

Terms and Conditions



- The management reserves the right to refuse admission and may have to conduct security searches.
- The management reserves the right to make any alterations to the advertised arrangements, programme or cast without being obliged to offer refund or exchange.
- The use of cameras, recording equipment, photographing or imaging devices is not allowed inside the auditorium. Mobile phones must be switched off at all times.
- Ticket holders consent to the recording and filming of themselves as members of the audience.
- The re-sale of tickets by retail or online auction site by anyone other than The Beehive ticket office staff is strictly prohibited and may invalidate the ticket. Any ticket sold for profit or commercial gain by anyone other than The Beehive or any of its authorised agents will be invalid for entry.
- The credit or debit card used to make the booking must be produced if collecting tickets from the venue. Tickets may not be released without this.
- Tickets left for collection by anyone other than the cardholder, where the cardholder will not be attending, will require a letter of authorisation from them.
- The Beehive takes no responsibility for any personal property.

Data Collection

The Beehive 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. The Beehive may also use this data to track marketing and booking trends. We will use your phone or email address to send you information and updates about your order. If you opt-in to our email mailing lists, you will receive information that we consider to be of interest to you. If at any time you would like to unsubscribe from receiving future communication, we include unsubscribe instructions at the bottom of each email communication. 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 may use third-party service providers to help us operate our business, such as sending out mailings or providing ticketing services. When we use third-parties, access to personal data is restricted to the contracted purpose and we take reasonable steps to make sure it complies with our Privacy Policy and relevant laws.

Ticket Delivery

All Tickets are posted 1st Class at the time of booking. Tickets are only posted to the address registered with the credit card company. For performances fewer than 5 days, tickets are left for collection at the ticket office. For operational reasons, we may alter the time-scale of delivery but will advise you of this at the time of booking.

Refunds

The Beehive regrets that it cannot offer refunds once tickets have been purchased.

Exchanges

Tickets may be exchanged for future performances if returned to the Ticket Office with at least 28 days notice. There is an administration charge of £1 per ticket.

Re-sales

If you wish to return tickets that you cannot use before the performance, The Beehive will endeavour to sell these provided we are completely sold out. There is a one off administration charge of £2.50 for this, irrespective of the number of tickets re-sold or returned. We cannot guarantee the re-sale of tickets. Only original tickets can be offered for re-sale (not Duplicate tickets). We reserve the right not to accept tickets for re-sale.

Duplicate Tickets

Please contact the box office in advance on 01404 384050 if tickets have been lost or misplaced and duplicate tickets need to be issued. Please bring the card with which the original booking was made. We regret that for security reasons duplicate tickets can only be issued on the day of the performance and to the person who made the original booking.