



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) and the Scottish Storytelling Forum (SC052330). 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 SSC 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. Tickets are subject to a booking fee of £1.25 per ticket 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) as well as covering credit card charges.
3. The booking fee applies to a maximum of 4 tickets per transaction. Any additional tickets processed in the same transaction will not be subject to a booking fee.
4. The booking fee is non-refundable.
5. Occasionally, aggregate data on purchases, buying patterns and audience trends may be processed by a third-party for research and funding purposes.
6. 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.
7. 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.
8. All ticket sales are non-refundable except in the event of cancellation or postponement of a performance.
9. 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 – the price of tickets will be refunded. The booking fee is non-refundable.
10. Tickets must be paid for at time of order. We do not accept unpaid reservations.
11. Upon booking you will receive a confirmation email with an e-ticket QR-code. Please have your e-ticket ready to scan prior to entering the Theatre.

12. No latecomers will be admitted after the start of the performance. We strongly suggest you arrive at least 10 minutes prior to the performance.
13. Seating within the theatre is unallocated. If you have any access requirements that require a specific seat (i.e. front row, aisle seat) please let us know in advance and we will do our utmost to accommodate.
14. No food may be consumed in any performance space. Only food or drink purchased from The Haggis Box café may be consumed on site unless you need to bring your own food and drink for medical purposes.
15. Only alcohol purchased from the licence holders at the Haggis Box Cafe may be consumed on the premises.
16. If anybody in your party requires the use of a wheelchair space or has any other access requirements this can be noted in the 'access requirements' text box on the checkout page if purchasing tickets online, by telephone on +44 (0) 131 556 9579 or by email reception@scottishstorytellingcentre.com.
17. Accredited seeing and hearing dogs are welcome. No other animals may be brought into performance spaces.
18. The use of cameras, recording equipment and mobile phones is strictly prohibited.
19. Concessions are available when supported by proof of entitlement, are subject to availability and are at the discretion of the Duty Manager.
20. Discounts and special offers apply to full price tickets and only one is allocated per ticket.
21. 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. If the show or event is specifically aimed at children under 18 months they will require a ticket.
22. 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.
23. We may ask for feedback after events. By purchasing tickets, you consent to being contacted for research purposes.

www.scottishstorytellingcentre.com

