

Terms & Conditions for Group Bookings

To make your initial booking please complete our online booking form with as much detailed information as you can provide about your booking requirements.

We process the booking requests we receive in order of submission and will get back to you with a confirmation of your booking and initial price quote as soon as possible, though at our busiest times this may take a couple of days.

We will endeavour to ensure that you receive your choice of date and time of performance if available along with the best possible discount for your group based on the information you have provided.

Once you are happy to proceed with the booking we will invoice you for 25% of the balance to secure your booking. Please note that this deposit payment will need to be made no more than 14 days from the date of the invoice.

We understand that the nature of group bookings means that group numbers and types of tickets required may change from the initial booking and will endeavour to accommodate these changes as much as possible. Please note that final numbers must be confirmed prior to the final payment being made and that after this point no further amendments can be made to your booking.

The final balance must be paid at least 1 month prior to the performance date. If full payment is not received by this time we may not be able to hold the booking for you and may release the tickets for general sale. Please note that payment schedules vary for each performance and if your initial booking is less than a month before the date of the performance we will ask for full payment at the time of booking.

Once final payment has been received we cannot refund or exchange your tickets unless we need to cancel or reschedule the performance you are booked for.

How to Pay

You can pay by BACS transfer, Credit or Debit Card, Cheque and Cash - our bank details can be found on your deposit or final balance invoice, but feel free to get in touch if you have any questions.