**Things to note if you are planning on visiting The Lights – general terms and conditions**

Adverse weather:If we cancel a show due to an assessed safety risk due to severe weather (such as heavy snowfall) the venue will publicise the fact as soon as possible. Channels used may include our website, social media, local press if possible, notices at the venue, or by telephoning/emailing all bookers for the relevant show(s).

We can only contact you effectively if you have provided us with a contact telephone number and/or email address. We cannot take responsibility for not contacting people in time to advise them of cancellations if we do not hold correct contact details.

We will either offer a transfer to an alternative date or if this is not possible, to an alternative show or offer a refund.

If the venue – in consultation with third parties including the external show company, the local public authority, fire, police service etc, judges that we are able to continue with a performance despite severe weather (including heavy snow) then there is no refund if a customer decides they are unable or do not wish to come to the performance.

Other cancellations:If we have to cancel a show for reasons other than severe weather conditions, contact will be made in the same way as above.

We do not offer refunds for non-attendance at events due to other demands on a ticket holders time, or for general illness.

In the case of sold-out shows, we can make your tickets available to someone on a waiting list. If we are able to re-sell them, we will return the face value of the ticket in gift vouchers.

The management reserve the right to make alterations to the advertised arrangements or programme without being obliged to offer notification, refund or exchange.

The management reserve the right to conduct security searches as appropriate, and may wish to view the content of large bags/cases etc before a performance. No large bags/cases or large rucksacks will be permitted in the auditorium. There is no storage facility at the venue.

The Lights staff have the authority to refuse admission/end your permission to be in the venue, if they believe that your conduct is likely to disturb or disrupt other customers, or that it may jeopardise the safety of other users within the venue.

The venue takes no responsibility for any loss or damage of personal property or any person beyond its duty of care.

Personal arrangements including travel, accommodation or hospitality arranged by you and relating to an event is at your own risk.

Whilst the venue makes every effort to ensure that all promotional material and information provided is accurate (on our website, in the venue and in any printed matter), you are advised to take steps to check relevant information. The Lights cannot take liability for any direct or indirect loss or damage as a result of a user relying on such statements.

Once an event has sold out, we can add customers to a waiting list, should tickets become available.

Customers are contacted on a first refusal basis up to the day of the event. Please note that this does not apply to external events where The Lights are the ticket agent.

All tickets are subject to availability.

Children under 14 must be accompanied at the venue. Children 14 and over may attend a show unaccompanied.

The venue welcomes your feedback. If you wish to make comment on any aspect of your visit to the venue then please visit: <http://www.thelights.org.uk/visiting/tell-us-what-you-think>

If you have any complaints then please address them in the first instance to:

During an event: The Duty Manager

After an event: Tracey McKenzie-Robinson, Venue Manager.

The Lights, West Street, Andover. SP10 1AH

Tel: 01264 368368

Email: [stop@thelights.org.uk](mailto:stop@thelights.org.uk)