

Terms and Conditions

Ticketing

- A transaction fee of £1.50 (£1.00 online) applies to all bookings made at the Box Office (excl. cash)
- We regret that we cannot offer refunds on tickets once purchased, unless the performance is cancelled.
- We will endeavour to exchange tickets for the same production, or re-sell tickets for a fee if a show is sold-out (re-sale is not guaranteed). This service is free to Centre Stage Members.
- All offers and discounts are subject to availability. Sheffield Theatres reserves the right to add or remove discounts at any time. Only one discount type applies per ticket. Proof of status must be shown.
- Customers can opt to have their tickets sent to them via post, or kept at the theatre Box Office for collection
- Information regarding the show is correct at the time of publication and Sheffield Theatres cannot be held responsible for late changes to programmes and casting.
- The use of mobile phones, cameras, video and any other form of recording equipment is strictly prohibited
- Smoking, including e-cigarettes, is not permitted anywhere in our buildings
- Only food and drink purchased on the premises can be consumed in our buildings
- Management reserves the right to refuse admission or to eject a ticket holder for behaviour which they feel is likely to cause damage, injury or annoyance, or failure to comply with reasonable requests from the Management. No refunds will be offered in this circumstance.
- Sheffield Theatres reserves the right to undertake appropriate checks or searches before admittance to the buildings
- Sheffield Theatres cannot be held responsible for loss or damage to personal property brought into the Venues, unless caused by the negligence of our teams.
- Tickets are non-transferable and not for resale. Reselling a ticket for profit/commercial gain without express permission of the event promoter will make it void and the holder may be refused entry to or removed from the venue. In addition, tickets bought from unauthorised sources will not be valid and admission to the event will not be permitted.
- Latecomers will only be admitted to the auditorium at a suitable break in the performance and at the discretion of the Management.
- Tickets can be booked over the phone on **0114 249 6000**, in person at the Crucible Theatre Box Office or online via **sheffieldtheatres.co.uk**