

## **Terms of Sale**

**Blackpool Grand Theatre, 33 Church Street,  
Blackpool, Lancashire FY1 1HT**

**Checking Your Tickets** - It is your responsibility to check your tickets straight away as mistakes or errors cannot always be rectified later.

**Booking Fees** - In line with new legislation our booking fee is included in all stated ticket prices.

**Admittance** – By purchasing a ticket you agree to abide by the theatre's Admittance Policy. Please be aware that extra security measures (e.g. searches) may be implemented at any time – Blackpool's Grand withholds the right to refuse admission. Every effort will be made to ensure the admittance of latecomers at a suitable break in the performance, but admission cannot always be guaranteed. This may also apply to customers who leave their seat during the performance.

**Schedule /Casting Changes/Cancellation** - Tickets are sold subject to the Theatre and/or Producer's right to alter the performance schedule or cast should circumstances beyond our control make this unavoidable, without being obliged to refund monies or exchange tickets. In the event of a change or cancellation to the performance schedule, ticket holders will be notified via the

contact details left by the purchaser with the Theatre. The Theatre is not liable for any changes or inaccuracies in these details which may prevent the ticket holder being contacted. In the case of a group booking, the organiser who purchased the tickets is deemed responsible for communicating any changes to the group. In the event of a cancellation of a performance or event, the Theatre shall have no further liability other than the face value of the show ticket.

**Seating Changes** - The ticket holder is entitled to a seat of the value corresponding to that shown on the ticket and the Theatre reserves the right to provide alternative seating to those specified on the ticket. Where seating of a lesser value only is available, the ticket holder will be compensated to a maximum of the difference in value between the cost of the seats.

**Ticket Collection & Booking Fees** - There is a booking fee of £3.50 per ticket for bookings, this is incorporated in the ticket price, not shown separately. Booking fees can change at any time. All booking fees go 100% towards the theatre, its upkeep and running. If you are collecting your tickets from the Box Office (33 Church Street, Blackpool, Lancashire FY1 1HT), we operate much like the Post Office; if you are collecting on behalf of the ticket booker you must bring their ID and the

payment card. We cannot divulge information about the booker to any third-party collecting tickets. Amends to bookings can only be made by the original booker. Tickets booked by phone or online more than ten days before an event can be posted out (not recorded) at a charge of £1.50. For all tickets booked ten days or less before an event tickets will have to be collected from the box office in person. If you prefer recorded delivery, please ask when booking, an additional charge will apply.

**Refunds** - We will only refund tickets if the performance has been cancelled. If a booking fee has been charged, this will also be returned. We regret that tickets cannot be refunded due to adverse weather conditions if the performance goes ahead. No refund on pre-booked tickets will be made on the announcement of a subsequent special offer. We always recommend taking out Ticket Plan® [www.ticketplangroup.com](http://www.ticketplangroup.com)

**Resales** - If you are unable to attend a performance, at the discretion of the Box Office Manager, we will endeavour to resell the tickets on your behalf at a charge of £3.50 per ticket. Tickets for resale will not be accepted within one hour of the performance start time. Re-sale or transfer of tickets is not permitted and may result in tickets being cancelled without refund. If ticket sales' patterns indicate purchase is made with the sole

intention of re-sale for profit (such as multiple purchases for a single event), we may require the purchaser to pick up tickets in person from one of our venues. Failure to do so will result in the tickets being cancelled without refund and invalidated for the event. The purchaser may also be blacklisted / prevented from buying further tickets. Please note any booking fees or postage charges will not be refunded.

**Ticket Exchange** - We are happy to make ticket exchanges under the following conditions: A £3.50 fee per ticket will be made up to 24 hours before a production and is only available for the same production or event. Exchanges are not available for group bookings of 10 or more. Please note you will not be charged a booking fee for a second time.

**Destroyed or Lost Tickets** - We will replace lost or destroyed tickets for £1.50 per ticket, up to a maximum charge of £5.

**Third-Party Selling/Purchasing** - Tickets you purchase are for your personal use. Except when we agree, you and your party must not re-sell or transfer (or seek to re-sell or transfer) the tickets in breach of our terms. A breach of this condition will entitle Blackpool's Grand Theatre or the Promoter to cancel the tickets without prior notification, refund, compensation or liability. This includes a

purchaser putting tickets on Social media sites. The Buyer – If you have purchased your tickets via a third-party your contract is with them. Blackpool's Grand Theatre will only discuss/interact with the initial purchaser of tickets purchased from it directly. If you have purchased through Ticketmaster or any another site/organisation/individual, then you must contact them directly.

**Gifted Tickets** - Tickets on occasions are purchased to be 'Gifted' (given to someone else other than the booker, this is not the same as 'third party selling' or 'Touting'). Please be aware, in line with GDPR, the General Data Protection Regulation we are unable to share any information regarding the booking with the person holding the ticket (unless they booked the ticket). Our Box Office team would need to contact the 'booker' before anything can be changed. We understand this may cause problems, but we must abide by the law for all our customers' data protection.

**Gift Vouchers / 1894 Club Vouchers** - Grand Theatre Gift Vouchers have a 12-month expiry and cannot be used to purchase further Gift Vouchers/Theatre Tokens or Club Membership Vouchers. Change is also not given.

**West Street Parking Vouchers** - Blackpool's Grand Theatre offers a fixed price parking deal with

Blackpool Council and West Street Car Park (FY1 1HA). A special West Street Parking Voucher can be obtained when you book your theatre tickets (online, in person, or by phone), you can also obtain it on the day however please obtain your Parking Voucher, PRIOR to entering the Car Park. If you have paid for postage (and If time allows) we will send the Parking Voucher to you with your tickets. On arrival at West Street Car Park, please display the Parking Voucher on your dashboard ensuring it is clearly visible. Parking Vouchers are valid from 5:30pm to midnight any day of the week

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*\*Please note your West Street Parking Voucher does not guarantee you a space. We advise you to arrive early to avoid disappointment (especially at busy times such as; Bank holidays, special events, during the illuminations and at Christmas). Please note refunds cannot be give on pre-purchased Parking Vouchers if another offer becomes available later. Parking vouchers are non-refundable in the event you are unable to park (unless the car park has been closed when alternatives will be made available). If a show is cancelled, then your Parking Voucher will be refunded. Parking Vouchers can only be purchased in conjunction with a Grand Theatre show ticket (of the same date).*

**Ticket Plan® Protection** - This is an optional service via Blackpool Grand Theatre, however the protection is administered and run by TicketPlan®, it is not an insurance policy. If you have purchased

the protection and need to make a refund application, please visit [www.ticketplangroup.com/refund-application-form](http://www.ticketplangroup.com/refund-application-form). TicketPlan Protection is non-refundable and non-transferrable.

**Discounts** - General - Blackpool's Grand Theatre offers discounts (where possible) to the following people: under 18s, students in full-time education, registered disabled, and persons over 65 years. When child tickets are listed separately, no extra discounts can be applied. Multiple discounts cannot be applied to tickets (example a £5 off opening night offer cannot be applied to a 65+ ticket, our box office can advise on the best possible offer available).

Promotion Codes Discounts - If you have a promotional code (sometimes referred to as a 'Promo code'), enter this in the 'Promotional code' box which appears AFTER you have selected all your tickets, this will then apply the relative discount. The discount for the promotion you've received will now appear. Please note all Promotion codes should be entered in CAPITAL letters. (An example would be for a FAMILY4 (in most circumstances) you would select four 'Adult' tickets and then enter the Promotional Code given.)

Membership Discounts - If you are logged in as a member (1894 Club or Friend of The Grand), any available membership discounts will be automatically applied. If you are not a member and wish to add a membership during your booking, discounts will be automatically applied when the membership is added to your basket.

Group Offers – these discounts are off full priced adult tickets only, not pre-discounted tickets e.g. Child, 65+, Under 26 etc.). Some Group Offers may have specific restrictions. Also see 'Group Bookings' heading.

Schools/Education - free Teacher places are offered for every TEN under 16-year-old (only) tickets booked and paid for. Some School/Education Offers may have specific restrictions. Scouts, Brownies, Cubs and other youth organisations do not come under our offers for Schools/Education, they must be an educational body. Also see 'School Bookings' heading.

18 to 26s – Blackpool's Grand offers a discounted ticket scheme for Under 26 years (18 to 26yrs)

Babes-in-Arms/Toddlers - If your child is over 2-years-old, they must have their own paid for seat/ticket. If your child is under 2-years-old, tickets are free, but they must sit on a parent or guardian lap. They must have a ticket. Babes-In-Arms tickets cannot be



purchased via the website. Please contact the Box Office team on 01253 290 190.

Personal Assistant Places – Blackpool's Grand offers a free Personal Assistant place when accompanying a person with a disability. The free ticket is offered with a full priced ticket/wheelchair space. For online accessibility to accessible seating and free Personal Assistant seats sign up to the Access Register

[www.blackpoolgrand.co.uk/accessregister](http://www.blackpoolgrand.co.uk/accessregister)

All discounts are subject to availability, may be limited in number, and may be varied by the visiting producer and/or theatre.

**Accessibility** - Please be aware that this Grade II\* listed Victorian building does not have a lift between floors. There are stairs to each level and there are approximately 20 steps to the Dress Circle, 40 steps to the Upper Circle, and 55 steps to the Gallery from the ground level. We do not offer refunds based on being unable to reach these floors as this information is communicated at the time of booking. Wheelchair space are on the ground floor.

**Photography/Recording** (in any form) - Is strictly not permitted for safeguarding, copyright and GDPR conditions. The Theatre reserves the right for themselves or third parties to carry out general filming and recording in and around the Theatre.

Any recordings found breaching this Term will require the individual to delete the said material in front of a member of staff and provide evidence of such deletion.

**Personal Property** - Please note that the venue is not responsible for any loss or damage of personal belongings.

**Special Effects** - If you are concerned about inclusion of any special effects such as flashing light, smoke or loud bangs during a performance, please ask at the time of booking, although the inclusion of these may not be notified to the theatre until the actual performance dates. Please check the foyer notice for more information when you visit the theatre.

**Merchandise** - From time to time, official show merchandise may be available. The Theatre cannot accept any responsibility for the sale of such merchandise.

**Competitions** - Any tickets won in competitions or promotions cannot be put up for re-sale or exchanged for another day, performance or production. Any tickets found to break this rule will be cancelled immediately.

**Group Bookings** - Group Offers – these discounts are off full priced adult tickets only, not pre-discounted tickets e.g. Child, 65+, Under 26 (18-

26yrs) etc.). Some Group Offers may have specific restrictions. Schools/Education - free Teacher places are offered for every TEN under 16-year-old tickets (only) booked and paid for. Some School/Education Offers may have specific restrictions. Scouts, Brownies, Cubs and other youth organisations do not come under our offers for Schools/Education, they must be an educational body. Early Bird Group Discounts – Invoices will always be sent as full adult prices until final numbers are given. Any Early bird discounts will then be applied on payment date. Early bird discounts will not be applied AFTER noon on the cut-off date. Postage delays, missed invoices, and finance payment delays etc. will not be accepted as a reason to extend the early bird discount (it remains the customers responsibility to be aware and pay prior to the cut-off date). On Groups of 50 plus tickets will not be issued but a seating plan from our box office – Please ensure you have a latest version before arriving at the theatre. If you prefer tickets for 50 plus people, there is a £3 postage fee. **IMPORTANT:** Please note tickets cannot be issued for a show without payment in advance. A group will not be permitted to see the show without the tickets being paid for.

**School Bookings** - Schools/Education - free Teacher places are offered for every TEN under 16-year-old tickets (only) booked and paid for. Some

School/Education Offers may have specific restrictions. Scouts, Brownies, Cubs and other youth organisations do not come under our offers for Schools/Education, they must be an educational body. Early Bird Group Discounts – Invoices will always be sent at full adult prices until final numbers (breakdown Adult, Child etc.) are given. Any Early Bird discounts will then be applied, and a new invoice sent for immediate payment (reminders will not be sent It is the bookers responsibility). Early bird discounts will not be applied AFTER noon on the cut-off date. Postage delays, missed invoices, and finance payment issues/delays etc. will not be accepted as 'reason' to extend the early bird discount (it remains the customers responsibility to be aware of payments dates and pay prior to the cut-off date). Workshops - Blackpool's Grand offers an array of workshops and additional activities. Payment of workshops can be made at the same time as your show tickets, please however note payment dates and early bird offers will stand. On Groups of 50 plus tickets will not be issued, a highlighted seating plan from our box office will be sent to you. Please ensure you have a latest version before arriving at the theatre. If you prefer tickets of groups of 50 plus tickets, there is a £3 postage fee. **IMPORTANT:** Please note tickets will not be issued for a show/workshop/event without payment in advance.

## **Additional Provisions**

As part of our Terms of Sale the additional provisions are;

### **Privacy Notice (Data Protection – GDPR & PECR)**

The Grand Theatre, Blackpool operates a Box Office service on behalf of venues and events in Blackpool, Wyre and Fylde as well as its own operation.

Our Privacy Notice can be found here

[www.blackpoolgrand.co.uk/privacy](http://www.blackpoolgrand.co.uk/privacy)

Blackpool's Grand complies with to GDPR (General Data Protection Regulations) and PECR (Privacy and Electronic Communications Regulations) under the provision of Legitimate Interest from 28 May 2018.

To be removed from our database please contact the Box Office in the first instance.

Box office 01253 290 190, alternatively email

[box@blackpoolgrand.co.uk](mailto:box@blackpoolgrand.co.uk)

Please allow 14 days for your name to be removed. In the instance of our season brochures this is 30 days due to the size of mailing.

If you agree to your details being shared with a producer/3<sup>rd</sup> party, you would need to contact them directly to be removed from their database.

Blackpool's Grand Theatre is committed to providing an opt-out link on all emails.

[www.blackpoolgrand.co.uk](http://www.blackpoolgrand.co.uk)

**Failure to adhere to our Terms of Sale may result in ticket/s not being valid for entry.**