

# Scottish Storytelling Centre

## Box Office Terms & Conditions



These terms and conditions apply to all ticket sales for events at the Scottish Storytelling Centre and for events run by the Scottish Storytelling Centre box office at other venues.

### Privacy Statement

The Scottish Storytelling Centre is committed to complying with the Data Protection Act (2018) and to uphold the principles of good information handling practice. SSC acts in partnership with Traditional Arts and Culture Scotland (SC043009), the Traditional Music Forum (SC042867), the Scottish Storytelling Forum (SC020891) and the Traditional Dance Forum of Scotland (SC045085). Your information may be shared with them in connection with purchases and they have undertaken to remain compliant with data protection law at all times. Each of those parties have privacy notices available from their website. SSC will, otherwise, only share your personal information where necessary. Information will not be shared with any other third parties without your consent unless we are obliged or permitted to do so by law.

### Your Personal Information

If you use the online or phone booking service, we will request information essential to process your transaction - such as name, contact details and payment details. This allows us to fulfil your ticket request, track your order and contact you regarding your booking. If you buy advance tickets in person at our box office we will request customer information in order to contact you regarding your booking if necessary. We undertake regular research to help us understand our audiences and your experience of visiting the Scottish Storytelling Centre. This includes (but is not limited to) online surveys. Customers will be invited to participate in the research but are under no obligation to take part. Full details of the processes are provided when you are invited to participate. All research is carried out according to Market Research Society guidelines. We will also collect and analyse aggregate data on purchases, buying patterns and audience trends to inform research and service design.

### Terms and Conditions:

1. Nothing in these Terms and Conditions shall affect your statutory rights as a consumer.
2. The website offers a real time online booking system, with immediate confirmation of bookings. After you book tickets online, you will be sent an email receipt noting the details of your booking. All tickets booked online, or over the phone, are subject to a booking fee of £1 per transaction, which will automatically be added to your shopping basket total. This covers the cost of providing the box office service (staffing, machine costs, charges, admin) which we feel is a valuable service to our audience, as well as covering credit card charges. No booking fee is applied to tickets purchased in person from the Scottish Storytelling Centre Box Office. Occasionally, aggregate data on purchases, buying patterns and audience trends may be processed by a third-party for research and funding purposes.
3. We list availability of tickets for events and performances in all seating areas for all performances. Requests for tickets are received in many other forms in addition to website requests. As such, ticket availability may change from the time of checking availability to the time of requesting tickets.
4. The management reserves the right to refund the purchase price of the ticket and refuse admission. Tickets are sold subject to the Management's right to make any alteration to the cast or programme rendered necessary by any unavoidable cause.
5. The price of tickets will be refunded in the event of a cancellation or postponement – for example, if a scheduled performance for which tickets are booked is cancelled or is moved to a date and time you are unable to attend. In all circumstances, any booking is non-refundable.
6. Tickets must be paid for at time of order. We do not accept unpaid reservations.
7. Once booked, tickets cannot be returned or exchanged, except in the event of cancellation of a performance.
8. For workshop places we require five working days' notice of cancellation to guarantee a refund.
9. Tickets will be held for collection at the Box Office. We strongly suggest you arrive at least 15 minutes prior to the performance to collect your tickets. Please have your order number available when you collect your tickets. This is shown on the Booking Confirmation Email which will be sent to you when your order is submitted.
10. Latecomers may be refused admission or asked to wait for a suitable break, which may be the interval, before being admitted, and then at the discretion of the Management.
11. Seating is unreserved, but all seats have good sightlines with no restricted views.
12. No food may be consumed in any performance space. Only food or drink purchased from the Storytelling Centre's Cafe may be consumed on site. If you require to bring your own food and drink for medical purposes, this is permitted in the venue.

13. If you, or anybody in your party, requires the use of a wheelchair space or has any other access requirements please telephone +44 (0) 131 556 9579 or email [reception@scottishstorytellingcentre.com](mailto:reception@scottishstorytellingcentre.com)
14. We will try where possible to sit groups together.
15. The use of cameras, recording equipment and mobile phones is strictly prohibited.
16. Concessions are available when supported by proof of entitlement, are subject to availability and are at the discretion of the Box Office Manager. Concession prices generally apply to children under 16, students, disabled customers, seniors (over 65s) and unemployed.
17. Discounts and special offers apply to full price tickets and only one is allocated per ticket.
18. Babes in arms policy - for most events, children under 18 months do not require a ticket and should be seated on their parent or guardian's lap during the performance. We ask that any child who is restless or disruptive be taken out of the performance area.
19. Some performances may be filmed or photographed for commercial, marketing or educational purposes. Ticket holders consent to the recording and filming of themselves as members of the audience.
20. We may ask for feedback after events. By purchasing tickets, you consent to being contacted for research purposes.



**Opening hours:**

Monday to Saturday 10.00am - 6.00pm  
Sundays (July & August only)

**Phone:** +44 (0)131 556 9579

**Email:** [reception@scottishstorytellingcentre.com](mailto:reception@scottishstorytellingcentre.com)

**[www.scottishstorytellingcentre.com](http://www.scottishstorytellingcentre.com)**