

# Booking Information

**Booking:** Tickets can be booked online 24 hours a day or by telephone or in person at Box Office in regular opening hours:

Monday to Friday 9am – 5pm  
Saturday 9am – 3pm

**Concessions:** On shows where concessions apply, under 16s, students, over 60s and those on income support or jobseekers allowance may qualify. You will need to show proof of status when collecting your tickets. This may operate differently for non Maltings shows.

**Tickets:** You will be emailed an e-ticket, which can be shown on your mobile device when you arrive at the venue. If you don't have a smart phone, please arrange to print your e-tickets. **We are not currently printing or posting any tickets.** A few days before your visit, we will send a reminder email.

**Personal Assistants:** In line with the Disability Discrimination Act all customers are treated equally, therefore we do not offer concessions on the grounds of disability. However, for most performances, if you are disabled and need a personal assistant, your assistant can receive a free ticket.

**Babes in arms:** For most children's shows children under 18 months are considered babes in arms. They can sit in their parent's lap and do not require a ticket. Baby carriers and buggies must remain outside the auditorium, and all emergency exits must be kept clear. For shows where children under 18 months do require a ticket, we'll make it clear on the show page on our website. This information is in relation solely to children shows, not all shows.

**Children:** Under 12s must be accompanied by an adult.

**Age Restrictions:** Staff may refuse entry where strict age restrictions apply (e.g. strictly 16+). It is best to bring ID. If the show has a guidance age (e.g. guidance of age 3+) this is up to the booker's discretion.

**Groups:** A 10% discount is available on most shows for groups of 10 or more. Please call the Box Office to reserve tickets, as group booking discounts are not available online. Please note that group bookings involving children under 12 years must include at least one adult for every four children.

**School bookings:** A 10% discount is available for school bookings of 10 or more. Please note you will be asked to pay a non-refundable deposit on all group bookings. T&Cs apply.

**Members Bookings:** Discounts for members only apply to the named member for an individual ticket and not group bookings.

**Latecomers:** To minimise disruption to the rest of audience and the performers, latecomers may be admitted at a suitable break in the performance. Some shows do not admit latecomers at all.

**Can't make the show?** We understand that sometimes even the best laid plans have to change. Please speak to our Box Office team if you are having any issues with your booking and we'll do our best to help. We may be able to exchange or resell your ticket. See terms & conditions for details and charges.

*Please note, these details apply to Farnham Maltings programmed shows. Companies hiring Farnham Maltings may operate differently.*

## **Terms & Conditions**

- Latecomers may not be admitted.
- When inside the building, we expect all customers, volunteers and staff to respect social distancing and hygiene measures.
- Under 12s must be accompanied by an adult.
- Group bookings involving children under 12 years must include at least one adult for every four children.
- Where age restrictions apply staff may refuse entry.
- Children under 18 months do not require a ticket unless otherwise stated. They are considered babes in arms and are not allocated a seat however they must be accompanied at all times.
- Baby carriers, buggies etc. are not allowed in the auditoria.
- Photography, video or audio recording & the use of mobile phones is prohibited.
- Glass bottles and glasses are not allowed in the auditoria.
- Only alcohol purchased from our riverside café or foyer bar can be consumed on the premises.
- Inappropriate or dangerous behaviour will result in immediate expulsion from Farnham Maltings.
- Tickets are not refundable, unless a performance is cancelled.
- We reserve the right to alter events without prior notice. Farnham Maltings is not liable to pay any compensation or damages in such instances.
- We reserve the right to refuse admission.
- We are not liable for any loss, injury or damage sustained within the premises unless due to our negligence.

**Returns and exchanges:** Bought tickets but can no longer make the show?

- Tickets are not refundable, unless a performance is cancelled or postponed. In the case of the latter than the ticket will still be valid for the new date unless a refund option is chosen. If you are unable to attend your event due to displaying symptoms of Covid-19, self-isolating or having to isolate, you must inform the box office 24hrs before your event. Email [boxoffice@farnhammaltings.com](mailto:boxoffice@farnhammaltings.com) with your full contact details and order number.

- Tickets may be returned to the Box Office for resale. If the show is sold out and we have a waiting list we may issue a refund on the spot. Otherwise the returned tickets can be sold once all the other available tickets have been sold. We can't promise to find a buyer for the tickets but we'll do our best.
- An administration charge of £2 per ticket applies (maximum charge £6). This is discretionary depending circumstance. Exchanges for groups of 10 or more are at the discretion of Farnham Maltings management.
- Our ticketing policy operates at the discretion of Farnham Maltings management.

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