

# WILD WILL THEATRE COMPANY

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## Wild Will Theatre Company Refund Policy

### 1. General Policy

At **Wild Will**, we understand that plans can change. Our refund policy is designed to be fair and transparent while ensuring that we can continue to offer exciting experiences to all our guests.

Please note that all ticket prices are subject to change at our discretion in response to demand levels, and we may adjust pricing and the availability of concessions or discounts accordingly.

Tickets may not be sold for commercial gain, and tickets purchased by account holders are for personal use only. If the information available to us suggests that tickets have been purchased for commercial gain then we may, cancel the tickets without notice or refund.

### 2. Refund Eligibility

- Tickets are not refundable unless an event is cancelled or at the discretion of Wild Will Theatre Company.
- Tickets are not transferable; you are not allowed to pass on tickets or resell them to others.
- If a show is postponed, your ticket will be transferred to the new date, and you will be notified. If you are not able to attend the new date, you will be offered a credit note in the first instance. In relation to a new date, if you do not contact us, we will assume you are happy with the new date.
- Refunds may be given at the discretion of Wild Will.
- Only if your tickets are resold will you receive a refund, which does not include a refund on the booking fee. Unfortunately, we can't promise to find a buyer for the tickets, but we'll do our best.
- As a registered charity, we gratefully accept donations of your ticket value in place of refunds or credit notes when you can not attend an event.
- Complementary tickets and promotional tickets are **non-refundable**.
- No-shows will not be eligible for a refund or reschedule.

### 3. Cancellations by Wild Will:

- If an event is cancelled by **Wild Will** due to unforeseen circumstances (e.g., operational issues), customers will be offered the choice of a **full refund** or the opportunity to transfer their booking to another available date. Performances will not be cancelled for bad weather.

### 4. Children and concessions

- Under 18 year olds must be accompanied by a responsible adult.
- Concession tickets are available for some of our performances; if you feel that you are eligible for a concession please ask before booking.
- Only one concession applies per ticket. Proof of eligibility may be requested at the time of purchase and/or on the day of the performance.

- Family Rate tickets are available for certain performances, as detailed on a production's listing. In order to qualify for this special rate, we require a group purchase of a minimum of 2 and a maximum of 6 tickets, with at least one adult and one child under the age under 16 included in the family group.
- Any concessions or discounts are always subject to availability

#### **5. Alcohol**

- A licence bar will be serving alcoholic and non alcoholic drinks to buy.
- Drinks can be taken into the performance spaces
- Audience members can bring their own alcoholic drinks, with a corkage of £10 per bottle of wine/fizz and £3 per beer. Please do not bring glass vessels to the event.

#### **6. We reserve the right to:**

- Cancel performances
- Alter the cast without notice
- Refuse ticket holder entry
- Challenge any suspicious account activity to protect our audiences from fraudulent activity

**We are unable to guarantee the appearance of any particular artist and casts are subject to change without notice.**

We appreciate your understanding and look forward to welcoming you to **Wild Will** for an unforgettable experience!

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