

## **Term & Conditions of Sale**

When purchasing tickets in person, online or by phone, and when collecting ordered tickets, you agree to the following conditions of sale, on behalf of yourself and all members of your party:

1. **It is the responsibility of the customer to check all booking details are correct for all tickets at the time of purchase.**
2. **Tickets are not refundable.** They may be exchanged for a voucher or a ticket of the same price on the condition that it's 24 hours before the event. Exchanges are subject to the discretion of the Box Office and management team.
3. **All advance tickets are e-tickets which can be presented on your phone or printed at home. You do not need to collect tickets from the Box Office unless you are purchasing in person, on the same day.** We do not post out tickets.
4. **When booking advance tickets, we'll ask if you want to sign up for emails from us.** We'll store any personal information you provide to us while booking, but we won't share it with anyone else without your permission. Please see our Privacy Policy for more details. If at any time you wish to be removed from our mailing list you can contact us at [info@streathamspaceproject.co.uk](mailto:info@streathamspaceproject.co.uk)
5. **Some events at Streatham Space Project are brought to us by partners who sell tickets with other agencies as well as using our Box Office.** These tickets are subject to the same terms and conditions stated here on our website in addition to the specific agency regulations – please refer to individual agency websites at the time of purchasing.
6. **Should an event be cancelled or the ticket holder is unable to attend a re-scheduled event date, we will offer a voucher or provide a refund for the full purchase cost of the tickets the original payment method.**
7. **The management may reserve the right to:**
  - **Refuse admission to the premises, request ticket holders leave the venue** at any point on reasonable grounds, including for health and safety, licensing reasons, or where we believe other patrons' comfort, enjoyment or security may be affected and may take any appropriate action to enforce this right.
  - **Refuse entry of latecomers** until a suitable break in the performance, which may be during the interval and at the discretion of the Duty Manager. In some cases, customers arriving more than 10 minutes after the performance has started, will not be admitted and refunds will not be issued.
  - **At some events the artists or performers may not allow latecomers to be admitted.** Please contact us on [info@streathamspaceproject.co.uk](mailto:info@streathamspaceproject.co.uk) for information about a particular show. We do not refund tickets for latecomers.
  - **Alter the programme without prior notice.**

## **9. Children Visitors:**

- Visits to Streatham Space Project by children under the age of 15 must be accompanied by an appropriate adult.
- Children aged 15 and over are welcome to take part in activities (e.g. family events) without a responsible adult. If an issue arises then next-of-kin details will be sought and parents/carers will be

contacted. Unaccompanied children are to be closely monitored by SSP staff as they move around the building to ensure their safety.

- Where events are listed as 18+ security and/or venue staff will be robust in enforcing this and not make any special allowances.
- Please read age restrictions fully. Some of our live performances have age recommendations and children will not be admitted without adequate adult supervision.
- Younger children are welcome but if they become unsettled during a performance we may ask you to take them outside.

**10. Only drinks and confectionary purchased on the premises may be consumed in the building.**

**11. Streatham Space Project and permitted third parties may carry out filming or recording about the premises for promotional or archival purposes.** You consent to you and your party appearing in such recordings without prior notice or payment.

- The use of cameras, mobile phones or any recording equipment by ticket holders is not permitted in the auditorium.
- Any recording of a performance (either audio or visual) is prohibited. The Management reserves the right to refuse entry of, and use of, such equipment on the premises.

**12. CCTV operates in all areas of the building, operated by Streatham Space Project for the purposes of public safety.**

**13. Performances may use special effects, such as strobe lighting.** We will endeavour to warn you of these effects whenever possible. Please check the individual event listing for information specific to the performance.

**14. Our website is for your own personal and non-commercial use.** You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information obtained from this website.

**15. Mobile phones, pagers and watch alarms which are an irritant to other patrons and performances must be switched off during the event.**

**16. Coronavirus:**

- Future events may be disrupted due to COVID-19. Should a ticketed event be delayed due to COVID-19 we will endeavour to re-schedule to an alternative date and encourage ticket holders to retain their tickets. Should this happen we will update you via email.
- Should the event be cancelled, or the ticket holder is unable to attend a re-scheduled event date, we will provide a refund.
- In all other circumstances tickets are not refundable but may be exchanged as per the conditions at clause 2, above.
- There may be additional procedures in place in line with our Risk Assessment to help keep you safe.
- Should the government advice state specifically that the venue should close as a result of COVID-19 refunds will be provided to ticket holders and hirers within the period we are

closed only. Government advice can be found

here: <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

- Streatham Space Project shall not be liable for any loss, damage, cost or claim as a result of any delay in performance or non-performance of its obligations due to events beyond its reasonable control (stated as 'acts of god' or 'force majeure' in our contracts), including COVID-19.

For any queries please contact us at [info@streathamspaceproject.co.uk](mailto:info@streathamspaceproject.co.uk)