Mitchell Arts Centre
Broad Street
Hanley
Stoke-on-Trent
ST1 4HG

www.mitchellartscentre.co.uk
info@mitchellartscentre.co.uk

Tel: 01782 409 307

Mitchell Arts Centre General Booking Information – online

There are many different ways you can book tickets to our shows:

IN PERSON

Simply pop into Mitchell Arts Centre, located Broad Street, Hanley, Stoke-on-Trent and purchase your tickets from our Box Office where our friendly team will be happy to help.

BY PHONE

Box Office: 01872 409307. If it is out of hours or you are unable to get through, leave your phone number and we will call you back.

ONLINE
Browse Mitchell Arts Centre https://mitchellartscentre.co.uk/

Cash and all major credit and debit cards accepted.

Reservations

Reservations cannot be made.

Refunds
We are unable to refund or exchange tickets.

Concessions
Discounts are available to students and those who are in receipt of benefits, registered disabled, children and senior citizens (where available and show dependant).

Gift Vouchers
Stuck for gift ideas? Why not choose a Mitchell Arts Centre Gift Voucher to celebrate a birthday, anniversary, Christmas, or for staff rewards and incentives

Our gift vouchers can be used for events or redemmed in our cafe. Perfect for the person who already has everything!

TERMS AND CONDITIONS
Condition of sale for **Mitchell Arts Centre** ticket agency based tickets:

Sales Policy

1. Tickets are sold by Mitchell Arts Centre ticket agency subject to the external promoters conditions of sale.

2. The external promoter reserves the right to alter the cast/line up or advertised arrangements as rendered necessary by any unavoidable cause.

3. Tickets cannot be exchanged or money refunded.

4. Mitchell Arts Centre will make every reasonable effort to contact purchasers in the event of a cancellation.

5. It is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Mitchell Arts Centre cannot guarantee that they will inform the customer of any changes to the event date, time or venue.

6. Please be in your seats promptly by the scheduled time of the performance – latecomers cannot always be admitted. For door times and start times please check with the Box Office.

7. In the event of a cancellation by the organiser/promoter (ie a cancellation due to circumstances beyond Mitchell Arts Centre ticket agency's control), Mitchell Arts Centre will only refund the face value of the ticket. Mitchell Arts Centre will use every reasonable effort to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue, and Mitchell Arts Centre cannot guarantee that they will inform the customer of any changes to the event date, time or venue.

8. We advise the use of secure mail when returning tickets. On receipt, Mitchell Arts Centre ticket agency will refund the customer the face value of the tickets using the same method as used to purchase them.

9. No duplicate tickets will be issued to replace lost or stolen tickets.

10. Customers are advised to check their purchase upon receipt, as mistakes cannot always be rectified.

11. It is the responsibility of the customer to inform Mitchell Arts Centre of any change of address, contact phone number or email address, both before and after receipt of the goods.

12. The right to admission to an event is reserved by the promoter and event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. Mitchell Arts Centre ticket agency would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being (or appearing to be) under age*, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

    * Events and ticket types where an age restriction applies are clearly indicated during the booking process. Please ensure that you read all the information that applies to the event/ticket you are booking, and carry proof of age if appropriate.

13. If it becomes impractical to post tickets out, due to the proximity of an event or circumstances beyond our control, we reserve the right to make tickets available for collection at the venue immediately prior to the event. Customers will be notified by phone, email or in writing (using the details provided at the time of ordering) if this becomes necessary.

14. By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.

15. If tickets that are dispatched are returned to Mitchell Arts Centre ticket agency as "addressee unknown", we reserve the right to cancel the order.

16. In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.

17. We reserve the right to cancel any order that further to investigation we deem to be possibly of a fraudulent nature. These checks may include, but not be limited to, a request to be provided with an original credit or debit card statement, attempts to contact a customer by telephone, reference to records to check for other fraudulent activity at an address.

18. Data is held and administered by Mitchell Arts Centre. If you have registered your interest with Mitchell Arts Centre and thereby given your consent, you may be contacted with relevant promotions, offers or information that you have expressed

an interest in or that might be of interest to you.

19. If you require further assistance please contact Mitchell Arts Centre on 01782 409307