

Centrestage Ticket Booking/Refund Policy

- We regret that we cannot refund tickets unless the event in question has been cancelled or rescheduled.
- As a gesture of goodwill Centrestage will endeavour to exchange tickets as per the following:
 - Must be for the same show – we cannot exchange tickets for a different show.
 - We must have reasonable notice i.e: 7 days.
 - Alternatives must be available.
 - You must present your tickets and proof of purchase before we can exchange.
- It is your responsibility to check your tickets; mistakes cannot always be rectified.
- While we try and ensure that all prices on our website are accurate, errors may occur.
- Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
- The use of cameras or recording equipment of any type is strictly forbidden.
- We reserve the right to make any necessary changes to the advertised programme without prior notice.
- We reserve the right to provide alternative seats to those specified on the ticket.
- Any complaints about a ticket holder's seating or ability to view a production should be made promptly to the theatre management either before or during the performance.
- If you arrive for a performance and have spare ticket/s due to a member of your party being unable to attend, we will endeavour to sell the spare ticket/s on your behalf, but only after all available tickets are sold (ie, a full house). You must produce a receipt, but regardless of the price you pay, if we can only sell to a concession, this is the amount you will receive. Likewise, if you purchased a concession and we sell at full price, you will receive the concession price back.
- Concession priced tickets are sold at the discretion of the management. Please be aware that you must provide identification at the point of theatre entry for any concessions in your party.
- Whilst there is disabled access to our facility, for Health & Safety reasons we must be notified at the point of booking of any wheelchair users for concert events.
- Loyalty Cards are offered to individual customers but are not a statutory right when booking tickets. Customers are responsible for ensuring their cards are stamped and must present them at the time of ticket purchase. Cards will not be stamped retrospectively. Centrestage reserve the right to exclude some performances from the loyalty card scheme.

THIS DOES NOT AFFECT YOUR STATUTORY RIGHTS