



Leicester Cathedral Ticketing Information

This information applies only to tickets sold through Leicester Cathedral, whether online via Eventbrite, in person, or by phone.

It does not apply to tickets sold by third parties for events held at the Cathedral. For ticket details of those events, please contact the organiser concerned.

Terms and conditions

When making a purchase of tickets from Leicester Cathedral, please note that you are agreeing to the below Terms and Conditions.

1. Refunds

Once a ticket is purchased Leicester Cathedral is able to offer a full refund up to 1 week before the event date should the customer no longer be able to attend.

If the customer wishes to cancel their booking within one week of the event date a refund request will not be accepted.

If the event concerned is offered at more than one time or date, Leicester Cathedral may be able to transfer the customer's booking to an alternative time, subject to availability and at their discretion.

For outdoor events, full refunds will only be offered in the event of extreme weather conditions or safety factors forcing the cancellation of the entire event. No refunds will be

issued if the event goes ahead, if the event is moved indoors, or if at least half of the performance has already taken place.

2. **Cancellation**

Leicester Cathedral reserves the right to cancel an event at short notice should this be necessary in exceptional circumstances. If an event for which Leicester Cathedral is selling tickets is cancelled, the Cathedral will attempt to contact each customer via the information supplied at the point of booking.

Leicester Cathedral will also advertise the cancellation of an event on their website and via social media.

We will endeavour to transfer your booking to a rescheduled date, but should that not be possible, a full refund will be processed.

3. **Admission and tickets**

A ticket may be used to admit the bearer to Leicester Cathedral only for the event specified, at the date and at the time indicated on the ticket. Tickets may be presented on a phone, or on paper. Either the QR code on the ticket will be scanned, or the ticket will be manually checked.

Tickets are not transferable and their resale for profit or commercial gain or use in promotions and packages without our express permission is prohibited and may render them void.

4. **Refusal of entry**

Leicester Cathedral reserves the right to refuse entry or to cancel the event at any time.

5. **Lost property**

Leicester Cathedral cannot accept responsibility for the loss of any personal items. Should you lose an item and wish to enquire whether it has been handed in, email cathedral@leicestercofe.org and we will try to help you.

Definitions

Tickets are set up to suit individual events. These are the words usually used to describe different types of ticket:

Standard

This ticket price applies to everyone, except where a concessionary price is offered.

Adult

This price applies to all adults, except where a concessionary price is offered.

Children and young people

This price, where it is offered, applies to those aged from 3 years up to 16 years. Those aged less than 3 years, who do not require a seat but sit on an adult's lap or in a pushchair ('babes in arms') are admitted free of charge.

Concession

The following are eligible for the concessionary price, should this be offered:

- Children and young people aged 3 – 16 years (see 'Child' above)
- Anyone in full-time education at school, college or university. We reserve the right to request proof of eligibility.
- Adults over the age of 65.

Family

Family tickets are for two adults and up to three children aged 3-16 years, or one adult and up to four children aged 3-16 years.

Essential Companion

Audience members who require assistance can obtain one free essential companion ticket when they purchase a full price ticket to our performances.

To obtain an essential companion ticket we ask that you register with our Essential Companion scheme. This is designed to assist customers with additional needs and ensure that we can make your visit as comfortable as possible.

We store information on your personal requirements so that you don't need to resubmit documentation each time you book. Once registered, you will be eligible for a free companion ticket with the standard ticket you purchase for each event.

To apply, please complete the Essential Companion Registration Form via our website

<https://forms.office.com/e/EifMz8rmev>

Unreserved or unallocated

Where tickets are described as 'unreserved' or 'unallocated' this means that, within the price band chosen, you have not booked a specific seat. Instead, on arrival you find a seat within the allocated area. The earlier you arrive, the more choice you have. Doors normally open 30 minutes before a performance or event.