

Harrow Arts Centre Box Office Terms & Conditions

Box Office Opening Times

Monday - Friday 9am-5pm and 1 hour prior to a performance
24hr Booking is available on the internet through www.harrowarts.com

Bookings

Ticket bookings can be made in person using cash, or cheque with a valid cheque guarantee card or a debit/credit card, or on the internet or by telephone using a debit/credit card. A charge of 1.5% per transaction applies to credit cards in person or by telephone. A charge of £1 per transaction applies to all bookings made on the internet

Ticket Reservations, Refunds and Exchanges

We cannot reserve tickets and refunds/exchanges are only available in exceptional circumstances.

Access

Please tell the box office of your requirements at the time of booking. Elliott Hall and Travellers Studio are accessible to wheelchair users and there are accessible toilets located near both auditoriums. A portable Conversor System listening device, suitable for up to a profound hearing loss and with a hearing aid that has a T switch is available for use in either auditorium upon request, please contact the Box Office. We offer free entry for one accompanying personal assistant or essential carer. Guide dogs and hearing dogs are welcome.

Children and Babes in Arms

Child tickets are available for those under 16. Children under 18 months will be admitted free of charge to family shows only but they must sit on the lap of their respective parent/guardian – please check with the box office on booking as this does not apply to all events. Any children using a seat will have to pay the normal child ticket price. Age ranges for family shows are a guide only. All children under the age of 12 must be accompanied by a paying adult, maximum 4 children per adult.

Discounted Tickets, Group Bookings and Family Tickets

Where advertised, a family ticket consists of 4 tickets with a maximum of 2 adults. Group bookings of 10 or more receive the cheapest ticket free. Discounted rates are available to senior citizens – 60 years and over, students – 16 years and over in full time education, disabled people and those in receipt of Family Credit, Income Support, Invalidity Allowance or Disability Living Allowance. Proof of status will be required. Only one discount may apply per ticket.

Latecomers

To minimise disruption latecomers will be admitted at the discretion of the Front of House Manager, when and if there is a suitable break in the performance and to the nearest available seat.

Data Protection

Harrow Arts Centre conforms to the Data Protection Act 1998 and we are committed to protecting your privacy. Disclosure of your personal details at the time of booking, either on-line, in person or over the telephone gives us consent to the collection and safe storage and processing of this information and for processing your order. Harrow Arts Centre may also use this data to track marketing and booking trends. From time to time we may also use this data to inform you of news or events at the Harrow Arts Centre. We may also, with your consent, pass on your personal details to third parties or similar arts organisations for purpose of mailing you products that may interest you.

We reserve the right to make any changes to the published programme in the event of unforeseen circumstances.