

Pantomime School Bookings 2026 - Terms and Conditions

These performances are offered to educational establishments only, including Schools, Nurseries, Colleges and for Home Schooling groups. Please note: your reservation constitutes a contract between your organisation and Loughborough Town Hall (Charnwood Borough Council). Our contract is with the educational establishment not with the general public, parents/guardians of children attending. The following terms and conditions apply:

All correspondents and payments should be sent directly to Schools Liaison Officer, Loughborough Town Hall, Market Place, Loughborough, Leicestershire, LE11 3EB. Direct line 01509 634960, LTHschools@charnwood.gov.uk

BOOKINGS AND ALTERATIONS

Schools that book prior to the end of the Summer Term, until and including 7 July 2026 or during the school summer break 8 July – 23 August 2026

- A Confirmation Email will be issued immediately as confirmation of booking.
- 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. We are limited to 6 wheelchair spaces in the auditorium.
- Reductions of up to 10% of the total of the reservation will be accepted without charge. Reductions above this percentage will incur the full charge for the tickets. We will endeavour to accommodate any increases in numbers, although this may not be possible.
- Any tickets returned to Loughborough Town Hall due to School number reductions remain the sole property of Loughborough Town Hall and are no longer held as reservations by your organisation. Once tickets are released, they go back on general sale.
- 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. **The deadline for changes is 11 September 2026.** 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.
- Reservations will be held until Friday 11 September 2026, at which point full payment will fall due.
- The final invoice will be issued on the week commencing 14 September 2026.
- Payment must be received on or before Friday 2 October 2026. 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.
- 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 11 September 2026 final number deadline date.

Schools that book during the Autumn Term, after 24 August 2026

- A Confirmation Email will be issued immediately as confirmation of booking.
- Bookers will then have 7 days upon receipt of the Confirmation Email to supply final numbers to Loughborough Town Hall.
- Any tickets returned to Loughborough Town Hall due to School number reductions remain the sole property of Loughborough Town Hall and are no longer held as reservations by your organisation. Once tickets are released, they go back on general sale.
- An invoice will then be issued.
- Payment must be made within 14 days of the invoice date. For bookings made within 7 days of the performance, payment is to be made immediately via credit card over the phone, in cash at the Box Office or via a BACS transfer. If BACS payment is used, a Remittance Advice is required in advance of your performance date.
- 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.

PAYMENT

- 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.
- 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.
- Payments for refreshments, along with refreshment order form should be submitted at least 14 days ahead of your performance date. Details of how to order and pay for refreshments will be outlined in future correspondence.

CANCELLATIONS

- Non-Attendance (full or partial) – Schools that for any reason decide not to attend their booked performance of the Pantomime will not be eligible for a refund in any event. In such circumstances schools are politely asked to notify the schools liaison officer as soon as possible via 01509 634960 and the Duty Phone on 07518 200266.
- Covid: Covid is a known risk; educational establishments should bear this in mind when committing to booking tickets for the 2026 Pantomime. No refund requests will be considered unless subject to conditions detailed in this terms & conditions document.

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.

Cancellations made by your organisation

Full cancellations made after 11 September 2026 may only be accepted at the discretion of the Venue Manager at Loughborough Town Hall in exceptional circumstances 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.

- **Cancellation of a complete reservation must be made in writing only to the Schools Liaison Officer and will be acknowledged and confirmed in writing.**
- **Please note a telephone call will not be accepted as Cancellation.**
- Schools Liaison Officer Loughborough Town Hall, Market Place, Loughborough LE11 3EB
- Email LTHschools@charnwood.gov.uk

For schools that booked prior to the end of the Summer Term, until and including 7 July 2026

- Full cancellations will be accepted without penalty up to and including the last day of the Summer Term, 7 July 2026. After this date, any cancellation request received up to and including 11 September 2026 will be liable to pay 10% of the total charge for the reservation.

For schools that booked during the school summer break, 8 July – 23 August 2026 or during the Autumn Term, after 24 August 2026

- Full cancellations request received up to and including 11 September 2026 will be liable to pay 10% of the total charge for the reservation, 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.