

# Box Office | Terms & Conditions of Sale

Tron Theatre Ltd

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Updated: February 2023

By making a purchase or accepting an order made via Tron Theatre's Box Office, the customer accepts the following terms and conditions of sale.

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# Who We Are

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Tron Theatre Ltd is a Scottish registered charity (SC012081) that receives public funding from various sources including our two biggest supporters Creative Scotland and Glasgow City Council to produce and present theatre work in accordance with our Artistic Policy. Tron Theatre Ltd is also registered as a company under registration number SC77475.

The Tron also act as a ticketing agent for various clients whose performances or events take place out with the Tron building. Any purchases or accepted orders for these clients are also covered by these Terms & Conditions and our [Privacy Policy](#).

# Order Items

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## Reservations

As standard, tickets can be reserved for 3 days, in which time payment must be received, if your performance takes place within 3 days, then we are unable to reserve tickets for you and payment must be made immediately.

## Play Library

The library and its stock are fully owned and managed by Tron Theatre Ltd. Library items/playscripts can be borrowed short term (for use onsite) during Box Office hours only but must be officially booked out at Box Office like long term borrows.

No person shall be allowed to borrow any playscript(s) or any other item until the playscript(s) have been properly checked out by a member of the Box Office team.

Library users are expected to return the items borrowed on time – the maximum time periods are denoted as follows:

- Short Term Borrow – on the day use only
- Long Term Borrow – 7 days

In each borrow period, the maximum number of items that can be taken out at any one time is 3. Failure to return playscript(s) on due dates (known as overdue) may result in borrowing permissions being revoked.

The Library reserves the right to cancel reservations, loans requests and to limit or withdraw a user's privileges without prior notice for any reason deemed appropriate by the Tron.

Library user accounts are tracked via Spektrix, our ticketing system, which allows users to place a hold on playscript(s), while also purchasing tickets and merchandise. Currently loans are only available in person. User accounts are not transferable, and you should always use your account when borrowing library resources. Customers are not permitted to use another user's account to borrow library resources.

Book theft or damage of any nature to playscript(s) may result in borrowing permissions being revoked.

Customers may replace lost or damaged library material by either paying a fee equivalent to the price of the lost item or simply buying the lost book. Clarification on this should be sought from the Box Office directly.

## Merchandise

If you have purchased Merchandise to be delivered to your chosen UK address your items will be processed for sending the next possible working day. If delivery cannot be made to your chosen address, we will endeavor to contact you as soon as possible.

Merchandise is sold on our website as part of the purchase path for an event or direct via our online shop. In the case of being bundled as part of an event, you will be provided with a voucher to redeem the good(s) when you attend your performance. With purchases made via our online shop, you will be given options (if applicable) as part of the purchase path on how you would like to receive these items, most commonly this is by post or collect at Box Office.

Your contract for the purchase of any vouchers is formed soon as we have processed your payment; vouchers are valid until the end of the run of performances at our venue.

Available for sale are Theatre Tokens, which can be used to redeem against ticket purchases made through our Box Office. They are operated by Society of London Theatre whose registered office is at 32 Rose Street, Covent Garden, London, WC2E 9ET.

Full Terms & Conditions for Theatre Tokens can be found [here](#).

## Memberships

### Patrons

We have a dedicated membership scheme for those who wish to support us in the work that we do. There are 4 different levels to choose from, Bronze, Silver, Gold & Platinum, all memberships run annually from the purchase date and can be paid in full for annually (12 months) or paid up monthly (30 days). Note the pay per month cost is higher to cover the associated administering that option.

Part of our Gold and Platinum level is a suggested donation, you may purchase either of these memberships with a different donation amount or not giving a donation at all.

For a current list of entitlements\*, please visit our [Support Us](#) page.

### Choir

Our community choir meets throughout the year and places are available on a first come first served basis. Our capacity for the choir is currently 70 and payment is made monthly on a rolling basis.

For a current list of entitlements\*, please visit out [Choir](#) page

### Gift Memberships

This is only applicable to Patron Memberships. A gift membership can be purchased over the phone, in person or online. The gift is in the form of a digital voucher, which can be redeemed by the recipient via any of our aforementioned sales channels.

\* Please note that the Tron reserve the right to amend entitlements in response to unforeseen circumstances or circumstances out with our control and will endeavor to always communicate these to current members prior to implementation.

## Donations

As a registered charity (SC012081), the Tron relies on the generosity of our customers throughout the year to enable us to continue the work that we do.

As such, the Tron will ask for a donation every time you book with us through any of our sales channels. When booking online there is a suggested donation, this is based on the value of tickets in your basket. On occasion there will be a choice of which project that money goes towards.

How much you give is up to you, so is whether you give or not.

## Gift Aid

All donations, including donations made via a Gold or Platinum level membership, are eligible for Gift Aid.

Gift Aid is where the Tron as a charity can reclaim the tax paid from the UK Government. Currently this value is 25p for every £1 donated, for example donating £10 will give us £12.50 if Gift Aided.

You can make a Gift Aid declaration either over the phone or online when donating, if you haven't already made one before. Once made, a copy of the declaration can be sent to you by email or post for your reference. The declaration will stay on your customer file until you decide that you do not want to OR can no longer Gift Aid any donations you make to us.

However, if you have decided that you don't want to Gift Aid your donation anymore you must inform us within 30 days of making the initial declaration otherwise the claim will still proceed.

# Payments, Discounts & Fees

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## Methods of payment

In person we accept credit/debit cards & Apple/Google Pay (MasterCard, Maestro, Visa, Visa Debit, Electron), West End Theatre Tokens and business cheques.

Online we accept credit/debit cards (MasterCard, Maestro, Visa, Visa Debit, Electron).

The Tron do not accept cheques from personal banking accounts. If paying by business cheque, please make it payable to Tron Theatre Ltd.

Another facility in use is Auto Renew, this is specifically for regular Membership package payments and is managed via your debit/credit card being registered under Continuous Authority. By no means is this a Direct Debit or Standing Order and any changes to debit/credit cards should be communicated to our box office team directly.

## Discounts

The Tron no longer offer discounts on tickets based on eligible criteria, for example, senior citizen, student, young scot card etc.

Instead, the Tron have adopted a new ticketing policy to make the work produced and presented by us as accessible as possible.

For most of our productions and workshops, we will provide 3 price points for customers to choose which price they'd like to pay for each ticket.

For our more experimental works, scratch performances and rehearsed readings, we will provide a flat rate.

There will still be a flat rate for preview performances.

This pricing policy does not extend to our ticket agency services.

## Offers

Within the details below, any use of the word “offer” is relating to Special Offers, Promotions, Deals, Packages or any other discounted methods, which excludes our standard discounted ticket prices.

Some offers are not listed online. These include, but are not limited to, member specific or staff offers, details of these can be found either in your online account or by contacting the Box Office directly.

Offers are subject to availability and cannot be used in conjunction with any other available offer. Tickets bought prior to an offer being made available are exempt from the offer and do not qualify for a price match or refund of any difference.

Discounted rate tickets that qualify as part of any offer will only be issued by the Tron upon valid proof of entitlement to the discount rate at the time of purchase or collection. Failure to provide the valid proof of entitlement will result in the difference being charged.

Offer depending, the system will automatically calculate the best deal on the items and applicable ticket types contained in your basket, therefore the discounted value you see (per ticket type) may occasionally appear illogically, this does not affect the overall offer value.

Some offers are automatically applied at the checkout point of a transaction; others require certain criteria to match before they can be applied i.e. Specific combination of ticket types or a promo code.

Offers can be restricted per customer and will only apply once you have successfully logged into a valid online account with us.

Details of how to process any offers are stipulated in the offers hyperlink, therefore the Tron cannot be held responsible for an offer not being processed correctly. Any errors as a result of this are exempt from any refund or price match.

If you require any assistance, please call the Box Office directly.

## Group Bookings

Group bookings are classified as a party of 11+ individuals. At this point the event may be eligible for a discount, details of which can be obtained by calling the Box Office directly.

Group bookings can be held for a maximum of two weeks while a deposit payment is made, with the remainder balance due one month prior to the event taking place. Any bookings made within this time frame will have payment dates customised for them by the Box Office team.

In all instances, full payment must be received prior to the event taking place and any payment schedule must be adhered to otherwise your tickets will be released for general sale.

## Delivery

To have your tickets posted to you will cost £1 per order placed to cover postage and packaging.

To have merchandise posted (UK only) we have a standard fee of £3.95, for some items there may be an additional charge due to value or weight, this will be clearly shown on the listing and prior to payment.



## Refunds & Exchanges

No refunds or exchanges will be given to individuals who are refused entry or removed from the venue due to their own behaviour as detailed in our [Performance & Admission Information](#) section.

### Tickets

All tickets are non-refundable and non-returnable except upon cancellation of the event or a date or time change by the venue means you can no longer attend.

Tickets can only be exchanged for another date within the same run of the event that was originally purchased. For the avoidance of doubt, if the event you purchased for does not have another date for you to exchange to then we cannot transfer the ticket to a different event. In these instances we would advise requesting to see if a [Resale](#), is possible.

### Workshops

Places booked on our Tron Participation and Build programme of work are non-refundable and non-returnable except upon cancellation where the Tron are unable to provide a re-schedule of that class/course.

Our Build programme is eligible for a Resale of Workshops.

### Merchandise

You have the right to cancel merchandise vouchers purchased with us within 14 days of purchase. If you do cancel you will receive a full refund upon receipt of your returned voucher(s) provided that the voucher had not been redeemed for the purchased item.

Once the goods are in your possession, or you've purchased them in person at our Box Office, you are then covered by the Consumer Rights Act 2015. We will be happy to exchange or refund your purchase within 28 days provided the item is in a fully resalable condition.

Multi-retailer items such as Panto Merchandise, Play Scripts, books etc can be sold elsewhere so will not be able eligible for an exchange or refund unless you have proof of purchase.

Proof of purchase we provide upon request include, paper receipt, e-receipt or order confirmation email.

On occasion, we do permit external vendors to sell merchandise on the premises, which are not covered by our T&Cs. For example, our Seven Song Club programme of work allows the performing artists to sell their own merchandise. Any purchases from these vendors remain the responsibility of the vendors themselves. However, if you do have any issues with items purchased from an onsite vendor we will endeavour to help you get a resolution.

This policy does not affect your statutory rights relating to faulty or mis-described goods.

### Vouchers

Tron Theatre does not have its own voucher system, instead use Theatre Tokens, which are bound by the Terms & Conditions set out by SOLT. They can be viewed [here](#).

## Memberships

Memberships are non-refundable. You have the right to cancel your membership within 14 days of acceptance/auto renewal. If you choose to cancel within this period, you will receive a full refund of the initial fee upon receipt of your returned membership card (if applicable) or written request if no card is issued for your chosen membership, provided that the Tron may charge you for any benefits which you have received since acceptance of your membership, including any discounts, promotions and priority booking.

Memberships will run for the validity period and cannot be cancelled outside of the initial 14-day period.

## Donations

Under [The Charities Act 2011](#), charities are not permitted to refund donations, other than in specific circumstances. If you feel this applies to you, please contact us directly to discuss.

## Fees

All additional fees, for example – transaction fee or delivery fee, are exempt from refunds as the service has already been provided, only if this has not been the case can and will these be refunded to you.

## Resales

### Tickets

You may not resell or transfer a ticket if prohibited by law. Any resale or transfer (or attempted resale or transfer) of a ticket in breach of the law is ground for seizure or cancellation of that ticket.

We have a resale facility for customers who can no longer use their tickets. To do this we require you contact the Box Office directly with details of what ticket(s) you are wishing to be resold.

If you physically have the tickets being resold, these must be returned to us prior to reselling them, any costs incurred returning them to our Box Office will remain the sole responsibility of the customer. This excludes Mobile or Print @ Home tickets, which will become invalid automatically should a resale be successful.

Tickets can only be resold upon the event date selling out and all remaining funds from the resale will be credited against the customer account, as theatre credit, for the individual who purchased the tickets originally. All theatre credit is valid for 12 months from the date it's been issued.

Resales are accepted at the discretion of the Tron. Resale, and thus credit issued, of returned tickets are not guaranteed.

## **Workshops**

You may not resell or transfer a workshop ticket if prohibited by law. Any resale or transfer (or attempted resale or transfer) of a workshop ticket in breach of the law is ground for seizure or cancellation of that workshop ticket.

We have a resale facility for customers who can no longer attend. To do this we require you contact the Box Office directly with details of what workshop(s) you are wishing to be resold.

If you physically have the workshop tickets being resold, these must be returned to us prior to reselling them, any costs incurred returning them to our Box Office will remain the sole responsibility of the customer. This excludes Mobile or Print @ Home tickets, which will become invalid automatically should a resale be successful.

Workshops can only be resold once sold out and all remaining funds from the resale will be credited against the customer account, as theatre credit, for the individual who purchased the workshop originally. All theatre credit is valid for 12 months from the date it's been issued.

Resales are accepted at the discretion of the Tron. Resale, and thus credit issued, of returned workshop tickets are not guaranteed.

## **Cancelled/Re-Scheduled/Postponed Events & Workshops**

In the event of cancellation, the Tron will endeavor to swap your tickets to another suitable date within the run, with regards to an event, or to reschedule, with regards to a workshop. We will contact you using the details contained in your customer account.

It is your responsibility to inform us of any changes to your contact details at the time of purchase and the Tron cannot be held responsible for any such notice not reaching you as a result of incorrect details.

Should an event of workshop be postponed, the Tron will automatically transfer over purchased tickets/places to the new corresponding date and notify all customers of this change, providing additional options should the new date not suit.

## **Amendments and variations**

The Tron Theatre reserve the right to make changes to performances to advertised performances. Where applicable we will contact all customers effected by the changes and offer the applicable solutions.

# Online Sales & Digital Content

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## Online Sales

Online sales will, as standard, be available up until one hour before an event is due to commence. To book tickets after this time; please call the Box Office directly.

For events that are taking place out with of the Tron premises, the online off sale time may vary depending on the producing companies' requirements.

Please note that a card transaction, while normally only taking a few 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.

## Digital Content

All digital content will be linked to your customer account with the Tron and will be presented on our own website.

To access the content, you will need to use the same log in credentials that you use to make purchases via our website. If you traditionally make purchases via phone, please check your registered details with the box office team and we can help you be ready to view the content.

**Note: For security reasons our team can only email reset password links and cannot issue password reminders or view them.**

The Tron will supply the digital content to you until either the content or subscription expires (if applicable). Each event is clearly labelled with a date range of when you will be able to view the content, this information can also be viewed from our Digital Content tab, viewable to you once successfully logged into your account.

Automated emails will be sent to provide relevant information to help you get started and to provide relevant reminders, however it is highly advisable to put in your own safeguard to avoid disappointment.

The Tron cannot be held responsible for situations outside our control, this includes but is not limited to email bounce backs, internet connectivity issues and device issues.

# Performance & Admission Information

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Management reserves the right to refuse individuals admission to the venue in reasonable circumstances including for health and safety, licensing reasons or where a ticket is void.

Management also reserve the right to request individuals leave the venue on reasonable grounds and may take any appropriate action to enforce this right. For example, management may remove someone who:

- has behaved in an unreasonable manner, which in the opinion of the venue has, or is likely to affect the enjoyment of events by other individuals
- uses threatening, abusive or insulting words or behavior or in any way provokes or behaves in a manner which may provoke breach of the peace
- is, in the opinion of the venue, under the influence of drugs or has consumed an excessive amount of alcohol
- fails, when required, to produce proof of identity or age
- obstructs gangways, access-ways, exits, entrances or staircases, congregates in non-designated areas or seeks entry to seating or auditoria which they do not hold a valid ticket.

All individuals must comply with instructions and directions given by Tron staff and stewards acting on behalf of Tron Theatre.

## Admission Restrictions

Some of our events may have an age recommendation, these are solely guidelines and it is the responsibility of the person booking to ensure that the event is suitable for the individuals within the group. The only enforced age restrictions for legal reasons, for example 18+ due to alcohol licensing laws. Events under this rule will always be clearly marked.

Due to the nature of some of our work, it's not always possible to allow entry back into an auditoria should you leave during the production. Should this be the case, every effort will be made to provide you advance notice of this.

## Latecomers

The Tron cannot permit entry into an event that has already began if you are late, so please make sure you are at the venue in plenty of time for your events start time. Should you be refused entry for being late you are not entitled to a refund, however, we will offer a swap to another date within the same event run, subject to programming and availability.

## **Filming & Photography**

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

From time to time, the Tron or producing companies permitted by the Tron may carry out general filming or sound recordings during some performances as well as within the public areas before or after the performance. By attending an event or workshop individuals consent to the recording of themselves as members of the audience without payment and will be notified before the event begins. In compliance with the General Data Protection Regulations, should you wish to object to this, please make yourself known to management at the time who will notify the relevant people.

## **Cloakroom & Lost Property**

The Tron do not have cloakroom facilities. Customers should avoid bringing large bulky items with them as they will not be admitted into any auditoria and we can no longer store them for the duration of the performance.

All lost property enquiries should be directed to Box Office as per the contact details at the end of this document.

## **Health & Safety**

All individuals must comply with all relevant statutes, safety announcements and venue regulations whilst attending an event. If individuals have special requirements or concerns about special effects, which may be featured at an event, they should give prior notice when ordering tickets.

Special effects may include, without limitation, sound, audio/visual, pyrotechnic effects or lighting effects.

## **Amendments & Variations**

The Tron rely on the written terms set out here in this document. You should read the terms and conditions carefully before entering into the contract to ensure that they contain everything that you consider has been agreed. If not, you should speak to a member of staff at our Box Office.

After the contract has been made, these terms and conditions.

# Contact Details

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Any booking, payment or content enquiries please contact our box office team directly.

By Post:           Box Office  
                      Tron Theatre Ltd  
                      63 Trongate  
                      Glasgow  
                      G1 5HB

By phone:           0141 552 4267  
                      Please refer to our booking information page for up-to-date operation hours

By email:           [box.office@tron.co.uk](mailto:box.office@tron.co.uk)