

Terms & Conditions and General Information

- Please ensure you **spell your email address correctly** when purchasing tickets. If you do not, you will not receive your tickets.
- Doors 7.15pm. Show starts 8.15pm.
- Ravenshead Village Hall is a licensed premise and has a fully stocked bar where you can pay by cash or card. All alcohol consumed on the premises must therefore be purchased from Ravenshead Village Hall bar...so please do not bring your own.
- There is free car parking at the hall.
- Seating plans are drawn up just before the event and so your seats will be allocated to you on the door on the night.
- If you have booked separately with friends and wish to sit together please let us know by email: ravensheadlive@gmail.com.
- If you have any access requirements or attending in a wheelchair please would you let us know in advance by email: ravensheadlive@gmail.com so we can make suitable seating arrangements for you.
- Purchased tickets are non-refundable. We shall only refund tickets if the event is cancelled or re-scheduled. In the event that we have a waiting list we shall try and re-sell your tickets to another customer on your behalf. If we are able to re-sell the tickets, we will then refund the face value of the tickets less the cost of the booking fee and payment fee included in that face value. The ticket price includes booking and card fees charged by our ticketing and payment companies.
- Where an event is cancelled or re-scheduled, Ravenshead Live Ltd will use its reasonable endeavours to notify you using the details you provided at the time of booking. Ravenshead Live Ltd does not guarantee that you will be informed of such cancellation before the date of the performance or event. It is the responsibility of the ticket holder to ascertain whether a performance or event has been cancelled or re-scheduled and the date and time of any re-scheduled performance or event. It is your responsibility to inform Ravenshead Live Ltd of any change to the contact address, telephone number or email address you provided at the time of ticket purchase. Ravenshead Live Ltd does not accept any liability for any costs and expenses such as accommodation, travel and the like should an event be cancelled. The maximum liability of Ravenshead Live Ltd is the face value of the ticket. Ravenshead Live Ltd shall not be liable for any loss, damage, cost, or expense incurred by the customer or customers.