



Trinity Theatre Ticketing Terms, Conditions & Booking Information

We're delighted you're planning a visit to Trinity Theatre and Arts Centre. By purchasing tickets with us, you agree to the following terms and conditions. Please take a moment to read through them before completing your booking.

We look forward to welcoming you.

1. Booking & Payment

How to Book

You can book tickets through:

- Our website
- By phone or in person, during Box Office opening hours

Tickets are usually released 6–12 weeks before a performance, depending on the production.

Availability

- Tickets may be available on the day of the performance, subject to availability
- We recommend booking in advance, as popular shows can sell out
- For sold-out performances, you can join a waitlist (first come, first served)

Payment

- Full payment is required at the time of booking
- We accept major credit and debit cards, Apple and Google Pay

Booking Fees

- We do not charge any additional credit card fees. The ticket price includes a venue booking fee.

2. Ticket Pricing & Concessions

- Ticket prices vary depending on the performance and seating
- Concessions may be available for:
 - Students
 - Children age 15 and under
 - GO Card holders
- Trinity members may receive discounts on selected performances
- Group and school discounts may also be available

Please contact the Box Office directly for assistance with group reservations. For school bookings please contact schools@trinitytheatre.net

Concession tickets require valid proof on entry. Failure to provide proof may require an upgrade to a full-price ticket.

3. Tickets & Entry

Ticket Delivery

- E-tickets are our standard option and can be shown on your phone or printed at home
- If you prefer, you can collect your tickets from the Box Office before the performance

Admission

- A valid ticket is required for entry for all audience members
- Children under 16 should be accompanied by an adult unless otherwise stated
- Tickets are required for everyone aged 12 months and over, unless specified for a particular event

Late Arrival

- If you arrive late, we'll do our best to admit you at a suitable break
- Please note that entry cannot always be guaranteed and is at the discretion of our Front of House team

4. Seating & Venue Information

- Most performances offer allocated seating, so you can choose your preferred seats when booking
- A seating plan is available during the booking process
- Booster seats for children are available—just ask an usher when you arrive

5. Accessibility

We are committed to making Trinity Theatre as accessible and welcoming as possible.

Facilities include:

- Step-free access
- Wheelchair spaces located in the front row of the Auditorium (available to book via the Box Office)
- Accessible toilets
- Disabled parking (where available)
- Hearing assistance headsets are available to book
- Sensory bags can be borrowed to use during the performances

Additional Support

- Complimentary companion tickets are available for essential carers
- Assistance dogs are very welcome—please let us know in advance so we can make arrangements. All dogs are welcome in our garden and foyer, only assistance dogs are allowed elsewhere in the building
- If you have any specific access requirements, please contact the Box Office before your visit

6. Refunds, Exchanges & Cancellations

General Policy

All ticket sales are final. We do not offer refunds except in the circumstances outlined below. This does not affect your statutory rights. As a charitable arts

organisation, we aim to be as flexible and understanding as possible while ensuring the sustainability of our programme.

Exchanges

We understand your plans may change and we will be as accommodating as possible to provide a ticket exchange.

Provided we receive at least 24 hours' notice, tickets booked by Trinity members may be exchanged for:

- Another performance of the same event
- A different event
- A credit to your Trinity account

If the new ticket is higher in price, the difference must be paid. If the new ticket is lower in price, the difference will be issued as a credit.

Exchanges are subject to availability. Credits are valid for 13 months from the date of issue, after which time they will expire.

Ticket exchanges to non-members are at our discretion and subject to availability.

Refunds

Refunds may be issued if:

- An event is cancelled
- An event is rescheduled and you cannot attend the new date
- There is a significant change to the event

Refunds will be processed using the original payment method.

Ticket Refund Protection (Secure My Booking)

We offer Ticket Refund Protection through Secure My Booking, an independent third-party provider.

- This is an optional add-on available at the point of ticket purchase
- If selected, it allows the booker to request a refund directly from Secure My Booking if they are unable to attend due to unforeseen circumstances
- All claims are subject to Secure My Booking's terms and conditions, and eligibility is determined by them

Please note:

- We are not responsible for administering or approving claims under this scheme
- Any queries or claims must be made directly with Secure My Booking; these cannot be processed by our Box Office
- The cost of Ticket Refund Protection is non-refundable

7. Food & Drink

- We kindly ask that only food and drink purchased at Trinity Theatre (from our Café & Bar) is consumed inside the venue and in our garden

8. Photography, Filming & Conduct

Photography & Recording

- Photography, video, and audio recording during performances are not permitted unless otherwise stated
- From time to time, Trinity Theatre may take photographs or film on the premises for marketing or archival purposes

Audience Conduct

- We ask all visitors to be considerate of others, including fellow audience members, staff and performers
- Disruptive behaviour may result in those involved being asked to leave the venue
- Please ensure mobile phones and devices are switched to silent during performances

9. Age Guidance

- Some performances may include age guidance or restrictions
- These will always be clearly displayed on the event page

10. Special Activities – Clocktower Tours

Our Clocktower Tours are a unique experience, but they do involve:

- Climbing 118 steps
- Navigating several flights of stairs

Unfortunately, this means the tour may not be suitable for:

- Wheelchair users
- Those with limited mobility
- Anyone with a fear of heights or certain medical conditions

By booking, you confirm that you are able to complete the climb independently and take part at your own risk.

11. Contact Us

If you have any questions or need assistance, our Box Office team are here to help:

Email: boxoffice@trinitytheatre.net

Phone: 01892 678 678

Opening Hours: Monday–Saturday, 10am–3pm

12. Final Notes

- Our terms and policies may be updated from time to time
- We recommend checking for the latest information before your visit