

## **TERMS & CONDITIONS**

Please read the following Terms & Conditions for the sale of tickets, memberships and donations online, over the phone, or in person.

We do our best to ensure that all the information on our website is accurate and up to date.

### **Tickets**

- A valid ticket must be shown to get into an event.
- Booking fees apply: £1.20 per ticket online, £1.40 per ticket via phone (capped at £10), free in person.
- When you receive 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.
- For child friendly events children aged 3 and under do not need a ticket if they sit upon a parent's or guardian's lap for the performance. Children aged 3 and under who require a seat of their own must have a valid ticket.
- All tickets, price bands and discounts are subject to availability where applicable, can be changed and/or withdrawn without prior notice and do not apply to tickets already purchased.
- Group discounts (10+) are not available online and must be booked in person or by phone, unless explicitly stated on promotional material. The discount will be applied to the group booking as a reduction on the price of a single ticket.
- Hackney Empire 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 Hackney Empire accepts your order.
- Offers, Discounts and Concessions: please note that only one offer, discount or concession can be applied to each ticket sold

and cannot be used in conjunction with any other offer. Where a concession is claimed, proof of identity and concession entitlement may be required.

- Tickets are sold for private use only and are not for resale for commercial gain to the holder. If Hackney Empire has reason to believe that tickets are being resold, we may invalidate them and refuse entry to the performance.
- Hackney Empire will not be responsible for any ticket that is lost, stolen or destroyed. Duplicates may be issued at the discretion of Hackney Empire.
- All tickets are sold subject to Hackney Empire's right to alter the advertised programme or cast in the event of unavoidable cause, without prior notification.

### **Ticket Delivery**

- When you book your ticket(s) you will be asked to provide an email address so that your e-ticket(s) can be sent to you. E-tickets can be scanned straight from a phone or device or can be printed out if you'd prefer. We cannot accept screenshots of tickets.
- Tickets can also be held for collection at our Box Office. If you are collecting your tickets from the Hackney Empire Box Office, you will need to provide your name, order number and the debit/credit card used for payment.

### **Refunds and Exchanges**

- We offer a strict no refund policy unless we have to cancel or reschedule a performance, or where there is a material change to the programme.

- Where a performance is cancelled or rescheduled by Hackney Empire or by the promoter, where an event is cancelled or rescheduled due to circumstances beyond Hackney Empire's control, or where there is a material change to the programme, the purchaser of the ticket will be entitled to claim a refund of the face value of ticket, not including booking fees.
- A material change is a change which, by Hackney Empire'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. For mixed bill comedy nights, refunds and exchanges will not be given if there are change(s) to the line-up.
- Tickets can be exchanged for an alternative performance of the same event up to 24 hours prior to the original performance date, subject to availability. There is an administration charge of £1 per ticket exchanged.
- Hackney Empire will consider written requests for ticket refunds from customers who have not been able to use their tickets due to exceptional circumstances. If the event was run by a third-party promoter, our policy is to contact them and they will make a decision about the refund.

## **Ticket refund protection with Secure My Booking**

### **Secure My Booking**

#### **What is it?**

We are pleased to offer ticket refund protection with Secure My Booking. You can now add on ticket refund protection at point of purchase for £1.95 per ticket.

With Secure My Booking ticket refund protection, you can apply for a refund in the event of:

- Accident, injury, or illness including COVID-19
- Severe weather preventing travel to the venue
- Travel delays due to breakdown or public transport breakdowns & strikes
- Plus much more!

For full terms & conditions please visit:

<https://securemybooking.com/terms/uk/>

When purchasing tickets you will be offered ticket refund protection at the time of checkout. Please note that it is not possible to add ticket refund protection after you have purchased your tickets.

### **How to apply for a refund**

If you've recently been unable to attend an event and you purchased Secure My Booking ticket refund protection with your tickets, your next step is to contact Secure My Booking through their website to apply for your refund. You can do so by going through their main website here or directly to the ticket refunds page here. You may be asked to include supporting documents such as a medical letter or police report depending on the reason for your application. You will also need to have your order confirmation to hand for details such as an order number, date of purchase and value of the tickets.

### **Memberships**

All membership benefits are subject to availability and to the terms of the membership. Membership benefits cannot be applied retrospectively.

- **Validity:** memberships are valid from the date of purchase and can be paid for monthly or annually.

- A membership is for personal use only or the person named on the Gift Membership.
- A membership cannot be resold or exchanged for cash.
- **Cancellation:** You may cancel your membership at any time, but we will not refund any fees that you have already paid.
  - You have the right to cancel a membership within 14 days of purchase for a full refund. If you wish to cancel a membership, please contact us on [box.office@hackneyempire.co.uk](mailto:box.office@hackneyempire.co.uk) or call us on **020 8985 2424**.
- **Renewal:** We will send you an email letting you know when your membership is close to ending, unless you have already told us that you wish to cancel at the end of the membership period.
  - If you choose automatic renewal by continuous card authority, you agree that at the end of the initial membership period (and of each renewal period thereafter), your membership will automatically renew. Your card will be charged at the point of renewal. You understand that, once granted, continuous card authority shall remain in force until you instruct a cancellation.
  - We reserve the right to terminate your membership without notice if payment cannot be taken at the renewal date.
  - If you wish to change the card over which authority has been given, please get in touch with us and we will be able to help.
- **Gift Aid:** Gift Aid can be claimed on all memberships when we have a valid Gift Aid declaration on file. You can make a declaration in writing or verbally to a member of Hackney Empire's Team.
  - To be eligible for Gift Aid you must be a UK taxpayer and have paid at least the same amount of UK income tax or

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capital gains tax as we (and any other charitable donations for which you claim relief) would reclaim on your donation.

If you have any queries about your membership, please contact us on [box.office@hackneyempire.co.uk](mailto:box.office@hackneyempire.co.uk) or call us on **020 8985 2424**.

## **Donations**

- Donations made to Hackney Empire are non-refundable as per charity law, except in exceptional circumstances.

## **Your Visit**

- Some events may be age restricted and it is the responsibility of the ticket holder to check before purchasing. Where there is an age restriction, we may ask for proof of age and failure to provide would result in being denied entry.
- Latecomers may be requested to wait until a suitable break in the performance to enter the auditorium. Some events do not allow latecomers, and if so, this will be clearly outlined in the pre-show email.
- We reserve the right to refuse ticket holders admission to the venue in reasonable circumstances including for health and safety, licensing reasons, where a ticket is void or where we believe other patrons' comfort, enjoyment or security may be affected.
- We reserve 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.
- The unauthorised use of recording and photographic equipment, including mobile phone cameras, is not permitted in the

auditorium. All mobile phones and other devices should be switched off during the event.

- Drinks and snacks purchased at Hackney Empire may be consumed in the bars, auditorium and other authorised areas. No external food or drink should be brought into Hackney Empire.
- Smoking and vaping are not permitted anywhere inside Hackney Empire.
- 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, please contact us on [box.office@hackneyempire.co.uk](mailto:box.office@hackneyempire.co.uk) or call us on **020 8985 2424**.
- Special effects may include, but not be limited to, sound, audio visual, pyrotechnic effects or lighting effects. We always endeavour to include content warnings and special effects warnings on the webpage for the event and in the pre-show email.

## **Contact and Complaints**

If you would like to get in contact with someone about an event or if you would like to make a complaint relating to any aspect of a performance, please choose from one of the following options:

- **In person:** Complaints can be made in person at the time to the Duty Manager for that event
- **By email:** [info@hackneyempire.co.uk](mailto:info@hackneyempire.co.uk)
- **Over the phone:** 020 8510 4500
- **By letter:** Hackney Empire, 291 Mare Street, London, E8 1EJ

We aim to get back to all complaints within 5 working days.

[hackneyempire.co.uk](http://hackneyempire.co.uk)    Hackney Empire, 291 Mare Street, London E8 1EJ    [@hackneyempire](https://www.instagram.com/hackneyempire)

## **Data Protection**

We will collect, use, store and disclose your personal details in accordance with our Privacy Policy which can be [read here](#) and can be found in the footer of every page of our website.