



## Reading Rep Theatre

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Reading Repertory Theatre  
Registered company no.: 7907370  
Registered Charity no.: 1147048

The main purpose of the School Bookings Terms and Conditions is to provide clear information to schools and groups about how Reading Rep Theatre manages their school ticket bookings. School ticket rates are available across all our productions.

### CONTACT INFORMATION

For school and group bookings please contact [schools@readingrep.com](mailto:schools@readingrep.com) with the name, date and time of the desired performance, as well as the number of students and staff you intend to bring, and we will be able to offer you our schools booking rates.

Bespoke workshops are also be available upon request and will be delivered by an industry professional as part of the ENGAGE team. If this is something you are interested in please make this clear in your email.

### PAYMENT

To qualify for the group booking discount rates one lead booker must be responsible for collecting all monies from their party and making a single payment to Reading Rep Theatre.

The full amount of the ticket value must be paid by credit, debit card, or BACS transfer. If applicable, deposits must be paid within 30 days of your initial reservation. Deposits are 25% of the total ticket cost.

Take advantage of our early bird pricing and get tickets for £10. If payment is not made within 6 weeks prior to the start date of the production, tickets will be adjusted to the standard schools and group price of £12 per person.

All tickets must be confirmed and paid for by the start date of the production.

Late payments may result in a charge. Changes made to ticket quantities after the

production has opened may result in charges of 50% of the booking total as this impacts our ability to sell those seats at such short notice. This is at the Box Office's discretion. Please see below about opportunities for exchanges and refunds.

If the booking is made less than 30 days before a performance, the full balance is to be paid within 5 working days or by agreement with the Box Office.

For group's bookings where additional support is needed, for example teachers, assistants or carers 1 free ticket will be given for every 10 tickets booked, or for every adult needed.

### **TOURING**

All fees for tour bookings will be agreed at time of booking. If applicable deposits must be made 30 days after booking agreed. All final payments must be made 6 weeks before the tour begins.

Cancellations of tour bookings may result in a charge at the theatre's discretion.

### **EXCHANGES AND REFUNDS**

Tickets are non-refundable, except in the event of cancelled performances. Where possible, tickets may be exchanged for another performance of the same production, or offered for resale (in the case of a sold-out show) as long as tickets are returned to us at least 24 hours before the performance. There is a charge of £1.50 per ticket for this service.

### **ALTERATIONS AND CANCELLATIONS**

We do not permit Tickets to be refunded after purchase, except where a performance has been cancelled or abandoned when less than half the performance has taken place. Where monies are refunded, such refunds will be for the full ticket amount (including any phone booking fees).

All Tickets are sold subject to the Theatre's right to make any alterations in the cast, programme or arrangements advertised on the Reading Rep Theatre's website or elsewhere which are rendered necessary by an unavoidable cause.

Where possible, all tickets sent via email should be presented clearly on a mobile device when attending the event. If preferable, the ticket can be printed. When this is not possible, tickets can be collected from the Box Office on arrival to the event, but not prior to this. No tickets will be sent via post.

### **CREDIT AND GIFT VOUCHERS**

Will be valid for 12 months from the date of purchase. Any credit or gift vouchers not redeemed within 12 months will be void and no longer redeemable.

## **WEBSITE USE**

The Theatre's website is for your own personal and non-commercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, licence, create derivative works from, transfer or sell any information obtained from this website.

All contents of this website, including any software, are protected by intellectual property rights and other related rights. No part of this website may be reproduced in any form (electronically or otherwise) without the prior consent of the Theatre other than temporarily in the course of using the Theatre's booking service.

You are not permitted to link to or use all or any part of the Theatre's website for any reason which is unlawful, defamatory, harmful obscene or objectionable and, in particular, you are not permitted to transmit anything which, in the Theatre's opinion, harms its business or in any way offends other users or persons.

You are also not permitted to alter the Theatre's website in any way or post onto or transmit to the Theatre's website, any material containing software viruses or files which may damage or disrupt the good working order of computer or telecommunications equipment.

The Theatre reserves the right to refuse or remove anything which is transmitted via or posted on the Theatre's website and which, in the Theatre's opinion, is objectionable or does not comply with these terms and conditions. The Theatre shall not in any way be liable for such actions.

The Theatre may record, preserve, trace and disclose anything which has been transmitted to, from or via the Theatre's website, where required by law or where the Theatre is acting in good faith.

## **DATA PROTECTION**

The Theatre will collect, use, store and disclose your personal details in accordance with our Privacy Policy. The Privacy Policy is accessed from the Theatre's website homepage.

## **ENTIRE AGREEMENT**

It is the intention of the Theatre that all terms of the Contract between the Theatre and you are contained in these terms and conditions. If you wish to rely on any variation of these terms, you must ensure that such variation is in writing and signed by you and on behalf of the Theatre before any Contract is made.

## **SEVERABILITY**

If any part of these terms and conditions are not enforceable, then this will not affect the enforceability of any other part.

## **SAFETY AND ENJOYMENT**

The Theatre reserves the right to refuse admission and may request any Ticket holders to leave (taking any such appropriate action which may be necessary to enforce this right) before or during performances if it is necessary to do so. The Theatre may also, on certain occasions, have to conduct security searches to ensure your safety.

Every effort will be made by the Theatre to admit latecomers at a suitable break in the event or performance, unless otherwise stated on the individual production's booking page.

The Theatre cannot permit glasses or glass containers to be brought into the auditorium.

The use of cameras and recording equipment in the auditorium is strictly forbidden.

Mobile phones (including mobile phone cameras), pagers and watch alarms must be switched off before entering the auditorium.

To be admitted you must be in possession of a valid Ticket.

No babies or children under 3 will be admitted unless the production is specifically advertised for this age group. Most of our productions are suitable for children unless labelled otherwise, though parents are advised that some may contain mild swearing or violence, or subjects of a sensitive nature. If an age limit is considered appropriate for specific shows, guidelines will be published.

Strobe lighting, smoke effects and gunshots are sometimes used in productions. We will endeavour to give advanced warning if any such effects are to be used.

The Theatre or any permitted third parties may carry out general filming and sound recording in or about the venue. By purchasing Tickets you consent to you and your party being included in and to the exploitation of such films and recordings without payment.

## **LIABILITIES OF THE THEATRE**

Nothing in these terms and conditions excludes or limits the liability of the Theatre for death or personal injury caused by the Theatre's negligence or fraudulent misrepresentation.

The Theatre will not be liable in any way if an event or performance is abandoned after more than half of it has taken place due to any factors which are beyond the Theatre's reasonable control. Without limiting the foregoing, the following shall be regarded as causes beyond the Theatre's reasonable control:

- (i) Acts of God, which include earthquakes, cyclones, storms, flooding, fire, disease, fog, snow or frost;
- (ii) Force Majeure which includes war, accidents, acts of public enemies, strikes, embargoes, perils of the air, local disputes and civil commotions;
- (iii) Power failure and failure of sound or lighting equipment.

The Theatre will also not be liable for any losses incurred by you in connection with your use of the Theatre's website, for any delay in using or your inability to use the website, for any information or Tickets obtained through the website or for any material posted to the website by the Theatre or by users of the website.

## **GOVERNING LAW**

These terms and conditions and any Contract concluded incorporating these terms and conditions shall be governed by English Law and all disputes shall be submitted to the non-exclusive jurisdiction of the English Courts.

