



## Conditions of Sale

- The cost of the ticket(s) will not be refunded except on the cancellation or substantial alteration to the performance, or unless exchanged or re-sold by the Box Office in accordance with our conditions for exchange and resale which are available from the Box Office.
- If the performance or event has to be interrupted or abandoned no money will be refunded where more than half the performance/event has taken place.
- Children under 5 will not be admitted to the theatre except for family shows.
- Latecomers may not be admitted until at a suitable break, or may not be admitted at all.
- The Old Vic reserves the right to refuse admission and may, on occasion, have to conduct security searches to ensure the safety of patrons.
- The use of cameras or recording equipment is strictly forbidden.
- The Old Vic reserves the right to make any necessary changes to the advertised programme without prior notice.
- In exceptional circumstances The Old Vic reserves the right to request a patron leaves the venue and may take appropriate action to enforce this right.
- The Old Vic reserves the right to provide alternative seats to those specified on the ticket.
- The Old Vic only accepts responsibility for tickets bought from Ambassador Theatre Group managed sales points. Any queries regarding tickets purchased from ticket agents must be directed back to the relevant agent.
- The Old Vic reserves the right to refuse to sell tickets to anyone they believe to be purchasing for the purposes of resale. Unless given express permission by The Old Vic, tickets may not be resold or transferred for profit or commercial gain. To do so will render tickets void and the holder will be refused entry. The Old Vic reserves the right to refuse to sell tickets to anyone they believe to be purchasing for these purposes.
- Any complaints about a ticket holder's seating or ability to view a production should be made promptly to the theatre staff either before or during the performance.