

## **Terms and Conditions**

This Terms and Conditions document concerns the Cambridge University Chinese Cultural Society (CUCCS) Drama Club (CDC), hereafter referred to as CDC.

### **1. Ticketing**

1.1 All tickets are non-refundable and non-exchangeable, unless otherwise specified in this document.

1.2 All tickets must be paid for in full at the time of booking when paid online, or within 72 hours when paid offline.

1.3 Events or programme details may need to be cancelled or varied because of circumstances beyond reasonable control. Tickets will be refunded in full in these exceptional circumstances.

1.4 Tickets must not be resold by the customer.

1.5 Proofs must be produced on request for audiences purchasing discounted tickets. Required proofs are detailed on the online booking portal.

1.6 A customer making a booking on behalf of a group, by doing so, accepts the CDC's terms and conditions on behalf of all group members and becomes responsible for making all payments due from the group.

1.7 Completion of the online booking process, including the provision of credit or debit card details, shall constitute an offer by the customer to purchase tickets subject to the CDC's terms and conditions of sale. The CDC will then send a confirmation email addressed to the customer, after the customer has completed the booking process with a copy of these terms and conditions available for download at CDC's official website.

1.8 The customer is entirely responsible for providing his/her details correctly during the booking process. The customer warrants that all details supplied are true and accurate. The customer is responsible for informing the CDC of any changes to his/her details once the booking is concluded.

### **2. Theatre Etiquettes and conducts**

2.1 All audiences are required to arrive before the start time indicated on the ticket. CDC reserves the rights to refuse any admissions to the play after the indicated start time. Re-admissions can only take place during the intermission.

2.2 No food or drinks are allowed (except bottled water) in the auditorium of any performance, unless otherwise indicated at the venue.

2.3 The use of any form of recording equipment is not permitted in the auditorium, except with the permission of the Producer of CDC.

2.4 Mobile phones and other electronic devices must be turned into silence mode or switched off before entering the theatre.

2.5 CDC reserves the rights to deny admission, or request the absence, of audiences whose acts disturb or endanger others present at the venue.

2.6 In the circumstances of denied admission or request of absence due to reasons specified above, tickets CANNOT be refunded, exchanged or transferred.

### **3. In the event of dispute**

3.1 In the event of dispute, CDC reserves the right of final explanation.