

Terms & Conditions

Tickets & Booking

- Every member of the audience must have a valid ticket for the date and time that they are attending and be able to produce on demand relevant I.D. to support a concessionary or discounted rate.
- It is the booker's responsibility to ensure that all tickets issued to them are accurate.
- It is the booker's responsibility to ensure that all personal information provided when making a booking is correct.
- No tickets may be re-sold for any reason by any outlet other than the Studio 1A Box Office or one of its authorised ticket agents (unauthorised outlets include websites such as auction sites). Failure to comply will make this ticket void.
- Whilst Studio 1A takes responsibility for tickets purchased directly through its Box Office as well as the Studio 1A website and authorised ticket agencies, we can not be responsible for tickets that have been sold through unauthorised methods.
- Bookers with tickets purchased through an unauthorised vendor will not, in any circumstances, receive an exchange or refund from Studio 1A.
- Studio 1A conforms to the Data Protection Act 2018.

Exchanges, Cancellations & Refunds

- Tickets cannot be refunded unless a performance is cancelled. In the event of an abandoned performance (i.e. that is stopped part way through), bookers will first be offered the opportunity to exchange tickets for another performance. A refund will only be issued for an abandoned performance if there are no alternative tickets or if the booker is not able to attend an alternative performance.
- In the event that bookers are unable to attend a performance a refund will not be made available.
- Studio 1A may agree to sell unused tickets previously purchased directly from the theatre, on behalf of the booker, at an agreed price – if the production has reached capacity.
- It is the booker's responsibility to check with the Box Office if their ticket has been resold.

Your Visit

- Latecomers (i.e. those attempting to enter the auditorium after the scheduled start time of the performance) may be asked to wait in the foyer until an appropriate moment in the performance to admit them to the auditorium. If there is no appropriate moment, or admittance will cause disruption, latecomers may be refused admission. No refund or exchange will be offered.
- Latecomers admitted entry are not guaranteed access to their purchased seat and may be asked to sit in an alternative seat (if available) to avoid disruption.
- Audience members who leave the auditorium once the performance has started may be asked to wait in the foyer until an appropriate moment in the performance to re-admit them. If there is no appropriate moment, or admittance will cause disruption, re-admittance may be refused. No refund or exchange will be offered.

- Mobile phones, pagers and watch alarms must be switched off before entering the auditorium. The use of such devices, even when silenced, can be distracting to other audience members and to the performers on stage.
- When making a booking the booker accepts our terms and conditions on behalf of all members of their party.
- Children under the age of four, including babes in arms, will not be admitted to the auditorium – exceptions to this rule can only be made if Studio 1A advertises the production as a family show suitable for young children of that age.
- Filming (photography or audio) during a performance is strictly prohibited unless written permission has been granted by Studio 1A.
- Studio 1A does not have a cloakroom or storage facilities for bicycles or luggage.
- Studio 1A reserves the right to:
 - Make any alterations to the advertised programme or casting rendered necessary by unavoidable causes.
 - Request any ticket holder to leave the Theatre and take appropriate action to enforce this right.
 - Refuse admission or eject from the venue any person that it believes is likely to cause a nuisance, disturbance or threat to other audience members, the venue or its employees and volunteers.
 - Refuse admission to anyone whose tickets have been purchased through an unauthorised agency or third party.

Health & Safety

- Abusive, anti-social or threatening behaviour of any kind towards another member of the audience or staff will result in immediate removal from the premises and may end in legal action.
- Studio 1A reserves the right to conduct bag searches for security purposes.
- Drinking glasses, bottles, cameras and recording equipment are not allowed in the auditorium. Drinks may be carried in the plastic cups provided.
- Only alcoholic drinks purchased in the theatre bar are permitted in the auditorium. Studio 1A reserves the right to refuse entry to any member of the audience in possession of or consuming alcoholic drinks not purchased in the theatre's bar.
- Hot food is not permitted in the auditorium. Please remember any food/sweets in noisy wrappers may disturb the performers and other members of the audience.
- Strobe lighting, gunshots and smoke effects are sometimes used in productions; due notice of this will be given to audience members.