the following supplement of Terms & Conditions.

- Workshop places are sold on a first come first served basis, the only exception to this rule is if a group is working towards a performance, in which case the previous terms attendees will get first refusal.
- The Tron Theatre reserves the right to refuse admission to workshops.
- The Tron Theatre reserves the right to amend workshops as a result of unforeseen circumstances.
- All participants (or their parents/guardians if under 16) must complete a registration form and inform the Tron Theatre of any change in details. Please include email address.
- All Participation activities are grouped into pre-determined age brackets. The Tron Theatre reserves the right to permit exception
- The Tron Theatre will send participants advance notification of term & payment dates for the coming season. Please take the time to familiarise yourself with these as missed dates cannot be transferred to another season.
- The sending of documents via email is preferred and is in line with our environmental policy where we aim to reduce the amount of paper we use as an organisation.

## Payments and Cancellations

- Class fees are based on a total fee for the season and cannot be broken down into weekly workshop and performances. If paying by installments, you are still liable for any remainder balance should you decide not to return to the course.
- Workshop places are non-refundable, non-returnable and non-transferable. In the event of the cancellation of a workshop the Tron will reschedule it.
- If a booked place at the workshop(s) becomes overdue for payment, we will contact you by telephone to remind you. Should payment still not be received, we will follow this with a letter.
- If no payment is received 2 weeks after the due date the Tron reserves the right to refuse participant(s) admittance into workshop(s) until the payment(s) have been brought up to date.
- Continued unpaid places may result in loss of a booked place and be offered to a waiting list.

## Write Tron

The class fee is inclusive of a single ticket to a production within the dates of the class. Tron participation will choose the production and block book the tickets for a specific performance date within the production run – in the event that participants can’t make it along to the chosen performance date we can, subject to availability, transfer the ticket to another performance date of that chosen production. If participants wish to transfer to a performance date more expensive than the one booked they can do so providing they pay the difference. Tickets are not transferrable to other productions as per these Terms & Conditions.

## Write Tron

There is a choice of 2 dates for the 1-2-1 sessions. Bookings are made directly via the tutor on a first come first served basis. Unfortunately we are unable to accommodate 1-2-1 sessions out with these times.

## Maker Membership

**By subscribing as a member of MAKER, you consent to the following supplement of Terms & Conditions:**

### *Membership Entitlements*

- **All members will receive Early Bird Access to BUILD programme, allowing them to book places on BUILD events before they go on sale to the general public.**
- **All members will receive a 50% discount on all BUILD programme events.**
- **Upon request, all members will be granted access to the closed Facebook Group, MAKER Forum.**
- **All members will receive the quarterly MAKER email newsletter.**
- **Subject to availability, Semi-Annual and Annual members will receive free use of Tron Theatre spaces for development and rehearsal. Members may be charged if their use of any Tron Theatre space requires additional staffing (i.e. technicians, front of house).**
- **Each year, Semi-Annual and Annual members will receive will receive a complimentary ticket to a Tron Theatre Company Production of their choosing. This benefit is only for performances taking place on a Tuesday, Wednesday or Thursday, and excludes the Tron Theatre Christmas shows.**
- **Each year, Semi-Annual and Annual members will receive a complimentary ticket to a BUILD programme event. This benefit only extends to events where the event capacity is 20 persons or over and the discounted ticket price would otherwise be no more than £15.00.**
- **Annual members will receive 10% discount on food at the Tron Bar + Kitchen.**
- **Annual members will receive 40% discount on tickets to Tron Theatre CREATIVE events.**
- **Annual members will receive concession tickets for all events in the Main House and Changing House programme (when concession tickets are offered). This benefit excludes the**

Tron Theatre Christmas shows.

### *Membership, Payments & Cancellation*

- **Tron Theatre offers MAKER places based on the results of our application process.**
- **There are three types of Membership: Annual, Semi-Annual and Monthly.**
- **Annual membership will Auto Renew every year unless the Tron Theatre is instructed by the member to discontinue the membership.**
- **Semi-annual membership will Auto Renew every six months unless the Tron Theatre is instructed by the member to discontinue the membership.**
- **Monthly membership will Auto Renew every month unless the Tron Theatre is instructed by the member to discontinue the membership.**
- **Auto Renew requires a valid debit or credit card to be added to your customer file.**
- **Members will be updated on the status of payments and when their cards are due to expire.**
- **Annual, Semi-Annual and Monthly membership payments cannot be refunded.**

## Build Programme

- **All BUILD Programme events are bookable through The Tron Theatre's box office sales channels.**
- **The full quarterly programme will be announced every three months.**
- **Workshop capacities can vary, advanced booking is highly advised.**
- **Priority booking for all events will go to MAKER members first, with events going on sale to general public one week following the programme announcement.**
- **Tron Theatre reserves the right to refuse admission to events.**
- **Tron Theatre reserves the right to amend events as a result of unforeseen circumstances.**
- **Event places are non-refundable and non-returnable. In the event of the cancellation of an event the Tron Theatre will reschedule.**

## Merchandise

- Merchandise Vouchers purchased for drinks, ice-creams, event merchandise (excluding theatre tokens – please see Theatre Tokens T&Cs below) may be refunded or exchanged in accordance with the conditions of the Consumer Contracts Regulations.
- Merchandise You have the right to cancel your voucher purchase within 14 days without giving any reason. The cancellation period will expire after 14 days from the day you purchased your voucher, or on the day before the performance, whichever comes first.
- To exercise the right to cancel, you must inform the Box Office in writing via post or e-mail. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.
- If you cancel your voucher purchase, we will reimburse to you all payments received from you in respect of that voucher. If vouchers have already been collected from the theatre, or have been posted to the customer, it will be the customer’s responsibility to return the vouchers at their own expense.
- We will make reimbursement without any due delay, and not later than
  - 14 days after the day we receive back from you any vouchers supplied, or
  - (if earlier) 14 days after the day you provide evidence that you have returned the voucher/s, or
  - if no vouchers were supplied, 14 days after the day on which we are informed about your decision to cancel the vouchers
- We will make the reimbursement using the same means of payment as you used for the initial transaction; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the vouchers back or you have supplied evidence of having sent back the vouchers, whichever is the earliest.]

# Theatre Tokens Terms and Conditions

The Theatre Tokens scheme is operated by Society of London Theatre whose registered office is at 32 Rose Street, Covent Garden, London, WC2E 9ET.

- You may only exchange Theatre Tokens for tickets to performances at theatres participating in the Theatre Tokens scheme. A list of participating theatres is available on the Theatre Tokens website at [www.theatretokens.com](http://www.theatretokens.com). You acknowledge that participating theatres may withdraw from the scheme at any time. While Society of London Theatre uses its reasonable efforts to maintain an accurate and up to date list of participating theatres on the website, Society of London Theatre makes no warranties or representations as to its accuracy or completeness and is not responsible for any errors or omissions on such list.
- Tickets are subject to availability and a booking fee may apply. You acknowledge that theatres participating in the Theatre Tokens scheme reserve the right to restrict the use of Theatre Tokens in respect of tickets for certain performances or events and/or to restrict or prohibit the use of Theatre Tokens in conjunction with any discounts and/or other special offers offered by the theatres including discounted group bookings at their sole discretion.
- Theatre Tokens may not be exchanged for tickets already supplied, other goods or cash, and are not transferable for value.
- To be valid when presented for exchange, the foil panel on the front of a Theatre Token must not have been removed or have been damaged in any way. Society of London Theatre has no obligation to exchange invalid Theatre Tokens, although it may do so in its sole discretion.
- If the value of Theatre Tokens exchanged by you exceed the price of the tickets purchased (including any booking fee), change will be given as Theatre Tokens, unless the amount of such excess is less than £1 when it will be given to you in cash. If the price of the tickets purchased by you (including any booking fee) is more than the value of the Theatre Tokens exchanged, you will be required to pay the balance.

- Theatre Tokens have no expiry date.
- Any request for a cash refund must be made directly by the purchaser (and not the recipient) of the Theatre Tokens to the relevant issuing retailer of the Theatre Tokens. Any cash refund made by an issuing retailer will be at the sole discretion of the issuing retailer in accordance with its applicable refund policy. If you have purchased your Theatre Tokens directly from Society of London Theatre, you acknowledge that it is SOLT's policy not to give cash refunds unless you have a statutory right to such a refund. Theatre Tokens cannot be replaced if lost or stolen.
- Society of London Theatre reserves the right, at its sole discretion, to change, modify, add, or remove portions of these Terms and Conditions at any time.