



T H E

A R M S T R O N G

G A T H E R • C E L E B R A T E • I N S P I R E

Ticketing Terms & Conditions

For ticket purchasing and event attendance

Version 1.0

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Terms and Conditions

1. General

1.1. These Terms and Conditions ("Terms") govern all tickets purchased for or received by any performance, function, or event (hereinafter "Event") hosted by The Armstrong.

1.2. The purchase of a ticket constitutes acceptance of these Terms on behalf of the purchaser and all members of their party.

1.3. Tickets are processed via a third-party ticketing provider. All purchases are also subject to the terms and policies of said provider, which will be made available at the time of booking.

2. Ticket Purchase and Payment

2.1. Ticket prices shall be as quoted on The Armstrong's official website and at the box office. In the case of a clear and obvious pricing error, we reserve the right to correct the error and/or rescind the transaction.

2.2. Prices are inclusive of any applicable VAT. Any booking, transaction, or delivery fees are excluded from the ticket price and will be itemised separately during the booking process.

2.3. Purchasing tickets requires the provision of personal data (e.g., name, address, email). This information is used for ticket validation, transaction processing, and to contact you regarding your booking or in the event of any significant changes to the Event.

2.4. Individuals under the age of 18 must have the consent and involvement of a parent or guardian to purchase tickets.

2.5. Tickets are not confirmed or issued until full payment has been successfully received.

2.6. For payments made by bank transfer, the unique booking reference must be included. The Armstrong cannot guarantee the allocation of tickets or the return of funds for payments received without a valid booking reference.

2.7. To ensure optimal seating allocation, the booking system may prevent transactions that leave a single, isolated "orphan" seat.

3. Accessibility and Special Requirements

3.1. For health and safety, patrons requiring a wheelchair space must book a designated wheelchair-accessible ticket.

3.2. Please declare this requirement at the time of booking. These specific tickets may only be available by contacting the box office directly to ensure correct allocation and to discuss any other access needs.

4. Validity and Resale

4.1. It is the customer's responsibility to check all ticket details (including venue, date, and time) are correct at the time of purchase. Errors cannot always be rectified after a booking is confirmed.

4.2. The Armstrong only guarantees the validity of tickets purchased through our official and approved channels (our website, official ticketing partner, and in-person box office).

4.3. Resale of tickets for profit or commercial gain is strictly prohibited and renders the ticket void. We reserve the right to refuse admission for tickets purchased from unauthorised resellers and may require identification to validate tickets.

5. Refunds, Exchanges, and Resales

5.1. **Refunds:** Tickets are non-refundable except in the event of a complete Event cancellation by The Armstrong. In such circumstances, only the face value of the ticket will be refunded. Booking and transaction fees are non-refundable.

5.2. **Exchanges:** At the sole discretion of the box office and subject to availability, we may permit exchanges for a different performance of the same production, provided the request is received in advance. This service may incur an administrative fee.

5.3. **Resales:** The box office may, at its sole discretion, attempt to resell returned tickets on your behalf. However, we offer no guarantee of resale. The Armstrong reserves the right to sell all its own remaining ticket inventory before offering any returned tickets. This service, if provided, applies only to the face value of the ticket.

6. Rules of Admission

6.1. A valid ticket (printed, e-ticket, or mobile ticket) must be produced for entry. The booking reference and/or barcode must be clearly visible for scanning.

6.2. Duplication of tickets is prohibited. Our validation system will only permit the first scanned ticket to enter. All duplicates will be rendered void.

6.3. For seated Events, tickets are valid only for the specific seat detailed. Patrons must not occupy any seat other than the one allocated to them, unless explicitly directed by the Front of House Manager.

6.4. The Armstrong reserves the right to refuse admission or eject any ticket holder in reasonable circumstances, including for (but not limited to) disruptive behaviour, intoxication, or non-compliance with venue rules, without refund or exchange.

6.5. **Latecomers:** Patrons arriving after the advertised start time may only be admitted at a suitable break in the performance (which may be the interval), as determined by the Front of House Manager. This also applies to patrons who leave and seek re-entry. No refund will be offered.

6.6. **Security:** For the safety and security of all patrons, we reserve the right to conduct bag searches upon entry and to refuse admission based on reasonable security concerns, without refund or exchange.

6.7. **Concessions:** Tickets must be of the appropriate category (e.g., adult, concession). Proof of eligibility for any concession ticket must be provided upon request.

7. Event and Venue Policy

7.1. We reserve the right to alter the advertised Event details or cast at short notice. No refunds or exchanges will be offered as a result of such changes.

7.2. The use of unauthorised cameras, video, or audio recording equipment is strictly forbidden. Patrons found recording may be ejected without refund.

7.3. All mobile phones and other electronic devices must be silenced or turned off during the performance.

7.4. Please be aware that productions may use special effects including, but not limited to, strobe lighting, smoke/haze effects, loud noises, and gunshots. Please contact the box office for specific warnings related to an Event.

7.5. **Filming:** Please be advised that Events or public areas may be filmed, photographed, or recorded by The Armstrong or third parties. Purchase of a ticket constitutes consent for your image and likeness to be used in any subsequent broadcasts or publications without compensation.

7.6. The Armstrong accepts no responsibility for any personal property lost or damaged at the venue.

8. Liability and Force Majeure

8.1. **Liability:** Our total liability to you, whether in contract, tort (including negligence), or otherwise, is limited to the face value of the ticket(s) purchased. We shall not be liable for any indirect, special, or consequential losses, including (but not limited to) travel, accommodation, or loss of earnings. Nothing in these Terms shall limit our liability for death or personal injury caused by our negligence.

8.2. **Force Majeure:** The Armstrong shall not be liable for any failure to perform or delay in performance if caused by events outside our reasonable control (a "Force Majeure Event"), including but not limited to acts of God, fire, flood, public health emergencies, transport failure, or any other unforeseeable and unavoidable incident.

9. Amendments

9.1. The Armstrong reserves the right to revise these Terms and Conditions at any time. Any purchase of tickets will be subject to the Terms in force at the time of the transaction.