

# Ticketing Terms & Conditions

**Last updated: September 2025**

These Terms & Conditions apply to all tickets purchased for performances and events at Wells Little Theatre, whether online, in person, or by telephone (“Ticketing Terms”).

All ticket sales are operated by **Wells Operatic Society Limited**

- A company limited by guarantee registered in England & Wales (Company No. **01377655**)
- A charity registered with the Charities Commission of England and Wales (Charity No. **276308**)
- Registered address: The Little Theatre, Chamberlain Street, Wells, Somerset, BA5 2PS

## 1 General

- All tickets are subject to availability.
- Each ticket admits one person only.
- Tickets remain the property of Wells Operatic Society Limited and may be withdrawn at any time.
- We reserve the right to refuse admission or request ticket holders to leave if necessary for safety, licensing, or other reasonable circumstances.
- Animals are not permitted.
- Nothing in these Ticketing Terms affects your statutory rights under the Consumer Rights Act 2015.

## 2 Booking Tickets

- Tickets for Wells Little Theatre events can be booked:
  - **Online** via our official website ([www.wellslittletheatre.com](http://www.wellslittletheatre.com)), using our secure booking partner **Yapsody**. You will be redirected to our own store on Yapsody’s system to complete your purchase and payment. If you experience any issues with online booking, please email [box.office@wellslittletheatre.com](mailto:box.office@wellslittletheatre.com)
  - **By telephone** on 01749 672280. If no one is available to answer, **please leave a voicemail with your name, contact details, and ticket request**. A member of our volunteer Box Office team will call you back as soon as they can. Please note that as we are a volunteer-run organisation, this may not always be the same day.
  - **In person** at the Box Office during advertised opening hours. This is usually once tickets for a particular show have been released, and also when the theatre is open for performances (subject to availability).
- Tickets are issued electronically (e-tickets) or as printed tickets where applicable. Please bring a copy (printed or on a mobile device) for admission.
- Payment must be made in full at the time of booking. We accept the payment methods displayed during the booking process.
- Once a booking is confirmed and payment received, you will receive a booking confirmation. Please check this carefully and notify us immediately of any errors.

### **3 Pricing and Fees**

- All ticket prices, booking fees and charges will be clearly displayed at the start of the booking process.
- The total price, including all fees, will be shown before you complete your purchase (as required by the Digital Markets, Competition and Consumers Act 2024).
- Concessionary and group rates are offered at the discretion of the committee and subject to proof of entitlement.

### **4 Cancellations, Rescheduling and Refunds**

- If a performance is cancelled by us, you are entitled to a full refund of the ticket price.
- If a performance is significantly rescheduled or materially changed (e.g. venue change, major cast change), you may accept the new arrangements or request a full refund.
- Refund claims must be made within one (1) month of the original performance date.
- It is your responsibility to check our website for updates regarding cancellations or changes.
- We cannot accept responsibility for travel or accommodation costs incurred in connection with a cancelled or rescheduled event.

### **5 Exchanges**

- At the sole discretion of the Box Office, tickets may be exchanged for another performance of the same production subject to availability.
- Exchanges must usually be requested at least 48 hours before the original performance.
- Tickets cannot be exchanged for different productions.

### **6 Ticket Types and Concessions**

- Adult tickets apply where no concession is available.
- Child tickets are available for those aged 18 or under (proof of age may be required).
- All members of the audience, including children sitting on laps, must hold a valid ticket.
- Children under 3 years will not be admitted.
- Children under 14 years must be accompanied by a responsible adult.
- We generally discourage under-fives from attending, as they may distract other audience members.

### **7 Life Members, Patrons and Complimentary Tickets**

- Life Members are entitled to two free tickets for each Society production.
- Patrons are entitled to two free tickets for the Spring Show (preferably on the opening night).
- Complimentary tickets may also be issued at the discretion of the committee (e.g. to press, adjudicators, or invited guests).

### **8 Access, Equality and Safeguarding**

- We are committed to making Wells Little Theatre accessible to all. Please contact us in advance if you **require reasonable adjustments under the Equality Act 2010**.
- Parents/guardians must remove any child who is disruptive during a performance. A TV monitor in the bar area is available to continue watching the show.
- Some productions may include adult themes or content unsuitable for children. Please check publicity materials or contact us before booking. It is your responsibility to decide suitability.
- We follow the Charity Commission's safeguarding guidance and may refuse entry where we reasonably believe attendance would be unsafe or inappropriate for a child or vulnerable person.

## 9 Force Majeure

If we are unable to perform our obligations due to circumstances beyond our reasonable control (including government restrictions, public health emergencies, or venue damage), we will provide reasonable notice and offer refunds or rescheduling options.

## 10 Data Protection and Privacy

- We process personal data as data controller in accordance with the UK GDPR and the Data Protection Act 2018.
- Our lawful basis for processing booking data is performance of contract.
- For marketing communications, we rely on consent, which you may withdraw at any time by emailing [info@wellslittletheatre.com](mailto:info@wellslittletheatre.com) or using the unsubscribe link in our emails.
- We retain booking data for 7 years for operational and accounting purposes.
- Our full Privacy Policy is available at [\[insert URL\]](#).

## 11 Complaints and Dispute Resolution

- If you have a query or complaint, please contact us at [box.office@wellslittletheatre.com](mailto:box.office@wellslittletheatre.com)
- We will aim to resolve complaints promptly and fairly.
- As a charity, we are willing to consider alternative dispute resolution procedures if appropriate.

## 12 Governing Law

These Ticketing Terms are governed by English law and disputes will be subject to the exclusive jurisdiction of the courts of England.