

The Revel Puck Circus's Booking Policy

Scope	This document relates audience and public
Created	March 2024
Updated	To be reviewed every other year or when national guidance changes

1. Ticket Purchasing: Tickets can be purchased online via our website or through the box office in person on the door.

2. Payment Methods: We accept cash, credit/debit cards, and contactless payment methods for in-person purchases. Online purchases can be made using major credit/debit cards only.

3. Ticket Availability: Tickets are subject to availability and are sold on a first-come, first-served basis. We recommend booking in advance, especially for popular shows or events.

4. Booking Fees: A booking fee may apply to each ticket purchased, which covers administrative costs associated with processing orders.

5. Refunds and Exchanges: Tickets are non-refundable. However, exchanges for a different performance of the same production may be accommodated, subject to availability and with at least 24 hours' notice prior to the original performance time.

- a) Exchanges must be of equal value to the original booking. If the value of the exchanged booking is higher than the value of the original booking, the difference must be paid.
- b) If the value of the exchanged booking is lower than the original booking, we cannot offer a refund for the difference.

6. Late Seating: Latecomers may be seated at the discretion of management and at an appropriate break in the performance to minimise disruption to other patrons.

7. Lost or Stolen Tickets: We are not responsible for lost or stolen tickets.

8. Accessibility: We are committed to providing accessible services and accommodations for patrons with disabilities. Please inform us of any special requirements at the time of booking to ensure we can accommodate your needs.

9. Child Policy: Children under 2 years old may be admitted free of charge if they will be sitting on a parent or guardian's lap during the performance. However, please check the specific age policy for the production you are attending as it may vary.

10. Terms and Conditions: By purchasing tickets, you agree to abide by our terms and conditions, which are available on our website and can be provided upon request.

For any further inquiries or assistance, please don't hesitate to contact our box office staff during operating hours.