

## TERMS AND CONDITIONS

By purchasing a ticket for an event at Bradford Arts Centre, you agree to the following terms and conditions:

### Ticket Purchase and Payment

Tickets for events at Bradford Arts Centre may be booked through our website or in person at Bradford Arts Centre reception.

All tickets are subject to availability.

We reserve the right to refuse ticket sales at our discretion.

### Ticket Types and Prices

Most tickets for Bradford Arts Centre events will be available on a 'GWYD' (Give What You Decide) basis.

A GWYD ticket is a free ticket.

Should you wish, a donation can be made separately. Donations can be made online as tickets are booked or in person (by cash or card) after the performance.

There is no obligation to make a donation.

You must arrive at least fifteen minutes before the stated show time, to check-in.

We reserve the right to release for resale any tickets that have not been checked-in fifteen minutes before the stated start time.

Where there are set ticket prices (i.e. not GWYD), these are subject to change without notice, but any changes will not affect tickets already purchased.

Concessions may be available for certain performances. Where concessions are available, they will be detailed on the specific event booking page.

Where a Child ticket is available, this will apply to those under the age of 18 unless otherwise stated.

Babes-in-arms go free at select events and this apply to babies 12 months and under.

Events with set ticket prices that go on sale after Tuesday 5 August 2025 via Ticketsolve will include a booking fee that covers the cost of the ticket platform and the administration of tickets.

Ticket prices will be consistent whether booking online or in person.

Tickets bought on other ticketing platforms, from third-party promoters and agents, may be subject to different booking fees beyond the control of Bradford Arts Centre.

### Delivery of Tickets

Tickets will be delivered via email in all cases.

You are responsible for ensuring that the correct email address is provided at the time of purchase.

Bradford Arts Centre is not responsible for any loss or delay in the delivery of tickets.

You are responsible for checking your tickets as soon as they arrive with you, as mistakes cannot always be rectified.

## Refunds and Exchanges

If you have booked tickets for a 'Give What You Decide' performance and are no longer able to attend, please let us know as soon as possible – so we can release them for other people – by emailing [info@BDartscentre.co.uk](mailto:info@BDartscentre.co.uk) or calling 01274 303340.

Donations cannot be refunded.

For events with set ticket prices, Bradford Arts Centre is not required to offer refunds under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. However, refunds are available – at the organisation's discretion – up to 28 days before the date of an event. To request a refund, you must email [info@BDartscentre.co.uk](mailto:info@BDartscentre.co.uk)

If an event is cancelled, you will be entitled to a refund of the face value of any set-price ticket. If the event is rescheduled, we may offer you an alternative date, depending on the circumstances.

If you cannot attend a performance, for any reason within 28 days of an event, we regret that no refund or exchange will be given.

## Event Cancellations and Changes

In the unlikely event that an event is cancelled or rescheduled, Bradford Arts Centre will notify ticket holders as soon as possible via the contact information provided.

If an event is cancelled, you will be entitled to a refund of the face value of any set-price ticket. If the event is rescheduled, we may offer you an alternative date, depending on the circumstances.

Bradford Arts Centre reserves the right to change event details, including but not limited to the cast, programme, time, and venue. Such changes will not entitle you to a refund unless otherwise stated.

In the event of a show cancellation, Bradford Arts Centre is not liable for covering additional costs such as transport or accommodation.

## Admission to the Theatre

All ticket holders must present a valid ticket for admission, or confirm the correct name on the booking, when prompted.

Latecomers may be asked to wait until an appropriate break in the performance before being allowed entry. Depending on the show, we may be unable to admit latecomers.

Bradford Arts Centre reserves the right to refuse admission to any visitor.

Tickets purchased through unauthorised channels are void and will not be valid for entry.

Performances will state any triggers and age restrictions on the event page. If you are unsure, please get in touch at [info@BDArtsCentre.co.uk](mailto:info@BDArtsCentre.co.uk).

Bradford Arts Centre reserves the right to carry out bag searches.

## Conduct at the Event

Bradford Arts Centre reserves the right to refuse entry to anyone who is disruptive, intoxicated, or fails to comply with our [Safer Spaces Agreement](#)

Smoking, including e-cigarettes, is prohibited throughout the premises.

Audio or video recording devices are strictly prohibited during performances unless expressly authorised by Bradford Arts Centre.

## Liability

Bradford Arts Centre is not liable for any loss, injury or damage to personal property incurred during your visit to the venue, except where such liability is imposed by law.

Bradford Arts Centre is not responsible for any personal items left unattended in the venue.

## Data Protection

By booking tickets, you give consent Bradford Arts Centre to collecting your data.

Your data will only be used for ticket processing, customer service and communication regarding events. The use of any data for marketing purposes requires your additional consent (i.e. it is on an opt-in basis only).

Personal data will be handled in accordance with the organisation's [Privacy Policy](#).

## General Terms

Bradford Arts Centre reserves the right to amend, update or modify these Terms and Conditions at any time. Any changes will be communicated through [BDartscentre.co.uk](http://BDartscentre.co.uk).

These Terms and Conditions are governed by English law and subject to the non-exclusive jurisdiction of the courts of England and Wales.

For any questions or concerns, please contact Bradford Arts Centre ([info@BDArtsCentre.co.uk](mailto:info@BDArtsCentre.co.uk))