

TERMS AND CONDITIONS

Please read the following terms and conditions carefully, as it's important for you to understand the contractual relationship you're entering by purchasing a ticket by telephone, over the counter or via the website.

META VS LIFE

For *Meta vs Life* terms and conditions, please see below. Alternatively, click [here](#).

TICKETS:

A valid ticket must be produced to get into an event or one of our courses.

Tickets can be reserved (without immediate payment) if booking by telephone or in person at Sherman Theatre Ticket Office. We will hold your tickets for three days before payment is required, unless there are fewer than three days until the event. An extended reservation period is available for group bookings, contact our Box Office for full details.

Tickets purchased online must be paid in full at the time of booking.

If full payment for reservations is not received within the times specified above, then the reservations will be cancelled. No order will be accepted until Sherman Theatre has received full payment.

For some events reservations will not be offered.

On receipt of your tickets, please check that your tickets are for the correct event, date and time as mistakes cannot necessarily be rectified on the day of the event.

All tickets, price types and discounts are subject to availability, can be changed and/or withdrawn without prior notice and do not apply to tickets already purchased. Sherman Theatre reserves the right to introduce offers and price changes without prior notice. The price of the ticket shall be the price set at the time Sherman Theatre accepts your order.

Where a concession is claimed, proof of identity and concession entitlement may be required and only one reduction can be applied to each ticket. Reductions may be limited.

Persons with a disability who require a carer to accompany them are entitled to a free ticket for their carer. **Hynt** cardholders are entitled to a ticket free of charge for a personal assistant or carer. Visit the **Access section** of our website to find out more about Hynt or call a the Box Office team.

Tickets are sold for private use only and are not for resale for commercial gain to the holder. If Sherman Theatre has reason to believe that tickets are being resold we may invalidate them and refuse entry to the performance.

Sherman Theatre will not be responsible for any ticket that is lost, stolen or destroyed. Duplicates may be issued at the discretion of Sherman Theatre.

All tickets are sold subject to Sherman Theatre's right to alter the advertised programme or cast in the event of unavoidable cause, without prior notification.

Ticket prices for performances at Sherman Theatre are inclusive of a ticket levy.

EXCHANGES

- Tickets can be exchanged to an alternative performance of the same event up to 24 hours prior to the original performance date, subject to availability.
- Exchanges for bookings made on and after 20th April 2023 will be subject to a one-off £1 administration fee.

YOUR PERSONAL INFORMATION

When making a booking with Sherman Theatre your personal information will be stored on the Box Office computer system. By making a booking you consent to your personal information being stored in accordance with the General Data Protection Regulations. You will be asked if this information may be used:

- to keep you informed about forthcoming productions or developments at Sherman Theatre
- by other arts organisations or show producers for a similar purpose

Customer booking information (excluding credit card details) may be shared with external agencies (e.g Arts Council Of Wales) for the purpose of analysis. Sherman Theatre will take all reasonable steps to ensure the security of data within this process. Read our [Privacy Policy](#) to find out how we look after your data.

DELIVERY:

Print at home / e-tickets / unique reference numbers will replace tickets printed at Sherman Theatre. We won't send out or accept previously printed tickets at the theatre. Print at home or e-tickets will be issued in place of printed tickets. For anyone who can't use print at home or e-tickets you will be able to collect a printed ticket from the Box Office on arrival.

EXCHANGES AND REFUNDS:

Tickets are not refundable unless the performance is cancelled or rescheduled or where there is a material change to the programme of the event. Where a performance is cancelled or rescheduled by the Sherman Theatre or promoter, where an event is cancelled or rescheduled due to circumstances beyond the Sherman Theatre's control, or where there is a material change to the programme of the event, the purchaser of the ticket will be entitled to claim a refund from Sherman Theatre of the actual cost of purchase.

A material change is a change which, in the Sherman Theatre's reasonable opinion, makes the event materially different to the event purchasers of the ticket, taken generally, could reasonably expect. The use of understudies in a theatre performance shall not be a material change.

Tickets can be exchanged to an alternative performance of the same event up to 24 hours prior to the original performance date, subject to availability.

Tickets will be accepted for resale but Sherman Theatre will only attempt to resell tickets once a performance is sold out and cannot guarantee that tickets will be resold.

Refunds or the reimbursement of resold tickets shall only be made to the person who purchased the ticket and, when possible, be made using the same method as was used to purchase the tickets. Where the original purchase was made by cash the customer will be required to collect and sign for the refunded or reimbursed cash from the Sherman Theatre Ticket Office.

In the event of a refund of a ticket which includes a Share Your Passion donation, the donation will be retained by Sherman Theatre and only the face value of the ticket will be refunded.

These Terms and Conditions do not and shall not affect your statutory rights as a consumer.

CUSTOMER SERVICE:

Events may be age restricted and it is the responsibility of the ticket holder to check before purchasing. Under 16s must be accompanied by an adult when inside the auditorium.

Latecomers may be asked to wait until the interval or a suitable break in the performance before taking their seats.

The management of Sherman Theatre reserves the right to request that 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.

The unauthorised use of photographic or recording equipment, including mobile phone cameras, is not permitted in the auditorium.

Sherman Theatre reserves the right for themselves or third parties to carry out general filming and sound recording in or around the building. Purchase of a ticket signifies the holder's consent to be photographed or sound recorded and to the commercial exploitation of such film or

recording without any right to payment. Any ticket holder who objects to being photographed or recorded must advise the Duty Manager before the performance begins.

Please ensure that mobile phones, pagers and digital alarms are turned off before the start of the performance.

Alcohol may only be consumed in the public bars and other authorised areas. Smoking is not permitted anywhere in the building.

No food or drink may be brought into the venue unless with the permission of the Sherman Theatre management.

Ticket holders must comply with all relevant statutes, safety announcements and venue regulations whilst attending the event.

If ticket holders have any special requirements or concerns about any special effects which may be featured at the event, prior notice should be provided when ordering tickets. Special effects may include, but not be limited to, sound, audio visual, pyrotechnic effects or lighting effects.

Complaints relating to any aspect of a performance should be made to the Duty Manager at the venue prior to, during or immediately after the performance.

META VS LIFE TERMS AND CONDITIONS

Sherman Theatre provides ticketing services and acts as the ticketing agents on behalf of Hijinx for their production Meta vs Life. Hijinx is responsible for customer service, the front of house experience and the delivery of the event.

Whilst Sherman Theatre is facilitating the purchase and delivery of tickets for Meta vs Life, the event will take place online and at a secret location in central Cardiff.

A valid ticket must be produced to access this event.

Tickets purchased online must be paid in full at the time of booking.

Tickets cannot be reserved for this event except for group bookings. Reservations can be made for group bookings, contact the Box Office for full details. If full payment for reservations is not received within the date agreed, then the reservation will be cancelled. No order will be accepted until Sherman Theatre has received full payment.

On receipt of your tickets, please check that your tickets are for the correct event, date and time as mistakes cannot necessarily be rectified on the day of the event.

All tickets, price types and discounts are subject to availability, can be changed and/or withdrawn without prior notice and do not apply to tickets already purchased. We reserve the right to introduce offers and price changes without prior notice. The price of the ticket shall be the price set at the time we accept your order.

Persons with a disability who require a carer to accompany them are entitled to a free ticket for their carer. Hynt cardholders are entitled to a ticket free of charge for a personal assistant or carer. Visit the Access section of Sherman Theatre's website to find out more about Hynt or call the Box Office team.

Tickets are sold for private use only and are not for resale for commercial gain to the holder. If Sherman Theatre has reason to believe that tickets are being resold we may invalidate them and refuse entry to the performance.

Ticket prices for performances at Sherman Theatre are inclusive of a ticket levy.

EXCHANGES

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In the event of a refund of a ticket which includes a Share Your Passion donation, the donation will be retained by Sherman Theatre and only the face value of the ticket will be refunded.

These Terms and Conditions do not and shall not affect your statutory rights as a consumer.

CUSTOMER SERVICE:

Events may be age restricted and it is the responsibility of the ticket holder to check before purchasing. Under 16s must be accompanied by an adult when inside the auditorium.

Latecomers may not be admitted to the performance if they turn they miss the start of the tour.

The producers, Hijinx, reserves the right to request that 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.

The unauthorised use of photographic or recording equipment, including mobile phone cameras, is not permitted in the auditorium.

The producers, Hijinx, reserves the right for themselves or third parties to carry out general filming and sound recording in or around the show. Purchase of a ticket signifies the holder's consent to be photographed or sound recorded and to the commercial exploitation of such film or recording without any right to payment. Any ticket holder who objects to being photographed or recorded must advise the Duty Manager before the performance begins.

Please ensure that mobile phones, pagers and digital alarms are turned off before the start of the performance.

No food, or drink, or smoking is permitted anywhere on the tour.

Ticket holders must comply with all relevant statutes, safety announcements and venue regulations whilst attending the event.

If ticket holders have any special requirements or concerns about any special effects which may be featured at the event, prior notice should be provided when ordering tickets. Special effects may include, but not be limited to, sound, audio visual, pyrotechnic effects or lighting effects.

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