

Terms and Conditions of Sale

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)
- West End Theatre Tokens
- Cheque
- Macrobert Arts Centre Gift Vouchers

All tickets purchased are non – refundable except in the event of cancellation by Macrobert. Customers are advised to check ticket details upon receipt.

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

Macrobert 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 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 or the producing company.

Discounts;

Friends: Macrobert friends can save up to 25% on tickets for performances and screenings. (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 fee of £1 per transaction. We do not charge for bookings made in person.

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

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 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 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 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 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'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 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 up to a maximum charge of £2.00 plus any difference in the exchanged ticket price.

Access

Macrobert 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 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 467079.

Customer Feedback

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

Macrobert Friends Terms and Conditions.

Membership duration is for one year from the date of purchase. 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.

The Friends ticket discount may not be available on some shows such as private hires, amateur events and fundraising events. Please check with the Box Office at time of booking. For certain shows (such as the Pantomime) Friends ticket discounts may be restricted to certain performances.

There is no Friends discount available on programmes and merchandise.

Friends are entitled to a 10% discount on participation classes. Membership does not guarantee availability of spaces in participation classes.

All discounts are subject to availability.

Use of the discount card by any person other than the Friend member is not permitted and may result in cancellation of the card and discounts.

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