



LANDMARK THEATRES

Terms & Conditions of tickets and
attendance

Followed by Website Terms and
Conditions of Use

Last Reviewed Date: May 2025

Landmark Theatres Terms and Conditions:

For the sale of tickets, gift vouchers at Landmark Theatres Limited.

All Tickets are sold subject to availability and to these terms and conditions. These terms and conditions should be read prior to purchase as purchasing a Ticket constitutes acceptance of these terms and conditions.

Definitions:

'Ticket' means any item, tangible or intangible, which confers the right to attend an Event.

'Customer' includes both the person who purchased, or intends to purchase, Tickets, a gift voucher or a membership, and those within his or her party who are attending the Event, each of whom must possess a valid Ticket.

'Venue' means any location where the Event is being held and representatives of this location including but not limited to the management, security, front of house and box office teams.

'Event' means any entertainment event or performance occurring at the Venue in respect of which Tickets are sold.

'Contract' means the contract between us and you.

'Promoter' means the entity which is staging/producing the Event, which may be different to the Venue.

'Print-at-Home' means the delivery method by which PDF Tickets are emailed to the Customer.

Our Contract with You:

All Tickets and Gift Vouchers are sold subject to these Conditions and no other terms or conditions. Please read the following conditions carefully before placing an order for Tickets or Gift Vouchers.

Your Contract for the purchase of Tickets is formed as soon as we have processed the payment for your booking following an order placed (a) online (b) in person at the Box Office at our theatre (the "Box Office") or (c) via telephone to the Box Office. Our Contract will expire immediately after the performance for which you have purchased Ticket(s) has taken place. All purchasers of tickets must be over 16 years of age.

Ticket Validity and Entry

- A valid ticket must be presented by each customer to gain entry to any event at Landmark Theatres. Tickets must be retained for the duration of your visit and shown to venue staff upon request.
- Failure to produce a valid ticket may result in refusal of entry or removal from the venue.
- It is the customer's responsibility to check all details on their tickets at the time of booking. Landmark Theatres will make reasonable efforts to correct any errors if notified in advance but may not always be able to make changes.

Lost, Stolen, or Damaged Tickets

- If a ticket is lost, stolen, damaged, or destroyed, the customer should contact the venue as soon as possible.
- Replacement tickets may be issued at the venue's discretion but are not guaranteed for all events. For certain performances, duplicates may not be possible due to capacity restrictions.
- Additional security steps may be required if replacements are issued.

Ticket Pricing, Concessions, and Offers

- Ticket prices are subject to change. Landmark Theatres reserves the right to change prices, introduce special offers, or withdraw discounts without notice. These changes cannot be applied retrospectively.
- Discounts and concessions are subject to availability and must be applied at the time of purchase. They cannot be added to previously booked tickets.
- Concessions or discounts cannot be combined. If a customer is eligible for more than one, the best single discount will be applied.
- Proof of entitlement may be required at the time of booking or on arrival. Failure to provide valid proof may result in the ticket being invalidated and entry refused.
- Some ticket prices may include a theatre levy (up to £2.00) which is included in the total ticket price. This Theatre Levy is reinvested into the organisation and supports the theatres development.

Booking Fees

A non-refundable booking fee (of up to £2) will be applied to all new orders where the ticket(s) purchased have a monetary value.

The booking fee is included in the advertised ticket price and will be added at the checkout stage of the transaction.

The booking fee is charged per ticket.

The booking fee applies to all orders of one or more tickets where a payment is due.

The advertised ticket prices shown on our website, in printed materials, or communicated via phone, email, or in person include the booking fee, which will always be displayed separately at the point of payment.

The booking fee is not subject to any discounts, concessions, or promotional offers. It applies to all paid ticket types.

The booking fee is non-refundable and cannot be waived, amended, or discounted. It is also excluded from any ticket protection coverage purchased through Landmark Theatres.

Ticket Delivery:

If tickets sent by post or print-at-home are not received, customers must contact the venue before the event. If not notified in advance, duplicates may be issued with proof of purchase but are not guaranteed and non-refundable.

Duplicate tickets may be issued with valid ID and proof of purchase but are not guaranteed.

Tickets are only posted to the billing address of the payment card.

Landmark Theatres may switch to Box Office collection and will refund any postage fees in that case.

When Tickets are being collected at the box office, the Customer may be requested to present the card used to purchase the Tickets as identification. If this is not possible, they must contact the box office prior to the day of the Event.

Ticket Cancellations, Exchanges, and Refunds

- Tickets are non-refundable and non-exchangeable once purchased, except in the following cases:
 - The event is cancelled, rescheduled, or abandoned.
 - A material change occurs, defined as a significant change that alters the nature of the event, such as a change in the headline act (for music/comedy) or a completely different production (for theatre). Cast changes, understudies, changes in running time, or support acts are not considered material changes.
- In the case of a cancelled event, the customer will receive a refund for the face value of the ticket and any associated booking fees.
- For rescheduled events, customers will be offered equivalent tickets where possible. If not accepted, a refund may be requested, provided the original tickets are returned before the new performance date. Secure delivery is recommended; Landmark Theatres is not responsible for tickets lost in transit.
- If a performance is abandoned after it begins, customers will be offered tickets to an alternative performance or a refund.
- Refunds will only be issued to the original purchaser and, where possible, using the original payment method. Additional ID or documentation may be required if this is not possible.
- In rare cases, Landmark Theatres may revoke and reissue tickets due to operational needs. If equivalent alternatives cannot be offered, refunds will be provided.
- Theatres reserve the right to cancel tickets they reasonably suspect to have been:
 - Purchased fraudulently
 - Bought in excess of advertised limits
 - Resold (or intended to be resold) for financial gain
- The venue may maintain a waiting list for sold-out events and may charge a fee to facilitate a ticket transfer between customers.
- The unauthorised resale or attempted resale of tickets is strictly prohibited. Landmark Theatres reserves the right to cancel any tickets it reasonably suspects are being resold without authorisation. Customers should contact the venue to verify whether a seller is an authorised agent. Landmark Theatres is not responsible for tickets purchased through unauthorised sources.

- Tickets must not be packaged with hospitality, travel, accommodation, merchandise, or other services for commercial resale without prior written consent from the venue.



Performance and Event Information

- Performance details, content descriptions, and age guidance are correct at the time of publishing but may be subject to change.
- Landmark Theatres relies on visiting companies for age suitability advice and makes this information available where possible.
- Ultimately, it is the customer's responsibility to assess suitability, especially for children, where no specific guidance is given.
- Landmark Theatres is not responsible for content listed on third-party websites and will not honour external promotions or discounts not endorsed by us.

Attendance by Children and Young People

- Infants and children may not be permitted at certain performances. Children under 2 are not allowed in the auditorium unless the event is specifically for under-7s.
- A Babes in Arms ticket may be available for children under 18 months old where appropriate.
- Children under 16 must be accompanied by an adult at all times.
- Parents or guardians may be asked to remove disruptive or noisy children to ensure the enjoyment of other audience members.

Access and Special Requirements

- Customers requiring reasonable adjustments (e.g. wheelchair spaces, step-free access, specific seating) should inform the Box Office at the time of booking.
- Adjustments are subject to availability and cannot always be guaranteed after booking.
- Personal data collected during ticket transactions will be processed in line with UK GDPR and our Privacy Policy

Memberships

Membership purchases provided different special benefits for each level. Please read the benefits of each level carefully. Refunds will not be given for incorrectly purchased Memberships.

Memberships are subject to additional terms and conditions.

Conditions of Admission and Behaviour

Landmark Theatres reserves the right to refuse admission or request that a customer leave the venue at any time if we reasonably believe that the safety, welfare, comfort, enjoyment, or security of our audiences, staff, or performers may be affected. We may take any appropriate action to enforce this right, including but not limited to:

- Late arrival (admittance is at the discretion of the venue and may not be possible after the performance has started);
- Appearing to be, or being, under the required age limit for the performance or event;
- Abusive, threatening, disruptive, intoxicated, or anti-social behaviour (including smoking or vaping in non-smoking areas);
- Possession of offensive weapons, illegal substances, or prohibited items;
- Use of unauthorised audio/video recording or photographic equipment;
- Failure to comply with instructions given by venue staff;
- Failure to produce proof of identity, age, or entitlement to concessions where required.

No refunds or exchanges will be issued to customers refused entry or ejected for any of the above reasons.

Verbal or physical abuse directed at Landmark staff, performers, or audience members will not be tolerated. Anyone behaving in such a way may be refused admission, asked to leave, or permanently barred from future events.

Landmark Theatres reserves the right to:

- Relocate ticket holders to alternative seating of equal or higher value;
- Modify the layout of the auditorium or stage as necessary;
- Refuse re-entry to the auditorium once a customer has left, unless agreed in advance with venue staff;

- Conduct security searches upon entry and confiscate any items deemed to pose a risk or that are otherwise prohibited.



Food, Drink and Hospitality

Drinks purchased from our hospitality outlets may be taken into the auditorium for most performances, provided they are decanted into non-glass containers. Hot drinks must have secure lids. Hot food and noisy snacks are not permitted.

All alcoholic beverages and food consumed on the premises must be purchased from Landmark Theatres' outlets. Alcohol or food brought in from outside will be confiscated.

Landmark Theatres operates a Challenge 25 policy. Customers who appear under 25 must provide valid photo ID (passport, photo driving licence, or PASS-accredited card) to purchase alcohol. Alcohol may not be purchased or consumed by anyone under 18. Alcohol found in the possession of an underage person will be confiscated without refund.

We reserve the right to refuse the sale of alcohol to anyone we believe to be intoxicated.

Auditorium Access and Accessibility

- Pushchairs are not permitted inside the auditorium. Designated buggy parks are located outside.
- Car seats are only permitted if a separate standard or infant ticket has been purchased for the seat they occupy.
- Only registered assistance dogs are allowed in the auditorium. Please notify us in advance to ensure appropriate arrangements can be made.
- Customers must comply with all reasonable instructions from Landmark Theatres staff.

Performance and Technical Considerations

- Mobile phones and electronic devices must be switched off or set to silent before entering the auditorium.
- The unauthorised use of audio or video recording devices, including mobile phones, is strictly prohibited. Customers found recording or taking photographs during a performance will be asked to delete the content in the presence of a staff member.
- The use of electronic cigarettes is prohibited throughout the Venue. Customers who do not comply may be ejected from the Venue without refund.

- Landmark Theatres or authorised third parties may film or photograph events. Signage will indicate when recording is taking place. By entering the venue, you consent to being recorded or photographed as part of the audience.
- The Venue or Event Promoter owns the rights to this material and may use it for any purpose, including commercial use, without further notice or payment. Media consent forms may be issued for certain events. Please speak to the duty manager if you have concerns.

We will make every reasonable effort to inform customers in advance if a performance includes strobe lighting, smoke effects, or other special effects that could affect those with medical sensitivities. We advise customers to seek further guidance where necessary.

CCTV and Safety:

Landmark Theatres uses closed-circuit television (CCTV) for the safety and security of all visitors, staff, and performers, and to protect our property.

Data Protection and Privacy:

Customer data from purchases and bookings is handled in accordance with UK GDPR laws. Further details on our privacy policy can be found [here](#)

Feedback

At Landmark Theatres, audience experience is at the heart of everything we do. Whether you're attending a show at the New Theatre Peterborough, Key Theatre Peterborough, Queen's Theatre Barnstaple or The Landmark Ilfracombe, your thoughts help shape how we grow, improve, and connect with our communities.

The feedback we receive plays a vital role in helping us understand the impact of our work, prioritise improvements, and communicate updates with honesty and transparency.

If you wish to feedback anything regarding this policy or anything else please visit our feedback section of our website.

Gift Vouchers:

Gift vouchers can be redeemed in full or in part to purchase Tickets for participating Events in person or by telephone via the Venue's box office or on the Venue's websites.

Gift vouchers expire two years after the purchase date. Expired vouchers cannot be redeemed or refunded. The expiry date is clearly printed on all vouchers.

Gift vouchers cannot be exchanged for cash.

Liability:

The Venue will not be responsible for any injury or loss, theft or damage of Customer's personal belongings, other than that caused as a result of negligence or other breach of statutory duty by the Venue's personnel.

Personal arrangements, including but not limited to, travel, accommodation and subsistence relating to the Event are made entirely at the Customer's own risk and the Venue shall not be liable for any losses incurred from these arrangements.

Nothing in these terms and conditions seeks to exclude any liability of the Venue for death or personal injury caused by its negligence or other type of liability which cannot by law be excluded or limited.

These terms and conditions are governed by English Law and any disputes which may arise with the Venue are subject to the exclusive jurisdiction of the English Courts.

Amendments to Terms:

Landmark Theatres reserves the right to amend these Conditions of Entry for specific performances or events. Any variations will be communicated in advance or on arrival at the venue.

Landmark Theatres – Website Terms and Conditions

PLEASE READ THESE TERMS CAREFULLY BEFORE USING THIS SITE

1. Acceptance of Terms

1.1 The following websites are operated by Landmark Theatres:

www.landmarktheatres.co.uk

www.keytheatre-peterborough.co.uk

www.queenstheatre-barnstaple.co.uk

www.landmarktheatre-illfracombe.co.uk

www.newtheatre-peterborough.co.uk

By accessing or using the Website or any associated services described in Section 2 (the “Services”), you agree to be bound by these Terms and Conditions. If you do not agree to these Terms, you must not use the Website or the Services.

1.2 We may update these Terms at any time. Continued use of the Website following any changes will constitute your acceptance of those changes. Please check this page regularly to stay informed of any updates.

1.3 Additional terms may apply, including:

- Our Terms and Conditions of Sale and Attendance
- Our Privacy Policy
- Our Cookie Policy

2. Services

The Website allows users to book tickets for performances at Landmark Theatres and may also provide communication tools such as email, forums, and other online interaction spaces (collectively, the “Services”). All ticket purchases are governed by our Terms and Conditions of Sale and Attendance. Services are for personal, non-commercial use unless otherwise stated.

3. Child Supervision

This Website is intended for adult use. If parents or guardians permit children to use the Website, they are responsible for supervising that use and ensuring compliance with these Terms.

4. Privacy Policy

We handle your personal data according to our Privacy Policy.

5. User Accounts and Security

5.1 If you create an account, you must keep your login credentials confidential. You are responsible for all activity under your account.

5.2 We reserve the right to disable any account if we believe you have violated these Terms.

5.3 If you believe your account is compromised, notify us immediately.

6. Acceptable Use

6.1 You are responsible for any content you submit to the Website ("User Content"). We do not endorse or monitor User Content and accept no liability for it.

6.2 You must not use the Website to:

- Send unsolicited or spam communications
- Post unlawful, abusive, threatening, discriminatory, or harmful content
- Distribute viruses or other harmful software
- Collect data about others without consent
- Promote illegal activities or impersonate others

6.3 We reserve the right to monitor, edit, or remove any content that violates these Terms.

6.4 All User Content must be lawful, respectful, and not infringe third-party rights. It must not mislead, impersonate, harass, or promote terrorism, violence, or discrimination.

6.5 You must not use automated systems (e.g., bots, scrapers) to extract data from our Website without our consent.

6.6 Content is provided for general information only. We do not guarantee its accuracy or suitability for your needs.

6.7 We may disclose your identity to third parties where necessary (e.g., for IP infringement or legal reasons). We may remove User Content at our discretion.

7. Our Website

7.1 We may update or modify the Website at any time.

7.2 The Website is provided free of charge. We do not guarantee that it will be available or uninterrupted.

7.3 We may suspend or terminate access at any time, with or without notice.

7.4 You are responsible for ensuring anyone accessing the Website via your connection complies with these Terms.

7.5 You must not misuse the Website, introduce viruses, or attempt unauthorized access. Such conduct may be reported to law enforcement.

8. Third-Party Links and Linking to Our Website

8.1 We may include links to third-party websites. These are provided for your convenience only, and we are not responsible for their content.

8.2 You may link to our homepage in a fair and legal way that does not harm our reputation. Framing or implying affiliation without permission is not allowed. We may withdraw linking permission at any time.

9. International Use

This Website is intended for users in the United Kingdom. We make no representation that content is appropriate outside of the UK.

10. Intellectual Property

10.1 All content on this Website is owned by or licensed to Landmark Theatres and is protected by intellectual property laws. You may only use content for personal, non-commercial use. You must not modify or use it without permission.

10.2 By posting User Content, you grant us a non-exclusive, royalty-free, transferable licence to use, reproduce, and display it on our Website and Services, until such content is deleted. You also grant similar rights to other users.

11. Indemnity

You agree to indemnify Landmark Theatres against any losses, costs, or claims arising from your breach of these Terms or misuse of the Website.

12. Disclaimers and Limitation of Liability

12.1 Use of the Website is at your own risk. We provide it on an “as is” basis without warranties of any kind.

12.2 To the fullest extent permitted by law, we are not liable for any indirect or consequential loss arising from your use of the Website.

12.3 We do not guarantee uninterrupted service or that the Website will be error- or virus-free.

12.4 Nothing in these Terms limits our liability for death or personal injury caused by negligence or for fraud.

12.5 These Terms do not affect your statutory consumer rights.

13. Severance

If any part of these Terms is found to be invalid or unenforceable, the remaining terms shall remain in full force and effect.

14. Governing Law

These Terms are governed by English law. If you are a consumer, any disputes may be resolved in the courts of England and Wales, or in your local jurisdiction (Scotland or Northern Ireland). If you are a business, you agree to the exclusive jurisdiction of the courts of England and Wales.