

Ticket Information and Refund Policy

Buying tickets online

Tickets for events at the Barn may be purchased from our online ticketing platform (<https://thebarnarts.ticketsolve.com/ticketbooth/shows?p=whats-on>) for most performances, at any time. When buying tickets online, your email confirmation is your ticket/proof of purchase and will give you entry to the event, either printed out or simply shown on your smart phone. We do not post out tickets when bought online. All tickets include a booking fee.

In some cases, the event organiser may wish to sell tickets through their own ticketing platform. When this is the case, the event will be present on the Barn's ticketing site with a link to the organisers website. In cases where tickets have been purchased through the organisers website, this refund policy will not apply and you should refer to the refund policy of the website where the tickets were purchased. The Barn shall not be held responsible for any losses incurred when tickets are purchased from any Third Party.

Box Office

Our Box Office is open between 12noon and 4pm, Thursday – Saturday. You are welcome to visit in-person or call 01330 825431 for tickets and enquires. All tickets include a booking fee.

Walk ups

In some cases, tickets for an event will be available on the door at the time of the performance. We recommend booking in advance to avoid disappointment. Tickets on the door may be more expensive than advertised online for advanced bookings.

Workshops and Classes

Workshops do not generally have walk-in tickets available and should always be booked in advance.

To allow us to purchase the right amount of materials, we may close bookings for workshops around a week in advance.

The Barn reserve the right to cancel a workshop if it is undersubscribed.

All tickets

Must be paid for at point of booking – whether in advance or on the door. Whilst every effort is taken to ensure the accuracy of information in print and online, mistakes can happen. In the instance that incorrect information has been supplied, the Barn will work with you to resolve the situation.

The Barn reserves the right to refuse admission where necessary.

Unreserved Seating

Please note seating is unreserved. To ensure you get your preferred seat, or if you are coming as a large party who wish to be seated together, please arrive in good time. In most cases, doors open half an hour before the performance are advertised to start but please check your ticket for further information.

We are happy to reserve seats for visitors with disabilities or additional needs and their assistants. To arrange reserved seating please contact mail@thebarnarts.co.uk or call 01330 825431.

Concessions

Concessions apply to anyone who is in receipt of Universal Credit, Pension Credit or Council Tax Reduction, students in full time education, and under 18s. Children under 2 go free except where shows are specifically for younger children. Access assistants will not be charged for accompanying a person with a disability.

Family events

Please ensure that you check accompanying adult requirements for family workshops and activities before booking – these may vary depending on workshop age ranges and content, and must be adhered to.

Refunds

We cannot offer refunds for tickets unless the performance is sold out and we are able to re-sell your ticket. If we are able to re-sell your ticket, you will be refunded minus the

booking fee. We cannot accept return tickets on the door. In the unlikely event of a cancellation by the venue or artist, tickets will be refunded including the booking fee.

The Barn reserve the right to cancel a workshop if it is undersubscribed.

The Barn reserve the right to make changes to the programme as necessary.

Food and Drink

Do not take any outside food and drink to events at the Barn. We have a licensed bar on-site which serves alcoholic and non-alcoholic beverages, and some snacks.

Buchanan's Bistro is located next door to the Barn and is often open ahead of events. To check the bistros opening hours, please check their website or call 01330 826530.

Please contact us if you need to bring in specific food items due to accessibility needs - mail@thebarnarts.co.uk or call 01330 825431.

Changes to these Terms and Conditions

We reserve the right to amend these terms and conditions at any time. Any such amendments will take effect when posted on the website and it is your responsibility to read the terms and conditions on each occasion you use the website and your continued use of the website shall signify your acceptance to be bound by the latest terms and conditions.