



TERMS AND CONDITIONS

For full details of forthcoming concerts and events, please see our website: <http://cedarshall.events>, call the box office on 01749 834483 or email boxoffice@cedarshall.events. For in-person sales, please visit the box office at Cedars House, 15 The Liberty, Wells, Somerset BA5 2ST.

- We reserve the right to check that every member of the audience holds a valid ticket.
- We reserve the right to refuse admission to any of our venues (if the ticket holder is abusive, violent, intoxicated, or there is reason to believe other patrons' comfort, enjoyment or safety may be affected), or to request any ticket-holder to leave and take any appropriate action to enforce this right.
- Where you have allocated seats, we have the right to change them to others of equal value.
- Tickets cannot be refunded or exchanged except where an event is cancelled.
- We reserve the right to change the performance or cast in the event of illness or any other unavoidable cause.
- The use of mobile phones, cameras, pagers, lasers and any form of photography, video or audio recording equipment is strictly prohibited in the auditorium.
- Once the house lights have gone down, latecomers will not be admitted into the auditorium until the interval or a suitable break in the performance.
- We may take photographs or recordings during your visit. By buying a ticket you consent to us using your image or voice for promotional purposes. If you would prefer to be excluded from this policy, please contact a member of the Events Team at Wells Cathedral School on 01749 834230.
- We are not responsible for the loss or theft or personal items in any of our venues.
- Management reserve the right to search guests and their bags for security purposes.
- We are not responsible for any vehicle parked on Wells Cathedral School property.

Gift Voucher Terms & Conditions

You can purchase a gift voucher from Wells Cathedral School Concerts and Events by telephone on 01749 834483, online at <http://wells.events> or in person from the box office at Cedars House, 15 The Liberty, Wells, Somerset BA3 2ST (opening hours 9.30 am to 12.30 pm, Monday to Friday).

Your Wells Cathedral School Concerts and Events gift voucher contains the monetary value which was paid and will be activated and ready to use at the point of purchase.

The gift voucher can only be used when purchasing tickets for any applicable concert or event at Wells Cathedral School and its associated venues. This refers to any concert or event payable online at https://uk.patronbase.com/_WellsEvents/Productions. For a full list, please contact the box office.

Your gift voucher cannot be exchanged for cash or refunded. You can check the amount of unused funds you have left on your gift voucher by calling 01749 834483.

Your contract for purchase of a Wells Cathedral School Concerts and Events gift voucher starts once we have confirmed your purchase and expires upon either:

- (a) you spending all of the balance of the gift voucher; or
- (b) 12 months from the date of purchase, whichever happens earlier.

You will not be able to use your gift voucher or claim a refund of any unused funds once it has expired.