

MOUNTVIEW

FULL TERMS AND CONDITIONS

EXCHANGES AND REFUNDS

Tickets are non-refundable. Tickets cannot be resold through unauthorised third parties. If a ticket is transferred or resold in breach of this condition, the bearer of the ticket or the person claiming the right to attend the event will be refused admission to the event and any memberships you may have with Mountview will be terminated.

We may be able to exchange tickets for another performance of the same production provided we are given 48 hours' notice before the performance. This is strictly subject to availability.

If an event has sold out we are happy to try and re-sell your tickets once we have sold all of our own available tickets, including any last minute holds we may have. Please note that we cannot guarantee the re-sale of your tickets. If they are re-sold, you will be refunded to credit, which is attached to your Mountview customer record and can be spent on future tickets and merchandise at Mountview. This credit must be spent within 12 months of receipt.

Tickets cannot be refunded unless a performance is cancelled. In the event of a cancelled performance, bookers will first be offered the opportunity to exchange tickets for another performance; if there are no alternative tickets or if the booker is not able to attend an alternative performance the full purchase cost of the ticket will be refunded via the original payment method.

Mountview reserves the right to make alterations to the advertised programme, casting or schedule at any time and without advance notice. Mountview does not have understudies

and so it may be necessary to cancel a performance at short notice due to cast indisposition. For this reason please ensure the Box Office has your correct contact details.

Please check your tickets and confirmation email carefully as mistakes cannot be rectified at a later date.

AGE GUIDANCE

Age guidance for each production can be found on our website and if you have any concerns before booking, please contact a member of the Box Office on 020 8881 2201.

YOUR VISIT

The management reserves the right, in combination with any other statements that may be displayed on the premises to:

1. Refuse admission of the ticket holder to the premises.
2. Request the ticket holder to leave the premises.
3. Refuse admission to the auditorium of latecomers or delay entry until a suitable break or interval in the performance/event.
4. Cancel or abandon a performance/event for reasons beyond its control without notice and without being liable to pay any person any compensation or damage whatsoever other than at the management's discretion a possible percentage or maximum refund to the ticket holder of the value of the ticket.

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. Re-admittance may be refused if there is no appropriate moment or admittance will cause disruption. No refund or exchange will be offered.

Smoking is prohibited within all buildings.

The use of photographic or recording equipment is not allowed within the theatres.

Mountview cannot be held responsible for any personal items brought to the venue, and it is advised that it is not appropriate to bring large bags to the venue as there is no cloakroom.

Mountview cannot permit glassware to be brought into the auditorium.

Mobile phones, pagers, watches and other portable electrical devices must be silenced, including vibration functions, before entering the auditorium.

Strobe lighting, smoke effects and gunshots are sometimes used in productions. Signs will be displayed informing you of this in advance.

BOOKING FEES

Mountview does not charge a booking fee for tickets booked through the Box Office or online.

However, tickets for Mountview productions at other venues may incur a small per ticket fee.

Tickets purchased through third party agents may incur additional fees.

DONATIONS

When booking tickets it is possible to make a donation to Mountview which will be added to your order total. If you wish to make a donation please let the Box Office Assistant know during your call or add an amount to your basket online.

Mountview relies on donations to support our work and our students. We also use donations to support our work with the community and young people, as well as a number of other initiatives. As a registered charity Mountview relies on the investment of our generous donors to support the revenue created by ticket sales and room hires.

It is possible to Gift Aid any donation that you give to Mountview. If you wish to Gift Aid your donation please click the relevant tick box on the Donation page. [Click Here](#) for more information regarding Gift Aid.

TICKET DELIVERY

Tickets for Mountview productions are not able to be posted and will be held at the Box Office for collection on the day of the performance, or you can choose to print your tickets at home.

If a production is not taking place at one of Mountview's theatres, tickets can be collected at the relevant Box Office on-site. If you have chosen to collect your tickets at the Box Office we recommend picking up your tickets at least half an hour before the performance begins. Please bring along the order number and any proof of eligibility for any discounted tickets.

DATA PROTECTION

Mountview requires certain information from you in order to process your booking or donation. You will also be asked whether you would like to receive emails from our marketing and development teams to keep you up to date with information including Mountview's news and fundraising initiatives – we will not send you this information unless we have your consent. Full details of how your data is used can be found in our [Privacy Policy](#).

THEATRE TOKENS

Mountview shows cannot be booked using Theatre Tokens.