# SU Arts Ticketing Terms and Conditions

When you purchase a ticket, you agree to the below terms and conditions:

# Refunds Policy

You may request to cancel your ticket for a full refund up to 16:00 the working day before your event. Requests for refunds or changes received after this time will not be processed.

For cancellations requested up to 24 hours before the date and time of the event, a full refund may be issued. Cancellations made within 24 hours of the event will incur a 20% fee. Refunds may not be requested after the start time for the event.

Any charitable donations made when purchasing a ticket are non-refundable.

# No-Show Policy

Latecomers may or may not be admitted, depending on the event. Refunds will not be issued in the case of non-attendance to the event.

When booking a ticket to a free event, you agree to arrive by the start time of the event. After this time, you may be considered a no-show and others may be admitted in your place if there is a waiting list present. In case of late arrival, you may be denied entry if the event is at capacity.

# Ticket Transfer Policy

Tickets may be passed on if the bookers are unable to attend. This is done at the booker's own discretion, and they may still be contacted with updates for the event.

To transfer a ticket fully, you can contact the SU Arts Team with your booking details and the contact details of the person you will make the transfer to. By doing this, you agree to give up the ticket for yourself and understand you will not be given a refund.

# Ticket Changes Policy

Should you wish to change your seat allocation, you may request this via email up to 16:00 the working day before the event. If there is availability, the SU Arts team will be able to modify the booking and issue a new ticket.

# Event Cancellation Policy

In case of cancellation of the event, bookers will be notified by email and refunds will be automatically processed.

In case of showstop, evacuation, or other emergencies which may cause the event to be cancelled after its start time, a decision will be made on an event-by-event basis as to whether refunds are appropriate. In this case, bookers will be informed by email whether they are eligible for a refund.

# COVID-19 Policy

Attendees must not attend the event if they have any COVID-19 symptoms or have been instructed by the NHS to isolate. In case of non-attendance due to COVID-19 isolation, late refunds may be considered on a case-by-case basis.

# Drinks Policy

Due to venue licensing restrictions, alcoholic beverages may not be brought in from outside the Edge premises. Water and other non-alcoholic beverages are permissible, but must **not** be in glass containers.

Drinks purchased at The Edge bar may be brought into the theatre and studio spaces, but these must be in plastic containers.

Outside drinks may be confiscated at the discretion of the Duty Manager.

# Misconduct Policy

The SU has a no-tolerance policy towards misconduct including but not limited to unauthorised entry, disruptive behaviour, damage to property, risking harm, bullying, violent behaviour, discrimination, sexual misconduct, harassment and breaching a ban.

Any misconduct may result in removal from the event at the discretion of the Duty Manager, with no refund issued.

Further disciplinary action may be taken in line with the [Student Members Disciplinary Policy](https://www.thesubath.com/pageassets/governance/policies-procedures/Student-Members-Disciplinary-Policy.pdf)