

# **TERMS & CONDITIONS**

## **TICKETS**

- Once purchased, tickets cannot be exchanged, resold or refunded.
- Tickets cannot be offered for sale from within the Pocklington Arts Centre (PAC) except from the Box Office by our ticketing team.
- Refunds and exchanges will only be offered in the event of cancellation or rescheduling. In the event of a sold-out event, PAC will endeavour to resell any returned ticket with an administration fee charged if resold.
- Refund or exchange must be requested from your point of purchase and can only be claimed by the person who made the booking. Refund will only cover the face value of the tickets and any associated booking fees, if cancelled or rescheduled by PAC.
- Only tickets purchased from the Box Office or approved agents are valid for admission.
- Tickets sold via third parties and other unauthorised outlets, including online auction sites, are not valid for admission. Reselling a ticket makes it void and the ticket holder may be refused entry.
- Some performances may have specific conditions of sale. These will be listed on the event pages for that event on this site and it is the responsibility of the ticket holder to check this before they purchase tickets.
- Tickets may be restricted to a maximum number per person for certain events.
- PAC reserves the right to make alterations to the advertised programme.
- Tickets are required for each child attending a performance. Some performances and/or specific seating areas may have age restrictions. It is the responsibility of the ticket holder to check any restrictions before they purchase tickets.

## **ATTENDANCE**

- Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
- The unauthorised use of cameras, audio and video equipment is not permitted. Purchase of a ticket means you consent to filming, photography and sound recording which may include you as a member of the audience and its use in commercial distribution without payment or copyright.
- Food and drink may not be brought into the building.
- It is against the law to smoke in the venue including vaping/electronic cigarettes.
- For security reasons, bags may be searched as a condition of entry.
- Mobile phones and other electronic devices are distracting to other audience members. Please ensure they are switched off.
- PAC reserves the right to refuse admission.

## **IMPORTANT INFORMATION**

- Loud music can damage hearing.
- PAC accepts no responsibility for any personal property brought to the venue.
- Customers planning on driving to PAC are advised not to leave valuables in their car.
- Please consider our neighbours and leave PAC quietly.

## **PRIVACY POLICY**

- Pocklington Town Council, trading as Pocklington Arts Centre (PAC), “Us”, “We”, “Our” is the data controller of your Information for the purposes of the Data Protection Act 1998 (the “Act”). We respect your privacy and we are committed to protecting your personal information as that term is defined in the Act (“information”). We comply with the principles of the Act and aim to maintain consistently high levels of best practice in our processing of your Information.
- This Privacy Policy (“Policy”) is intended to inform you how we collect, use and disclose your personal data. This Policy is intended to assist you in making informed decisions about your information when using our website or attending our venue. Please take a minute to read and understand the Policy.
- By using our website and attending our venue you consent to our collection and use of your information as described in this Policy. If we change our Policy and/or procedures, we will post those changes on our website to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it. Your continued use of the website or attendance at our venue after this Policy has been amended shall be deemed to be your continued acceptance of this Policy, as amended.
- We encourage you to bookmark this Web page and review this Policy regularly. Our connected charity, The Friends of Pocklington Arts Centre (charity number 1086300), may also use your information under our instructions as a data processor and will do so in compliance with this Policy.

## **WHAT INFORMATION DO WE COLLECT?**

- All your information will be held and used in accordance with the Act where applicable.
- When you visit and use our website or attend events at our venue you may provide us with or we may collect your information such as your postal address, email address and other personal information. You may provide or we may collect this information in a number of ways:

### **Information you voluntarily provide to us :**

We collect and maintain information that you voluntarily submit to us during your use of our website or attendance at our events. For example:

- when you register on our website to purchase tickets or receive an e-newsletter or press release, you may provide us with certain information including your name, email address, screen name, password, demographic information and financial details;
- where our website contains a social networking function, you may create and add to your profile by providing information about your interests;
- if you sign up to receive an e-newsletter, press release, enter a contest or participate in social networking activities, you may provide us with contact information (e.g., email, telephone and/or physical address); and
- you may provide us with information in the course of email, customer support interactions and surveys.

We may ask for different pieces of information. You can choose not to provide us with certain information, but this may stop you from gaining access to a service or limit the features that you can use on our website and the information we are able to send you. For more information, please see the “How We Use Your information” section of the Policy below.

### **Information we collect through your use of our Website**

As you use our website, information may also be passively collected by us through our use of cookies, pixels, beacons, log files and other technologies. This information allows us to deliver more helpful information, services, tools and advertisements. Please see our Cookie Policy for more information.

### **Cookies**

PAC would like to use cookies to store information on your computer to improve the functionality available to you through our website. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. They make it possible for us to provide our online ticketing service and track visitor statistics, such as returning visitors. The cookies that we use are essential for parts of the site to operate and have already been set. Without these cookies, you will not be able to book tickets online as they are necessary to make the shopping basket part of the site work and to remember, for example, what you have put in your shopping basket. You may delete and block all cookies from this site, but parts of the site will not work and to purchase tickets, you would need to call the Box Office on 01759 301547.

PAC's website also uses cookies for Google Analytics tracking code. To opt out of being tracked by Google Analytics across all websites, please visit Google. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [AllAboutCookies.org](http://AllAboutCookies.org)

### **Internet usage**

We reserve the right to block access to the PAC's website, or to cancel a booking, when we believe that a person is using automated means to check availability or purchase tickets.

You agree that you will not use any software or technology that could interfere with the performance of, or place an unreasonably large load on, PAC's website.

## **HOW WE USE YOUR INFORMATION**

We will use your information in the ways described below and as described at the time that the information is collected.

### **To Provide our Services**

In general, we use your Information as necessary or appropriate for our business purposes including to:

- administer your account where you have opened an account with us;
- register you and provide you access to the website;
- respond to inquiries or requests that you direct to us;
- fulfil your requests for tickets, e-newsletters or products we sell;
- send communications and administrative emails about the website, or our events;
- personalise and better tailor the features, performance and support of the website for your use; and
- analyse, benchmark and conduct research on user data and user interactions with the website and our venue.

## **Marketing**

Where you have provided us with the appropriate consents, or where the Act entitles us to do so, we may send you marketing materials about upcoming events. In addition, where you have provided us with the appropriate consents, we may also pass your information to our connected charity or other selected third parties for marketing purposes. However, be assured that we understand the irritations of unsolicited communications and we are fully committed to ensuring the rights and obligations set out in the Act and the Privacy and Electronic Communications Regulations 2003 are respected.

## **Information we receive from third parties**

We may also combine online and/or offline information received from third parties (including our connected charity the Friends of Pocklington Arts Centre) with your information. The third party information is used for a variety of purposes including to verify other Information about you (e.g., verify your mailing address to send you tickets or requested products) and to enhance the content we provide to you.

## **SECURITY OF YOUR INFORMATION**

- We follow appropriate security procedures in the storage and disclosure of your information so as to prevent unauthorised access by third parties. We also require those parties to whom we transfer personal information to comply with the same. However, unfortunately, the transmission of information via the Internet is not completely secure. So, we cannot ensure the security of your information transmitted by you to us via the internet. Any such transmission is at your own risk and you acknowledge and agree that we shall not be responsible for any unauthorised use, distribution, damage or destruction of your information, except to the extent we are required to accept such responsibility by the Act. Once we have received your information we will use security procedures and features to prevent unauthorised access to it.

## **SOCIAL MEDIA GUIDELINES**

We trust users to be responsible, and the huge majority of people who post on our channels respect that trust. PAC may remove any content that it considers to be unlawful (or which promotes unlawful conduct) or which it deems inappropriate, including but not limited to:

- Obscene, offensive, hateful or inflammatory comments or comments that incite or condone violence against individuals or groups based on race or ethnic origin, religion, disability, gender, age, nationality, or sexual orientation/gender identity, or whose primary purpose is inciting hatred on the basis of these core characteristics
- Threatening or abusive content or content that invades another's privacy, or which harasses or causes annoyance, inconvenience or needless anxiety
- Content showing harmful or dangerous acts
- Pornography or sexually explicit content
- Spam, scams, misleading content or metadata
- Violent or graphic content

Some comments might offend you but won't necessarily violate our guidelines. We recognise that people think, feel and react in different ways. Assessing content may involve a delicate balancing act and our assessment may not please everyone all of the time.

## **SCHOOL GROUPS**

All children must be accompanied by and remain under the care and control of a responsible adult at all times. School groups must have a minimum ratio of one adult to ten children with at least two adults accompanying any group of children even if the group number is less than ten. If you would like to receive a copy of our Child Protection Policy please contact the venue's box office. Education ticket holders consent to the photographing and filming of themselves as members of the audience. It is the responsibility of the person in charge of the group to seek consent from parents or guardians in advance of the visit.

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