

Haverhill Town Council, Haverhill Arts Centre, The Zone

Terms and Conditions

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1. General Terms and Conditions

By purchasing your ticket and your payment being accepted a legally binding contract between Haverhill Town Council and you is created. This contract shall be governed by and interpreted in accordance with English law and the English courts shall have jurisdiction to resolve any disputes. These terms and conditions shall apply to all methods of booking and payment. By purchasing your ticket you warrant that all details you provide to us are correct, that you are authorised to use your chosen method of payment and that you have sufficient funds to cover the cost of the transaction. All tickets are subject to availability.

Admission

Every attendee must be in possession of a valid ticket. Altered or defaced tickets will not be valid. Management staff are authorised to refuse you admission and reserve the right to do so if in their absolute judgement your conduct is such that it is likely to disrupt or disturb other persons attending.

We also reserve the right to terminate your permission to remain in our venues and remove you from our venues in similar circumstances.

We may on occasion have to conduct security searches to ensure the safety of customers. Haverhill Town Council accepts no responsibility for lost or stolen property.

No refunds will be offered to you if you are refused entry or removed from our venues in such circumstances as are detailed herein.

No cameras or video or audio recording equipment are permitted without the express permission of the management. The making of recordings and photography without such express permission, with or without flash, is strictly forbidden.

Tickets

Please check your tickets as mistakes cannot always be rectified.

Refunds

Refunds will only be made if the event/ session is sold out and tickets can be sold on to another customer.

Haverhill Town Council is not responsible for any tickets for their venues that are lost or stolen. Tickets will not be duplicated.

Cancellations

We reserve the right to alter or vary the performance/facilities due to events or circumstances beyond our control without being obliged to refund monies or exchange tickets. This does not affect your statutory rights. Ticket fees (less any booking and postage fees) may be refunded when the performance/session for which the tickets have been purchased is postponed or cancelled. If you

have purchased the tickets via a credit or debit card, the said card will be credited accordingly. For cash transactions your money will be returned to you in cash.

General

Any complaints should, in the first instance, be made to the Duty Manager. We reserve the right for ourselves and/or third parties to carry out general filming and sound recording in or around our buildings.

Purchase of a ticket signifies your consent to be photographed or sound recorded and to the commercial exploitation of such film or recording without any right to payment. If you object to being photographed or recorded you must advise the Duty Manager.

Whilst every effort is made to ensure that all promotional information supplied is accurate, you are advised to take appropriate precautions to verify such information. We expressly disclaim all liability for any direct, indirect or consequential loss or damage occasioned by your reliance on any statements, information or advice contained in our promotional information whether in print, on the website or any other promotional material generated by us.

Data protection act

The personal details required to administer your booking will be securely stored by Haverhill Town Council. For information about our compliance with the GDPR please read our privacy policy.

2.Haverhill Arts Centre, Covid-19 guidelines

We've done all we can to make sure you, your family and friends – as well as our staff – can enjoy a visit to Haverhill Arts Centre as safely as possible. We've put extra measures in place so that everything is clean and safe for you and for our staff team.

Bookings

Please book online at www.haverhillartscentre.co.uk. This will make booking as contactless as possible. We are currently not selling tickets at the venue, please book in advance.

Social distancing means that the number of seats available for each show is limited. Seating plans will be drawn up using current Govt Guidelines.

Tickets can be accessed from your email account – from your booking confirmation email (pdf) to show on your smartphone/tablet. They can also be printed out. If you do not have a printer please select 'collect my tickets at the box office' in the checkout.

The barcode on your ticket will be scanned before you go into the auditorium.

Personal information

We may need to share your information with the Test and Trace service if someone who has tested positive for COVID-19 lists Haverhill Arts Centre.

Read our privacy notice to find out how your information is shared and stored. Please note that your contact details will still be collected when you book your ticket so that we can provide important safety information about your visit.

Updated seating plans

Although all tickets are currently sold as 'unallocated', our booking system has been updated to allow you to sit next to your friends and family while ensuring a safe distance between customers and this will be done by us on the day depending on the number of groups who have booked and the size of those groups. We currently accommodate single, pairs and groups up to six and will show you to your seats when you arrive. As we learn more and as the ticketing technology develops we hope to offer more flexibility on seating. We have spaced out seats and tables to ensure plenty of space and ask that you do not move any furniture

If you choose to leave the auditorium during a show, with reduced capacity and the allocated seating system, passing other groups in the same row outside of their group should be minimal and therefore extremely low risk.

Additional cleaning

Our already high cleaning standards will be enhanced by a new cleaning protocol that covers all areas of the building. We will be disinfecting all areas of the building at regular intervals throughout the day and evening to help keep you safe.

The toilets at Haverhill Arts Centre will be cleaned frequently and the frequency of checks will be increased. We will be working together with our customers to ensure that toilets are clean and safe at all times.

Hand washing

All customer toilets are stocked with hand soap. Stringent hand washing guidelines will be in place for all employees to supplement our current personal hygiene policy.

Hand sanitisers

Clean hands are safer hands. Please wash your hands and use our sanitisers. Hand sanitiser stations are provided throughout the building for customers and employees.

Training & PPE

All our team have received training so that they are able to confidently work with our new protocols, to look after themselves and you, our customers. PPE is provided to employees where the risk assessment has deemed it necessary. Our team are on hand to offer assistance to customers.

Doors

Doors will open 30 minutes before a performance and will remain open until the start. We have made sure your seat is socially distanced. If you have any concerns please let a member of staff know.

Face coverings

Thank you for wearing a face covering to protect yourself and those around you. All customers are required to wear a face covering during their visit, although you are able to remove this to eat and drink. Our team will be on hand to remind customers about this.

The following groups are exempt and won't need to wear face coverings:

- Children under 11
- People unable to wear face coverings because of an illness or a physical or learning disability
- Carers/ companions providing assistance to someone who relies on lip reading to communicate
- People who feel that wearing a face covering would cause them severe distress
- We recommend customers who are exempt please let the member of staff serving them know.

Ordering from the bar

A limited number of options will be available to pre-book. Full table service will be provided on the night should you want something else

Social distancing

A little space goes a long way so please stay safe and keep your distance from anyone outside your bubble. Physically distanced seating has been set up so that you and those in your booking are seated apart from others in our performance spaces. In the foyers and other public areas please wear a face covering and maintain social distancing at all times.

Signs, and our team, will clearly guide you through the venue.

3. The Zone Covid-19 guidelines

Welcome to The Zone – we have missed you!

We've done all we can to make sure you, your family and friends – as well as our staff and – can enjoy a visit to The Zone as safely as possible. We've put extra measures in place so that everything is clean and safe for you and for our staff team

Bookings

We are only taking advance online bookings. Tickets will not be available on the door. This is so we can limit numbers and we have your contact details for test and trace purposes. Tickets can be accessed from your email account via Haverhill Arts Centre – from your booking confirmation email (pdf) to show on your smartphone, tablet or printed out.

Personal Information

We may need to share your information with the Test and Trace service if someone who has tested positive for COVID-19 lists The Zone

Read our privacy notice to find out how your information is shared and stored. Please note that your contact details will still be collected when you book your ticket so that we can provide important safety information about your visit.

Additional Cleaning

Our already high cleaning standards will be enhanced by a new cleaning protocol that covers all areas of the building. We will be disinfecting all areas of the building at regular intervals throughout the day and evening to help keep you safe.

The toilets at The Zone will be cleaned frequently and the frequency of checks will be increased. We will be working together with our customers to ensure that toilets are clean and safe at all times.

Hand washing

All customer toilets are stocked with hand soap. Stringent hand washing guidelines will be in place for all employees to supplement our current personal hygiene policy.

Hand Sanitiser

Clean hands are safer hands. Please wash your hands and use our sanitisers. Hand sanitiser stations are provided throughout the building for customers and employees.

Training & PPE

All our team have received training so that they are able to confidently work with our new protocols, to look after themselves and you, our customers. PPE is provided to employees where the risk assessment has deemed it necessary. Our team are on hand to offer assistance to customers.

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- Carers/ companions providing assistance to someone who relies on lip reading to communicate
- People who feel that wearing a face covering would cause them severe distress
- We recommend customers who are exempt please let the member of staff serving them know.

Food and drink

Customers will be asked to wait to be seated. Full table service will be provided.

We have spaced out seats and tables to ensure plenty of space and ask that you do not move any furniture

Social distancing

A little space goes a long way so please stay safe and keep your distance from anyone outside your bubble. Physically distanced seating has been set up so that you and those in your booking are seated apart from others in our spaces. Please wear a face covering and maintain social distancing at all times.

Signs, and our team, will clearly guide you through the venue.