

## Aladdin - School Bookings - Terms and Conditions

These performances are offered to Educational establishments only, including Schools, Colleges and for Home Schooling groups. Please note: your reservation constitutes a contract between your organisation and Loughborough Town Hall (Charnwood Borough Council). The following terms and conditions apply:

1. All correspondents and payments should be sent directly to Schools Liaison Officer, Loughborough Town Hall, Market Place, Loughborough, Leics, LE11 3EB.

### Invoice & Payments

2. Reservations will be held until Friday 2<sup>nd</sup> October 2020, at which point full payment will fall due.
3. Loughborough Town Hall will contact you at the beginning of the Autumn term to remind you to make any adjustments required to the number of seats and special need requirements in your reservation, in consideration of your school year intakes.
4. Reductions of up to 10% of the total of the reservation will be accepted without charge. Reductions above this percentage may incur the full charge for the tickets. We will do our best to accommodate any increases in numbers, although this may not be possible. We are limited to 6 wheel chair spaces in the auditorium. It is important that you make any adjustments at this point as the invoice will be based on these figures and constitute the final booking figure.
5. The final invoice will be issued on the week commencing **21st September 2020**. Amendments to reduce the numbers of seats booked after this date will only be accepted at the discretion of the Venue Manager at Loughborough Town Hall.
6. **Payment must be received on or before Friday 2nd October 2020**. Late payments are subject to an administration charge of 5% of the total invoice to cover the cost of administration time and will be added to the fee.
7. **Payments for your booking**. Payment details and methods will be outlined in future correspondence. Please do not make any payments until you have received an invoice, as there will be no refunds if you decide to reduce numbers before the 18<sup>th</sup> September 2020 final number deadline.
8. **Payments for refreshments along with refreshment order form**. We are unable to accept refreshment orders for visits less than 14 days ahead of your performance date. Details of how to do order and pay for refreshments will be outlined in future correspondence.
9. Upon payment Loughborough Town Hall will issue a final ticket letter. This will detail your booking and information about the visit, it should be presented for inspection upon arrival in the venue.
10. The details contained within the final ticket letter constitute final confirmation of your booking and supersedes any previous correspondence. Any concerns or discrepancies should be made known to the Schools Liaison Officer prior to attendance.

### Cancellations

11. Cancellation of a complete reservation must be made in writing (to the Schools Liaison Officer see above) and will be acknowledged and confirmed in writing by Loughborough Town Hall. Until this paperwork is completed you will remain liable for full payment of your reservation.

12. Full cancellations will be accepted without penalty up to and including the last day of the Summer Term, 15<sup>th</sup> July 2020. After this date, any cancellation request received up to and including 4 October 2020 will be liable to pay 5 per cent of the total charge for the reservation.
13. For bookings made between 15 July 2020 and 2 October 2020 the same terms and conditions apply as detailed in 11, unless Loughborough Town Hall is able to re-sell any unwanted tickets after this date, but demand for tickets varies and the venue cannot guarantee that this will be possible.
14. Full cancellations made after 2 October 2020 can only be accepted at the discretion of the management and your organisation will be liable for the full invoiced amount, unless the venue is able to resell the tickets allocated to your school. Loughborough Town Hall will endeavour to re-sell any unwanted tickets after this date, but demand for tickets varies and the venue cannot guarantee that this will be possible.
15. Should Loughborough Town Hall be required to cancel a performance, the educational establishment will be contacted as early as possible and will be offered the following options;
  - Subject to availability, an alternative performance date in that year's pantomime season
  - The option of transferring your booking to the corresponding date in the following year's pantomime season, at no extra cost
  - If any payments had been made, a full refund.