

Booking terms and conditions

1. Tickets cannot be refunded or re-sold and lost tickets cannot be replaced. Defaced tickets will not be accepted.
2. Tickets are non-transferrable, or able to be exchanged.
3. The King's School reserves the right, on behalf of its partners, to add, withdraw or substitute artists, and to vary the advertised programme and timings without being liable to pay any compensation whatsoever.
4. Ticket holders consent to inclusion in official photographic, visual and audio promotion of The King's School, Chester.
5. The King's School reserves the right, on behalf of its partners, to refuse admission or to eject a ticket holder for behaviour likely to cause damage, nuisance, injury or annoyance, or for failure to comply with reasonable requests.
6. It is your responsibility to check whether an event has been cancelled or rearranged, although we will do our best to notify ticket holders. Ticket holders may be offered tickets at any rescheduled performance up to the face value of the original tickets where possible.
7. Latecomers will only be admitted in a suitable break in the performance at the discretion of the house staff.
8. Tickets are strictly non-transferrable for profit or commercial gain. Tickets in breach of this will become void.
9. Online booking require registration on the booking system. Customer details will be held securely in line with GDPR and not passed to any third party. Please see below link for online booking third party privacy policy
<https://yourboxoffice.co.uk/privacy-policy>
10. The King's School reserves the right to charge a nominal booking fee to cover online administration, credit card charges and postal costs.
11. Should you have any questions about your booking, please contact the box office by telephone on 01244 689527 or by email to boxoffice@kingschester.co.uk