

Leicester Drama Society Ltd. (LDS) and The Little Theatre

Terms & Conditions

By making a purchase at The Little Theatre by telephone, in person at the Box Office, or online you are agreeing to these terms and conditions of sale and attendance.

Sale of Tickets

1. Tickets may be purchased in person at the Box Office, by telephone to the Box Office, or online at www.thelittletheatre.net.
2. A transaction fee, which will be reinvested in the running and redevelopment of The Little Theatre, is charged for 'in person' and telephone bookings.
3. A postage charge is made if tickets are posted to the customer.
4. A print-at-home facility for tickets is available. Customers who select 'print at home' must present either paper ticket(s) or ticket(s) displayed on a mobile phone to gain admission to the performance.
5. Tickets are not refundable, except in the case of a cancelled or rescheduled performance.
6. Tickets are exempt from statutory cancellation rights. This means that you are not entitled to cancel your tickets after purchase.
7. Every person (regardless of their age) must have a valid ticket for the performance.
8. Tickets may be reserved by contacting the Box Office.
9. Reservations must be paid for within 48 hours or tickets will be offered for resale.
10. Tickets may be exchanged for the same production only, subject to availability. A small charge will be made for each ticket exchanged.
11. Ticket exchanges can be made only by contacting the Box Office.
12. Programme vouchers for Leicester Drama Society productions may be purchased with your ticket at a reduced price.
13. Programme vouchers may not be used at 'Special events' or at productions by Visiting Companies.
14. Gift vouchers are available to purchase at the Box Office.
15. In the event of a performance being cancelled LDS will make every reasonable effort to contact customers, using the details provided to us at the time of booking, and ticket money will be refunded. LDS cannot be held responsible for any costs incurred by a customer as a result of a cancelled performance or a performance that has to be abandoned part way through. Refunds will only be made to the credit or debit card with which the ticket(s) were purchased. Where this is not possible or if the ticket(s) were not originally paid for by card, a refund cheque in pounds sterling will be issued.

Prices and Concessions

16. All tickets, prices, concessions and discounts are subject to availability and can be changed and/or withdrawn at any time, without prior notice.
17. Ticket prices are published in the theatre's current brochure and on the website.
18. Premium seats (Row L of the Main auditorium) may attract a higher price.
19. There may be discounts for group bookings, or for 'multi-buy' purchases and these will be published in the brochure and on the website.
20. Group bookings for LDS's Pantomime require a 10% non-refundable deposit to be paid at the time of booking, and the balance to be paid in full by 1st November.
21. Concessionary prices are available for LDS productions, excluding Premium seats, for:
 - i) Disabled patrons, for all performances. The concessionary ticket price also applies to one escort if needed.

- ii) Students, job-seekers, over 60s and under 16s, for Monday-Thursday and Saturday matinée performances.
- 22. Concessionary prices for 'Special events' and productions by Visiting Companies are published in the brochure and on the website if they are available.
- 23. Young Theatre-Goers' Tickets, Age 16-25: up to 30 tickets may be available from the Box Office on the day of the performance at a reduced price. This offer applies only to Leicester Drama Society's plays.
- 24. Proof of status may be requested for any concessionary price.

Wheelchairs

- 25. Two wheelchairs can be accommodated in the Main Auditorium per performance.
- 26. One wheelchair can be accommodated in The Haywood Studio per performance.
- 27. Wheelchair seats can be booked only through the Box Office.
- 28. If booking on the day of the performance, Wheelchair patrons are requested to do so before mid-day.

Vision Impaired

- 29. The Saturday matinée performance of LDS plays is usually Audio Described (headphones are provided).
- 30. A CD and a Touch Tour are also normally available. Details are published in the brochure.
- 31. The CD and Touch Tour must be requested at least one week in advance of the performance, preferably when booking a ticket.
- 32. Space for a Guide Dog is available. Please book this at least a week in advance.

Attendance at Performances

- 33. Every person (regardless of their age) must have a valid ticket for the performance.
- 34. Wheelchair patrons are requested to be in the Foyer 30 minutes before the start of the performance so that Front-of-House staff are available to assist.
- 35. Latecomers may not be admitted to the Main auditorium until a convenient break in the performance or the interval, if there is one.
- 36. Latecomers to The Haywood Studio will not be admitted until the interval, if there is one.
- 37. No photography, videoing or recording of any kind is allowed.
- 38. Mobile telephones must be silenced during the performance.
- 39. LDS reserves the right to refuse admission where we believe the welfare, comfort, enjoyment or security of our audience may be affected.
- 40. LDS reserves the right at any point to request that ticket holders leave the venue and may take any appropriate action to enforce this right.
- 41. Reasons for refusal of entry and/or removal from the venue may include (without limitation) late arrival, being (or appearing to be) under the age limit set for the performance, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.
- 42. No refunds will be given to ticket holders who are refused entry or ejected from the venue due to their own behaviour.
- 43. LDS reserves the right to move audience members to alternate seats and to make any necessary changes to the layout or advertised details of the performance or event at short notice (for example cast changes). In these instances LDS is not obliged to refund or exchange tickets for another performance.

44. Pushchairs are not permitted into the auditorium; they can be stored in the Foyer. Car seats are permitted in the auditorium but must occupy a seat which requires the purchase of a ticket. LDS cannot be held responsible for the loss or damage to your personal property whilst at The Little Theatre.

Theatre Bar

45. Drinks sold at The Little Theatre's Bar are permitted into the auditorium for most performances in plastic glasses. Noisy and/or hot food is not permitted.
46. Verbal or physical abuse is not tolerated and may result in service being refused and, in extreme cases, your being asked to leave the venue.
47. The Little Theatre Bar operates a "Challenge 25" policy. If you look under 25 you will be required to supply the appropriate identification (Photocard, Photo Driving Licence or Passport) in order to be served.
48. Alcohol cannot be purchased by or on behalf of any person under the age of 18.
49. Customers deemed to be intoxicated by staff will be refused further purchase of alcohol.

Website, Terms of Use

50. The services that Leicester Drama Society Ltd. provides to the user are The Little Theatre's web pages at www.thelittletheatre.net
51. This agreement, governing the use of material contained in thelittletheatre.net sets out the terms that apply to the use of thelittletheatre.net by the user.
52. By using thelittletheatre.net (other than to read this Agreement for the first time), the user agrees to comply with all of the terms and conditions hereof. The right to use thelittletheatre.net is personal to the user and is not transferable to any other person or entity.
53. The user is responsible for all use of the user's Account (under any screen name or password) and for ensuring that all use of the user's Account complies fully with the provisions of this Agreement. The user shall be responsible for protecting the confidentiality of their password(s), if any.
54. Leicester Drama Society Ltd. uses all reasonable efforts to include accurate and up to date information on all pages of the website.
55. LDS reserves the right to change, without notice, the content of the website, the fees payable and the terms and conditions of use.
56. LDS shall not be liable for any direct, indirect, incidental, consequential or cumulative losses or damages arising out of the use or inability to use these pages, any errors, misrepresentations or omissions on the material contained on them.
57. The user agrees that the material downloaded or otherwise accessed through the use of the web pages on our website is obtained entirely at their own risk and that they will be entirely responsible for any resulting damage to software or computer systems and/or any resulting loss of data even if we have been advised of the possibility of any such damage.
58. LDS does not accept any liability in connection with any third party websites which may be linked or accessible through our own website and we do not endorse or approve the contents of any such site.
59. In relation to a dispute arising out of this website you the user agree to submit exclusively to the jurisdiction of the courts of England and Wales.
60. Except where expressly stated to the contrary the text and graphics in the information contained in the website is the copyright of LDS and its third party content providers.
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