

KELVIN PLAYERS BOX OFFICE

INFORMATION FOR ALL KELVIN MEMBERS AND FOR INCLUSION IN COMPANY PRODUCTION PACK

CONTEXT

Tickets for all our performances can be booked via the online platform, Ticketsource www.kelvinplayers/ticketsource

Ticketsource charge a booking fee for each ticket sold. This fee is included in the ticket price, ie for every ticket sold Ticketsource reimburse the Club the full price minus the booking fee.

Our theatre season runs from February to December and all tickets are available to purchase up to a year in advance once the productions are announced and publicised following the Club's Annual General Meeting in September.

SEATING ALLOCATION

We operate a non-allocated seating theatre. For every production we have 80 seats* available to sell to our audiences. Audiences are encouraged to arrive early.

We also have 3 additional seats which are not sold to the audience and are not always in the best location. These seats are reserved for 2 x Front of House staff who are on duty during the performance, plus 1 seat reserved for the Director or Assistant Director or Production Manager.

*Not applicable to Black Box productions.

PRICING

Most performances have two ticket categories, full (£15) and concession (£12). We will not ask to see proof of your concession status; please just select concession price when you book.

All members qualify for the concessionary price for their own ticket.

We offer a group discount of 'book 10 tickets, get 1 free'. Your free ticket will be allocated when you book via Ticketsource.

REFUND POLICY

We do not issue refunds unless the show is sold out and we have been able to resell your tickets via the waiting list facility on TicketSource. Please note, your refund will not include the original booking fee which is retained by TicketSource. If you need to resell your tickets please contact the Box Office Manager at box.office@kelvinplayers.co.uk

There is no guarantee that your tickets will be resold.

Updated: February 2024

Refund protection insurance via Ticketsource, is available at the time of booking. Please check terms and conditions via link below.

<https://www.ticketsource.co.uk/kb/additional-services-and-integrations/refund-protection>

FAQs

I've bought a ticket for a particular night but want to swop for a different night? What do I do?

Email the Box Office Manager on boxoffice@kelvinplayers.co.uk and if there are tickets available on other nights, you will be offered a swap. We will not be able to issue a refund under these circumstances, but refund protection insurance via Ticketsource, is available at the time of booking. Please check terms and conditions via link below.

<https://www.ticketsource.co.uk/kb/additional-services-and-integrations/refund-protection>

I've bought tickets for my mum/friends/etc. How do they claim the tickets?

Please make sure they have a copy of the emailed Ticketsource confirmation. When they arrive at the theatre they will just need to give the name of the lead booker. We will only need to look at the email confirmation if there are any queries.

I've bought tickets for my mum/friends/etc but they can no longer attend. What should I do?

We cannot issue a refund. Refund protection insurance via Ticketsource, is available at the time of booking. Please check terms and conditions via link below.

<https://www.ticketsource.co.uk/kb/additional-services-and-integrations/refund-protection>

The show is sold out and I didn't book tickets in time! Can I turn up on the night in the hope that I can buy a ticket on the door?

We cannot guarantee that we will have returns on the door so it is not advisable. Please book your tickets in advance.

The show is sold out and I've got some spare tickets. Can I resell them?

In this case, you can contact the Box Office Manager and we'll try to resell them for you; your refund will not include your original booking fee. Please note there is no guarantee that your tickets will be resold.

The show is sold out. I've heard there's a waiting list; can I join it please?

Yes. You can join the waiting list via TicketSource and you will be notified via email if last minute tickets become available.

I've worked on the production team and/or I'm part of the Front of House team for the show. Am I entitled to a Complimentary ticket?

No. We cannot give a free ticket to everyone on the production team. However, you will usually be entitled to come and watch the Dress Rehearsal for free. Please email boxoffice@kelvinplayers.co.uk to check that this is possible.

Complimentary tickets are reserved for the press, Rose Bowl adjudicators and specially invited guests.

The show is sold out and I didn't get my tickets booked in time! I've heard that it's possible to squeeze in some extra seats. How do I arrange that?

It is not possible to fit in extra seats. You will not be able to see this show and we recommend you book early for the next show to avoid disappointment. We have 80 tickets on sale for every show.

My questions isn't covered in these FAQs. What should I do?

Contact the Box Office Manager at boxoffice@kelvinplayers.co.uk In all instances, we will do our best to resolve any queries.

Enjoy the show!