

# CHRISTMAS SPECTACULAR SHOW 2018

## BOOKING TERMS & CONDITIONS AND IMPORTANT INFORMATION

**TICKETS.** Only valid 'Thursford' tickets accepted, these are 6" x 3", white with 'Thursford' logo in pale red across the centre. If tickets are purchased online and the option to print an E-ticket has been chosen, then the E-ticket must be presented to allow admission. No person is admitted to the auditorium without a valid ticket. Coach drivers, party organisers and couriers are allowed free access to food areas, shops and toilets.

**For Group bookings of 20 plus,** a non-refundable/non-transferrable deposit of £1.00 per ticket plus any fees and charges applicable must be paid at time of booking. The remaining balance is due no later than eight weeks prior to the concert date and payment can be made by Cash, Cheques, BACS, Debit or Credit card. If paying by cheque, please make payable to 'THURSFORD COLLECTION' and write the booking reference, show time and date on the reverse. If paying by any other method, please make sure the booking reference is included so that the payment can be identified. Please allow up to 4 weeks for tickets to be processed and sent out. As a thank you for payment received by the due date only we will issue a £10.00 gift voucher to use in our shops/food area; please keep this safe as we cannot issue replacements. Our company accepts no responsibility for the cancelling of tickets if payment has not been received by the due date.

**Group booking organisers and their staff must make sure customers are seated together, or are made aware if this is not the case.**

**INTERNET BOOKINGS.** Tickets for parties of less than 20 people must be paid for in full. For Group reservations of 20 or more people a deposit of £1.00 per ticket plus any fees and charges applicable must be paid at time of booking. However, if the concert is less than eight weeks from the booking date then full payment must be made.

**FEE'S AND CHARGES.** All bookings will incur a £1.50 postage and packing charge where applicable.

**TICKET REPRINTS.** At the discretion of Management, a charge of £1.00 per ticket will be made for all tickets which have to be reprinted.

**REFUNDS AND EXCHANGES.** We are very sorry, but all tickets/deposits/fees and charges are non-refundable and non-exchangeable.

**WHEELCHAIR USERS.** We have limited wheelchair space and we must be made aware of those wishing to remain in their wheelchairs at the time of original booking. Patrons who wish to remain in their wheelchairs must have a ticket that is allocated to a wheelchair space as shown on the seating plan. For your comfort and enjoyment, we would advise arrival at Thursford at least one hour before the start of the performance. Unfortunately, we cannot supply wheelchairs for these events.

**CHILDREN.** We have an advisory age limit of 8 years old for children as in our opinion the show is not suitable for children under this age. We would draw your attention to the following paragraph 'Noisy or Disruptive Patrons' when making your decision. We would also like to point out that the show may contain adult content that patrons under 16 years old may find offensive. Children under the age of three years old will not under any circumstances be admitted to the show.

**NOISY OR DISRUPTIVE PATRONS.** The management reserves the right to refuse admission, or to ask anyone to leave who is noisy or disruptive to other members of the audience for whatever reason.

**SHOW TIMES.** The shows start promptly at 2.00pm and 7.00pm and are approximately three hours long including a twenty-five-minute interval. The entrance doors are closed at 1.55pm and 6.55pm. Latecomers cannot be admitted until a suitable break in the performance.

**SHOPS AND REFRESHMENTS AREAS ARE OPEN FROM 12.00PM until 8.45PM.**  
(Please note they will close at 3.45pm if there is only a matinee performance of the show)

**CAR PARKING.** The car park is open from 11.30am daily with attendants to direct you to the best possible space. There is limited disabled car parking near the entrance to the complex. Please note there are no facilities on our car park.

**PHOTOGRAPHY AND RECORDING.** The use of all cameras, video recorders, mobile phones or other mobile devices during the performance of the show is strictly prohibited and the Management reserves the right to confiscate film or delete recordings and pictures.

**CHANGES TO SHOW/PROGRAMME.** The management reserves the right to alter the advertised programme should this prove necessary. If the performance has to be interrupted or abandoned, no money will be refunded if half or more has taken place.

**SMOKING.** The whole complex is non-smoking except in the designated 'Smokers Den' which is located near to the Entrance Kiosk. The use of electronic cigarettes is not permitted indoors but can be used in all outdoor areas.

**FIRST AIDERS** are on duty at all these events and are situated at the rear of the Main auditorium.

**THE THURSFORD COLLECTION (Organs/Engines/Rides).** Please note these are not available during the Christmas season. The 'Collection' closes in September.

**DIRECTIONS.** The Thursford complex is situated one mile off the A148 road half way between Fakenham and Holt. The turning off the A148 is at the junction near the Crawfish Inn Public House and Thai Restaurant. Please follow the brown and white signs to 'Thursford Collection'.

Please note these Terms and Conditions are subject to change.