

Bristol Improv Theatre

Ticketing Terms and Conditions

1. Definitions and Interpretation

1.1 In these terms:

- **“Event”** means any performance, workshop, or event held at the Venue for which We sell Tickets.
- **“Event Price”** means the base price of the Ticket including VAT and any unavoidable facility fees, but excluding booking or delivery fees.
- **“Membership”** means a Bristol Improv Theatre Membership.
- **“Refundable Amount”** means the amount of the Ticket Price that is refundable under these Terms.
- **“Ticket Price”** means the total amount paid per ticket, including the Event Price and any applicable booking fees.
- **“Tickets”** means evidence of the right to attend an Event (including e-tickets).
- **“Venue”** means the Bristol Improv Theatre (50 St Paul's Rd, Clifton) or any location where the Event is held.
- **“We/Us/Our”** means **Bristol Improv Theatre**.
- **“You/Your”** means the ticket purchaser or any person acting with your authority.

2. Incorporation

2.1 These Terms and Conditions apply to all sales of tickets at Our Venue or anywhere else presented by Us, including but not limited to performances, workshops, courses, drop-in and taster sessions, cinema screenings, and talks. Any queries should be raised with Us prior to purchase, as the purchase of Tickets constitutes full acceptance of these Terms. These Terms and Conditions do not apply to hire of Our Venue; for venue hires please contact Us for the relevant Terms and Conditions..

2.2 These Terms and Conditions explicitly incorporate the Bristol Improv Theatre Code of Conduct. By purchasing a Ticket or enrolling in a Theatre School course, You agree to abide by these behavioural standards.

3. Tickets

3.1 All Tickets are sold subject to availability.

3.2 A valid Ticket must be produced to gain entry. Altering or defacing a Ticket may invalidate it.

3.3 It is Your responsibility to check Your Tickets at the time of purchase; mistakes cannot always be rectified later.

3.4 We are not responsible for lost, stolen, or destroyed Tickets. Duplicates are issued solely at our discretion and may incur an administration fee.

3.5 Where a concession is claimed (e.g., student, 65+), proof of entitlement may be required. The “**Open Concession**” ticket type does not require proof.

4. Price and Payment

4.1 The price is set at the time of order. Prices include VAT where applicable but exclude booking or delivery fees.

4.2 No order is accepted until We have received full payment.

5. Delivery and Collection

5.1 Tickets are primarily issued as e-tickets.

5.2 If You have not received Your e-tickets 72 hours prior to the Event, please contact us.

5.3 If collecting in person, You must provide Your order acknowledgement. Collection is usually available from one hour before the Event start time.

6. Changes to Event

6.1 We reserve the right to make alterations to the programme or line-up where reasonably necessary. Changes to advertised performers do not constitute a "material change" and are not eligible for a refund.

7. Refunds

7.1 Tickets are non-refundable except where an Event is cancelled, rescheduled, or suffers a material change.

7.2 A "material change" is one which, in Our reasonable opinion, makes the Event significantly different from what a purchaser could reasonably expect.

7.3 For outdoor events, no refunds will be given due to adverse weather unless the event is cancelled.

7.4 Refunds will only be made to the original purchaser using the original payment method.

7.5 In the event of a cancellation, reschedule or a material change, We will offer you the choice of a refund or a transfer to another similar event. If You choose a refund, we will refund the value of your ticket plus the booking fee.

7.6 Donations will not be refunded unless You specifically request them.

8. Liability

8.1 Personal arrangements (travel, accommodation) are at Your own risk. We are not liable for any such costs even if an event is cancelled.

8.2 We are not responsible for loss, theft, or damage to personal belongings unless caused by Our negligence.

9. Cancelled or Rescheduled Events

9.1 We will use reasonable endeavours to notify You of cancellations using the contact details provided at booking. It is Your responsibility to ensure these details are correct.

10. Data Protection

10.1 We process personal data in accordance with Our Privacy Policy, which is available on the Bristol Improv Theatre website.

11. Transfers, Returns, and Resale

11.1 To transfer a Ticket name, contact hello@improvtheatre.co.uk at least 24 hours before the show.

11.2 If You cannot attend, contact us at least **48 hours before the start of the Event**. At our discretion, we may offer:

- (i) An exchange for the same Event on a different date.
- (ii) A credit note to Your account, valid for 2 years.

11.3 Tickets must not be resold for profit. Any Ticket traded commercially will be voided.

11.4 Theatre School Partial Attendance: For multi-week courses, if a student is unable to continue due to significant circumstances beyond their control after the course has commenced, We may, at Our sole discretion, offer a transfer to an alternative date for the same or a similar course. This is subject to:

- (i) The request being made before the course has reached its **one-third (1/3) completion point** (e.g., before the start of the 3rd session of a 6-week course), regardless of the number of sessions actually attended by the student.
- (ii) An administration fee equal to 5% of the total course price or £20, whichever is the smaller amount, payable before the transfer is confirmed.
- (iii) Availability on future courses. If no suitable alternative is available, or if more than one-third of the sessions have been completed, no refund or credit will be issued.

12. Conditions of Admission

12.1 We reserve the right to refuse admission or eject any person on reasonable grounds, including:

- Disruptive or abusive behaviour.
- Being under the influence of alcohol or drugs.

- Health and safety or licensing reasons.
- Breach of the Code of Conduct, including but not limited to bullying, harassment, or any form of discrimination.

12.2 No refunds are given to those refused entry or ejected due to their own behaviour or a breach of the Code of Conduct.

12.3 Latecomers will be admitted only at a suitable break (e.g., the interval). Admission is not guaranteed.

13. Restrictions and Prohibitions

13.1 Use of recording equipment (audio or visual) is strictly forbidden.

13.2 By attending, You consent to being filmed or recorded as part of the audience for promotional purposes.

13.3 Outside food and drink are not permitted in the bar or theatre unless We give our written consent.

13.4 Age Suitability and Supervision:

- (i) Children under 14 must be accompanied by an adult (18+).
- (ii) **Content Disclaimer:** With the exception of those shows denoted in programmes and listings as "family", due to the nature of improvised theatre, the BIT cannot guarantee the age suitability of any of its shows. Parents and guardians are therefore required to exercise their own judgement as to whether a particular show is suitable for their child.

14. Health and Safety

14.1 You must comply with all safety announcements and staff directions.

14.2 Please notify us in advance of any access requirements or concerns regarding special effects (e.g., strobe lighting).

15. Theatre School & Workshops

15.1 Students must adhere to the Code of Conduct and follow all safety instructions provided by instructors.

15.2 Unless specifically stated otherwise, Theatre School workshops and courses are for people aged 18+ only.

15.3 Sobriety Requirement: Being under the influence of alcohol or illegal substances during a workshop is strictly prohibited and constitutes a material breach of these terms.

15.3 Course Termination: Serious or repeated breaches of the Code of Conduct may result in permanent removal from a course. In such cases, no refund will be provided for remaining sessions.

16. Memberships and Subscriptions

16.1 Memberships are for personal use, non-transferable, and non-refundable.

16.2 You have a 14-day "cooling off" period to cancel a Membership for a full refund, provided no benefits (such as priority booking or discounts) have been used.

16.3 Subscriptions (Ticket Credits) are valid for 12 months from purchase. Unused credits expire and are non-refundable.

17. Gift Vouchers

17.1 Vouchers are valid for 12 months from the date of issue.

17.2 They cannot be exchanged for cash or used at the bar/concession stands.

18. Dispute Resolution

18.1 We will attempt to settle any dispute through good-faith negotiation.

18.2 If a dispute cannot be resolved within 21 days, parties may seek independent mediation at their own expense.

19. Discounts, Press, and Industry Tickets

19.1. Discretionary Offers: Offers of discounts, including promotional codes, are made entirely at Our discretion and may be withdrawn or amended at any time without notice. Discounts cannot be applied retrospectively to completed bookings.

19.2. Discount Codes: * (i) Discounts are managed through unique codes applied at the online checkout.

- (ii) Codes are strictly non-transferable. We reserve the right to refuse to honour any discounted tickets where the discount was obtained or used by a person other than the intended recipient.
- (iii) Where a discount is subject to qualifying conditions (e.g., resident or industry status), We reserve the right to request proof of eligibility. Failure to provide proof may result in the Ticket being voided or the requirement to pay the difference to the full Ticket Price.

19.3. Zero-Value Bookings: Where a discount or complimentary code reduces the total basket value to zero (£0), the booking must still be completed through the checkout process to secure the reservation. No payment details will be required for these transactions.

19.4. Press and Industry Tickets: * (i) Accredited press or industry members may apply for complimentary tickets by emailing marketing@improvtheatre.co.uk. Approval is at Our sole discretion.

- (ii) All press/industry tickets must be booked in advance using the provided code. We reserve the right to refuse entry to anyone who has not secured a booking in advance.

19.5. Collection and Re-sale of Complimentary Tickets: Press and Industry tickets must be collected from the Venue box office no later than **15 minutes prior** to the advertised event start time. We reserve the right to release any uncollected complimentary tickets after this time and re-sell them to the general public to ensure maximum venue capacity.

20. General Provisions

20.1 Waiver: Failure to enforce a term does not mean we waive our right to do so later.

20.2 Severability: If any part of these terms is found unenforceable, the remainder remains in effect.

20.3 Third Parties: Only We and You have rights under this contract (Contracts (Rights of Third Parties) Act 1999 is excluded).

20.4 Force Majeure: We are not liable for failure to perform due to events beyond our control (e.g., act of God, cast illness, strike, flood, national emergency).

20.5 Governing Law: These terms are governed by English Law and the jurisdiction of the English Courts.

Last updated: 20 April 2026

Updates

20.4.2026	Refunds section updated to clarify the procedure if We cancel or change an event.
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