

Terms and Conditions of Sale

Macrobert Arts Centre is a charity and is funded by Creative Scotland, the University of Stirling as well as various trusts, foundations and individual donors and supporters. Our registered charity number in Scotland is SC039546 and we are also registered as a company in Scotland under registration number SC337763.

We are committed to protecting your personal information and being transparent about what information we hold about you.

Using personal information allows us to develop a better understanding of our patrons and in turn to provide you with relevant and timely information about the work that we do – both on and off stage. As a charity, it also helps us to engage with potential donors and supporters.

You can view our full privacy policy [here](#)

By contacting us and booking tickets, you consent to the following terms and conditions of sale.

Tickets and Discounts

Payment Methods

Accepted Methods of payment:

- Cash
- Credit/Debit Cards (Mastercard, Maestro, Visa, Visa Debit & Electron)
- Cheque
- Macrobert Arts Centre Gift Vouchers

All tickets purchased are non – refundable except in the event of cancellation by Macrobert Arts Centre. Customers are advised to check ticket details upon receipt. All additional charges e.g. booking fee & postage fees are non-refundable even in the event of a cancellation by Macrobert.

Macrobert Arts Centre reserves the right to make any alterations to the advertised arrangements, programme or cast without being obliged to offer a refund or exchange.

Macrobert Arts Centre reserves the right in extreme circumstances to cancel any performance without prior notice. We will endeavour to contact all customers where possible and a full refund will be issued. In the event of a cancelled performance, Macrobert Arts Centre will not be liable for travel, accommodation or subsistence costs.

Concessions; apply to full time students, under 16's, senior citizens, persons with a disability and their assisting companion, young scot card holders. Proof of eligibility is required at time of collection.

Concession rates may not be provided for all performances and are provided at the discretion of Macrobert Arts Centre or the producing company.

Discounts;

Friends: Macrobert Arts Centre Friends can save up to 25% on tickets for Live performances. (Terms and conditions apply).

Some discounts may not be listed online. These include, but are not limited to, group booking discounts and specific special offers. To take advantage of these please contact the box office directly.

Discounts cannot be retrospectively applied to tickets already purchased and any offers introduced are non-retrospective. Only one discount applies per ticket.

Reservations

Tickets cannot be reserved for any performance/screening. For large groups alternative reservation policies are available.

Charges

Please note that all bookings made over the phone and online are subject to a non-refundable booking fee of £1 per booking. We do not charge for bookings made in person.

We can post your tickets or gift vouchers to you for a charge of £1.

Most tickets purchased for live events will include a donation to the Macrobert Arts Centre theatres development fund. 100% percent of the money raised from the theatres development fund will be re-invested into Macrobert Arts Centre.

Credit & Gift Vouchers

If credit is applied to your account, this will be valid from the date of transaction for 12 months only. Any credit that has been left on your account will be removed automatically and treated as a donation to the Macrobert Arts Centre charity (Scottish Charity no SC039546)

Gift vouchers are available for sale, in any denomination and can be purchased over the phone, or in person. Gift vouchers can be posted or sent via email (text added) to the recipient of the gift voucher at customers own risk. Macrobert Arts Centre accepts no responsibility for lost or stolen gift vouchers.

Gift vouchers are valid from the date of transaction for 12 months only. Once this date has been reached any outstanding balance will be removed automatically and treated as a donation to the Macrobert Arts Centre charity (Scottish Charity no SC039546)

Performance & Admission Restrictions

General Suitability

Macrobert Arts Centre relies on its visiting companies to provide information about suitability (e.g. nudity, bad language, adult themes) and will endeavour to publicise this when possible.

Age Advisability

Some shows advise a recommended minimum age. These recommendations, when available, are provided by the company.

Front of House

Macrobert Arts Centre reserves the right to make alterations to the programme as deemed necessary.

The use of camera and recording equipment is prohibited without permission from Macrobert Arts Centre management.

Certificate TBC means that the film is awaiting BBFC certification.

If you arrive once a performance has started you may not be admitted and no refunds will be issued.

If travelling by car please allow plenty of time for parking as the car park can be busy at peak times. Parking charges will apply Mon – Fri 9am – 5pm all year excluding Christmas and New Year's Day.

Babes in Arms

Many of Macrobert Arts Centre's shows are aimed at young children and will be ticketed. For family-friendly performances, children under 12 months of age require a Babes in Arms ticket. These are free and are available for babies sharing a seat with their carer. The number of seats available varies by show and is limited by fire regulations. Please telephone Box Office to book.

Exchanges

Exchanges are only permitted within the same production and for the same price or a higher value. Exchanges are made at the discretion of Macrobert Arts Centre and are subject to availability. Original tickets must be returned to the Box Office at least 24 hours before the performance date as replacement tickets will not be issued until these have been returned. There is an admin charge of 50p per ticket plus any difference in the exchanged ticket price.

Access

Macrobert Arts Centre is committed to making our work and facilities accessible to everyone. Disabled visitors can buy concession price tickets and assisting companion admitted free of charge.

Please let us know at the time of booking if you require a wheelchair space or if you have any other requirements that we can help you with.

We offer audio description and subtitling for selected screenings and performances. Please check availability at time of booking.

Lost Property

Macrobert Arts Centre accepts no responsibility for lost or stolen items of personal property.

If items are found in any of our spaces we will hold for approx. 1 day before taken over to the University of Stirling's Lost and Found department. To contact Lost and Found please call 01786 467102.

Customer Feedback

Our staff will be happy to help with queries about films, performances and other Macrobert Arts Centre services. We welcome and value your feedback and comments on your experience at Macrobert Arts Centre.

Macrobert Arts Centre Friends Terms and Conditions.

Membership duration is for one year from the purchase date of the card. Membership needs to be renewed annually.

Discounts are only offered on standard rate tickets.

Friends discounts do not apply to tickets already purchased and cannot be used in conjunction with any other ticket offer or concession.

Macrobert Arts Centre reserves the right to terminate membership without redress, should there be any reason to suspect abuse of membership discounts. The Friends membership scheme remain the property of Macrobert Arts Centre and may be amended at its discretion.

Full details on the terms and conditions of our Friends membership can be found [here](#)