

## CORNERSTONE TICKETING POLICY

### Can I attend a performance without a ticket?

No. All audience members must have a valid ticket to enter a performance. If you are a member of the press and would like to request a complimentary press ticket, [please visit our press page](#).

### Can I reserve a ticket without paying?

No. We cannot accept unpaid reservations, nor can customers pay for reservations on a show night.

### Is there a protocol when attending a performance?

We like to create a relaxed, friendly atmosphere for all our customers so the management reserves the right to refuse admission or eject attendees for disruptive, threatening or inappropriate behaviour. Photography during shows, including recording shows on mobile phones is strictly prohibited. Please turn off your mobile phones. Alcohol can be taken into the auditorium in plastic glasses.

### How much do tickets cost?

Ticket prices may vary depending on the performance and will be listed clearly in our season guide and on the performance webpage. Concession rates are available on selected performances and apply to those under 16 years of age, students in full time education, people in receipt of income support, jobseekers allowance, working tax credit, disabled living allowance award notification, disabled person's tax credit award, housing benefit, council tax reduction or pensions tax credit. Carers go free.

For performances that are hires, ticket prices and conditions may vary from this. We also reserve the right to make special offers or discounts from time to time.

### Do you offer a concession ticket price?

Yes. Concession rates apply to those under 16 years of age, students in full time education, people in receipt of income support, jobseekers allowance, working tax credit, disabled person's tax credit, housing benefit, council tax rebate or pensions tax credit.

### Do you offer a members ticket price?

Yes. Customers who have joined the Cornerstone Membership Scheme receive a discount on selected full price tickets.

### Do you offer a group booking ticket price?

Yes. We offer a Group Bookings Discount of one free ticket for every 10 booked. Group bookings are available for most performances but cannot be booked online. Please call or visit the box office.

### Do carers have to pay for a ticket?

No. Essential carers can attend a performance free with the person they are caring for.

## Do you offer a Family Ticket price?

Yes, on selected shows. Our Family ticket is one ticket to admit a party of four (at least one under 16 in each party of four). The availability of Family tickets will be clearly indicated in the brochure or on the web page for the show.

## Can children attend performances alone?

Children of age 14 years and under must be accompanied by an adult to all performances.

## Do I need a ticket for my baby?

If the performance that you are attending is for babies and toddlers, then yes you do. We will always give age guidance on the website and in the brochure. If however you want to bring your babe in arms to a show that is for slightly older children then the baby comes for free. We would advise that for your own ease you book tickets on the end of a row so that if your little one become upset or you need to take them out of the auditorium, you can do so easily.

## Do you offer refunds or exchanges on tickets?

Tickets are non-refundable except in the event of cancellation by the venue/promoter, in which case a refund to the full value of the tickets will be offered. Tickets may be exchanged for another performance of the same show if requested at least 48 hours in advance. Tickets must be returned at the time of the exchange.

## Do you offer refunds or exchanges on goods purchased e.g. arts and crafts?

Cornerstone will only offer a refund on goods bought if they are agreed to be faulty or wrongly described. Cornerstone will use its discretion to offer an exchange if the goods are returned within 14 days of purchase, and goods by the same artist/craftsman are still available. The exchange must be to the same value or more and the exchange would have to be authorised by the artist/craftsman on whose behalf we are selling the goods. The customer must be able to provide proof of purchase.

## Do you have a special booking procedure for classes and workshops?

Yes. You can book classes and workshops in person, by phone or online just like our shows but the booking procedures and relevant Terms & Conditions are slightly different. You can read the full details of this policy in the download below called Class and Workshop Booking Procedure and Policy for Customers. We ask all customers to read this before booking a class or workshop.