



Terms & Conditions

These are our terms and conditions relating to the sales of tickets and attendance of our events.

Terms and Conditions

- Latecomers may not be admitted.
- Under 12s must be accompanied by an adult unless attending a family show.
- When age restrictions apply, staff may ask for ID proof and have the right to refuse entry.
- Photography, video, or audio recording & the use of mobile phones is prohibited.
- Only alcohol & food purchased from our bar can be consumed on the premises.
- Inappropriate or dangerous behaviour will result in immediate expulsion from The Phoenix Arts Venue.
- Tickets are not refundable. If a refund is permitted, it will be processed within 30 days of the original show date.
- We reserve the right to alter events without prior notice. The Phoenix Arts 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.

Discounts & Concessions

- A concessionary rate is available for many of our events. The concessionary rate is for people under 18, full-time students, registered disabled, unemployed and senior citizens (over 65).
- Timebank members receive a 10% discount on our cinema showings.
- Robs Theatre Club members receive a £1.00 discount off of selected shows.

Returns & Exchanges

- Tickets are not refundable unless an event is cancelled or at the discretion of Phoenix Arts.
- Tickets are not transferable; you are not allowed to pass on tickets or resell them to others. Please get in touch with the box office immediately if you cannot attend an event.
- If a show is postponed, your ticket will be transferred to the new date, and you will be notified. If you are not able to attend the new date, you will be offered a credit note in the first instance. In relation to a new date, if you do not contact us, we will assume you are happy with the new date. Refunds maybe given at the discretion of Phoenix Arts.
- Only if your tickets are resold will you receive a refund, which does not include a refund on the booking fee. Unfortunately, we can't promise to find a buyer for the tickets, but we'll do our best.

Reservations

- You are not able to reserve tickets
- As a registered charity, we gratefully accept donations of your ticket value in place of refunds or credit notes when you can not attend an event.

We are here to help you with any queries that you may have regarding events or tickets; please get in touch with us:
boxoffice@phoenixarts.co.uk