

DUN DEE REP

Terms and Conditions of Sale

By contacting us and booking tickets, you consent to the following terms and conditions of sale:

Information is correct at time of going to press, however, the theatre reserves the right to make amendments as necessary. Where conflicting information is advertised, the management will identify the correct information.

Tickets and Discounts

Tickets are usually discounted for Friends, under-26s, students, over-60s, registered disabled, registered unemployed, and Equity/SSP members. Proof of status is required when collecting tickets.

Concessionary rates may not be provided for all performances and are provided at the management's discretion. Discounts cannot be retrospectively applied to tickets already purchased and any offers introduced are non retrospective.

Some discounts may not be listed online. These include, but are not limited to group booking discounts, standby tickets, and special offers. To take advantage of these discounts, please contact Box Office directly on 01382 223530.

Exchanges are only possible, when given at least 48 hours advance notice, for another performance within the same run of the same show. Please be aware ticket exchanges may be more expensive than originals.

Tickets are non-refundable and non-returnable except upon cancellation of the event.

Ticket returns are accepted at the management's discretion. Resale, and thus refund, of returned tickets is not guaranteed.

Companion Ticket Scheme

We offer a companion ticket to those who require support when they attend a performance. Registering for the Companion Ticket Scheme is optional and does not affect your right to a free companion ticket if you require one.

For full information about our Companion Ticket Scheme please contact Box Office on 01382 223530

Payment

Accepted methods of payment:

- Cash
- Cheque
- Dundee Rep Gift Vouchers
- Credit/Debit Cards (MasterCard, Maestro, Solo, Visa, Visa Debit, Electron)
- Theatre Tokens*

*The Theatre Tokens scheme is operated by Society of London Theatre whose registered office is at 32 Rose Street, Covent Garden, London, WC2E 9ET. Theatre Tokens Terms and Conditions available on request.

Reservations

Reservations will be held for a maximum of 4 days, after which time they will be released. Alternative reservation policies are normally available for group bookings.

Group Bookings

For group bookings, an 11th ticket is usually provided free for every 10 purchased.

School bookings can be made directly though Box Office on 01382 223530.

Performance and Admission Restrictions

Admittance to the auditorium is always at the discretion of the theatre management.

Infants under 3 will not be admitted to the theatre except to productions aimed exclusively at infants. In this case a ticket will need to be purchased for every child, including babes in arms.

Latecomers will not be seated until a suitable break in the performance, which may not be until the interval. Please note that certain shows are performed without an interval and therefore no late seating can be offered. No refunds will be offered to customers who are refused entry or ejected from the premises.

The use of audio or visual equipment is strictly prohibited. This includes, but is not limited to, cameras, video cameras and mobile phones. The recording of any performance in any way is strictly forbidden. Failure to comply may result in ejection from the auditorium.

Dundee Rep and Scottish Dance Theatre Limited or visiting companies may carry out general filming or sound recording during some performances. Ticket holders consent to the recording of themselves as members of the audience, and will be notified before the performance begins.

The use of electronic cigarettes is not permitted anywhere within the building.

Online Sales

Online sales will be available up until one hour before the start of the performance. To book tickets after this time, please call Box Office on 01382 223530.

Please note that a card transaction, while only taking minutes to confirm, may take up to three working days before the funds are deducted from your account. Customers are advised to take this into consideration when booking. If there are any problems with an online booking, the customer will be contacted on the details provided.

Lost Property

Dundee Rep and Scottish Dance Theatre Limited has the right to enforce its own policy on matters of lost and found property. Whilst a customer may wish to report the loss or finding of property to the local police, it is essential that Dundee Rep and Scottish Dance Theatre Limited follows its own procedures and that a record is maintained of all items of lost and found property.

All found items are kept in secure storage and remain the property of the Dundee Rep and Scottish Dance Theatre Limited until claimed, or for a period of five weeks, whichever is longer. Every possible attempt is made to identify the owner of the found property and make contact with that person in the interim.

Dundee Rep and Scottish Dance Theatre Limited accept no responsibility for lost or stolen items of personal property.