

Frinton Summer Theatre [FST] Terms & Conditions

All tickets sold by Frinton Summer Theatre are subject to availability and subject to these terms and conditions.

By purchasing a ticket at the box office or on the website, You are agreeing to these terms and conditions so you should read them carefully before completing the purchase.

Definitions

“Event” – The event (including but not limited to a concert, a film, theatrical and/or music event) to be held at a venue in respect of which Frinton Summer Theatre has the right to sell Tickets.

“Ticket” - A ticket (in paper form or electronic) sold for the right to attend an Event at the time and location agreed. “Tickets” shall have the corresponding meaning.

“Ticket Holder” – The customer who made the booking and – where applicable – their guests/those attending on their behalf. “You” shall be read accordingly.

“Frinton Summer Theatre” – Frinton Summer Theatre [FST] and other venues where the Event is being held. “We” and “Our” shall be read accordingly.

1. Tickets

1.1. Ticket Holders should ensure they check their booking details upon purchase. We are not responsible for booking errors which result in Ticket Holder being refused entry without refund. If You become aware of an error, please contact the box office immediately.

1.2. We cannot be held responsible for any tickets that are lost, destroyed or stolen.

1.3. The Ticket Holder has the right only to a seat of a value corresponding to that stated on the ticket and We reserve the right to provide alternative seats to those specified on the ticket.

1.4. Tickets are sold subject to Our right to alter or vary the venue/programme/cast due to circumstances beyond reasonable control without being obliged to refund or exchange tickets.

2. Pricing

2.1. The price of the Ticket shall be the price set at the time of booking.

2.2. Tickets are priced dynamically, therefore may change for each performance dependant on day of the week, popularity or other factors.

3. Payment

3.1. We accept Visa & Mastercard (credit/debit), and payment by card is our preferred method.

3.2. Cash is accepted at the box office during operational periods.

3.3. Frinton Summer Theatre Gift Vouchers are sold and accepted.

3.4. No booking will be considered confirmed until We receive full payment.

4. Refunds, Exchanges & Cancellations

4.1. Tickets cannot be refunded after purchase.

4.2. Tickets may only be exchanged for an alternative performance of the same Event, subject to availability and at the same value.

4.3 If a performance is cancelled, the Ticket Holder will be given the option to move to a different performance of the same Event. If this is not possible, the Ticket Holder is entitled to a full refund or account credit.

4.4. In the event of any changes or cancellation of the Event, Ticket Holders will be notified via the contact details provided on their account. We are not liable for any 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.

4.5. Reselling or transferring tickets privately is done at the Ticket Holder's own risk and We are not responsible if issues arise upon entry. If a ticket is re-sold or transferred for profit or commercial gain by anyone other than the FST, it will become voidable and the Ticket Holder may be refused entry to the venue without refund.

4.6. Please note that in any circumstance, no cash refunds will be given.

5. Conditions of Entry

5.1. Frinton Summer Theatre reserves the right to refuse admission, and/or remove from the venue (without refund) any Ticket Holder who displays disruptive or unacceptable behaviour which may cause damage, nuisance or injury.

5.2. Ticket Holders must comply with all relevant statutes, safety announcements and venue regulations whilst attending an event.

5.3. Latecomers shall be granted entry at a suitable time during the performance to minimise disruption, at the discretion of the Front of House Manager. Admission cannot always be guaranteed once the performance has started.

5.4. Some Events may feature specific age guidance, content warnings (such as swearing, adult themes), and special effects (such as smoke/haze, strobe lighting). FST will make every effort to advertise these features, but ultimately it is the responsibility of the Ticket Holder to determine if an Event is suitable.

5.5. Children under 5years of age are not permitted unless otherwise stated.

5.6. By attending the Event, Ticket Holders consent to FST filming and sound recording as members of the audience.

6. Restrictions and Prohibitions

6.1. The following are **not permitted** within the venue:

- Smoking (vaping and e-cigarettes are also not permitted)
- The use of photographic and recording equipment of any kind
- Dogs & other animals (except guide dogs)

6.2. Mobile phones and similar devices should not be used during the performance.

6.3. For health, safety and operational reasons, We reserve the right to restrict access to parts of the venue.

6.4. Ticket Holders shall not be permitted to stand or sit in any of the gangways, stairs or entrances in the venue.

6.5. We accept no responsibility for any personal property which is lost, damaged or stolen Please ensure that no bags or other items of personal property are left unattended anywhere at any time.

7. Offers & Memberships

7.1. We may run promotional offers for Events. Offer periods are limited and We reserve the right to cease offers at any time.

7.2. Offers cannot be used retrospectively, can only be used once per customer and cannot be shared with others.

7.3. Frinton Summer Theatre offer membership packages Members may choose to cancel their membership at the end of the annual period.

7.4. Membership benefits are eligible for the majority of FST Events. We reserve the right to amend membership benefits at any time.

7.5. All Tickets are subject to availability, and membership does not guarantee access to Tickets.

Membership levels and their corresponding benefits can be found on our website.