

BISC Club Members

Aladdin on Ice 2012 Ticket Entitlements

Wednesday 12th December 2012 to Sunday 16th December 2012

For this year's pantomime BISC members are entitled to two tickets at £5.00 off the normal ticket price, per membership (i.e. a family membership is only entitled to two discounted tickets) – please see chart below.

Performance	Seating	Normal Ticket Price	Club Ticket Price
Wednesday 12 th December @ 6.30pm	All seats	£7.95	£2.95
Friday 14 th December @ 6.30pm	Upstairs	£12.95	£7.95
	Rinkside	£11.95	£6.95
	Bleachers	£9.95	£4.95
Saturday 15 th December @ 2.00pm	Upstairs	£12.95	£7.95
	Rinkside	£11.95	£6.95
	Bleachers	£9.95	£4.95
Saturday 15 th December @ 6.00pm	Upstairs	£12.95	£7.95
	Rinkside	£11.95	£6.95
	Bleachers	£9.95	£4.95
Sunday 16 th December @ 2.00pm	Upstairs	£12.95	£7.95
	Rinkside	£11.95	£6.95
	Bleachers	£9.95	£4.95
Sunday 16 th December @ 6.00pm	Upstairs	£12.95	£7.95
	Rinkside	£11.95	£6.95
	Bleachers	£9.95	£4.95

We have also introduced new terms and conditions this year – see below

John Nike Leisuresport Complex, Bracknell – Aladdin on Ice 2012 – Terms & Conditions

In these terms and conditions:

“Managements” means John Nike Leisuresport Complex, Bracknell its representatives, servants and employees.

- 1) All tickets are sold subject to availability and subject to these terms and conditions (copy available on request).
- 2) Upon purchase/receipt, please check your tickets carefully as mistakes cannot be rectified.
- 3) The Management regrets that tickets cannot be exchanged or refunded after purchase. The Management cannot be held responsible for any tickets that are lost, destroyed or stolen. Please note that in any event, no cash refunds will be given.
- 4) The ticket holder has the right only to a seat of a value corresponding to that stated on the ticket and the Management reserves the right to provide alternative seats to those specified on the ticket. Where seats of a lesser value only are available due to no fault of the Management, the Management shall compensate ticket holders affected to a maximum of the difference between the cost of the seats.
- 5) Tickets bought by telephone will be posted out (if requested) by first class post at an additional charge of £1.00. The Management cannot be held responsible for tickets not arriving by post.
- 6) If a ticket is re-sold or transferred for profit or commercial gain by anyone other than the Management, it will become voidable and the ticket holder may be refused entry to or rejected from the Arena without refund.
- 7) All ticket discounts are subject to limited availability and the discretion of the Management. Only one discount per ticket may apply. Valid ID may be requested where applicable.
- 8) Where a performance is sold out, the Management will endeavour to resell any unwanted tickets at the ticket holder's request. Such tickets will be resold at face value and the original ticket purchaser will be reimbursed the face value of the tickets less an administration charge. Please note that cash refunds will not be given.
- 9) Tickets are sold subject to the Management's right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets. Circumstances beyond reasonable control include but are not limited to act of God, war, insurrections, riot, civil disturbance, acts of terrorism, fire, explosion, flood, storm, strike or other industrial action, acts of regulations of national or local governments or power failure.
- 10) It is the responsibility of the ticket holder to ascertain the date and time of any rearranged event.
- 11) If a performance is cancelled, ticket holders will be offered seats at alternative performances (subject to availability) up to the face value of the tickets. The Management shall have no further liability to ticket holders beyond the face value of the tickets purchased. Tickets may only be refunded to the person who purchased the tickets.
- 12) Other than babes in arms (under 2), only customers holding a valid ticket may be admitted to the Arena.
- 13) Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
- 14) Defaced or altered tickets may become void and the Management reserves the right to refuse admission without refund.
- 15) The Management reserves the right to refuse admission in reasonable circumstance and is entitled to conduct security searches of persons and property to ensure the safety of all patrons in the Arena.
- 16) The Management reserves the right to remove from the Arena, without refund, any ticket holder who disrupts other audience member's enjoyment.
- 17) Ticket holders may only leave and then re-enter the Arena during a performance as required by the Arena's health and safety obligations or at the discretion of the Management.
- 18) For health and safety reasons, the Management reserves the right to restrict access to parts of the Arena.
- 19) Ticket holders are asked to provide prior notice when booking of any special requirements.
- 20) Children shall require their own ticket, which shall be at full ticket price. Babes in arms (children under 2 years) shall be admitted free of charge – as long as they do not require their own seat. Parents and/or supervisors are responsible for supervising children in their care at all times and supervision of children shall be by not less than 1 adult per 10 children. The Management reserves the right to ask parents/supervisors to remove children if, in the opinion of the Management, they are causing a disturbance.
- 21) The following are not permitted within the Arena: smoking; unauthorised use of photographic and recording equipment of any kind (tapes, films or similar may be confiscated and destroyed); laser pens; dogs (except guide dogs); and ticket holders' own food and drink, cans or glass containers. If any of these rules are breached the Management reserves the right to remove ticket holders from the Arena without refund.
- 22) The Management accepts no responsibility for any personal property brought into the Arena. Please ensure that no bags or other items of personal property are left unattended anywhere in the Arena.
- 23) In accordance with the Arena's licensing requirements ticket holders shall not be permitted to stand or sit in any of the gangways.
- 24) Ticket holders consent to filming and sound recorded as members of the audience.
- 25) Ticket holders must comply with all relevant statutes, safety announcements and Arena regulations whilst attending the event.
- 26) Breach of any of these conditions or anything that the Management considers to be unacceptable behaviour which may cause damage, nuisance or injury shall enable the Management to remove the ticket holder from the Arena without refund.
- 27) Except to the extent the Management is required or permitted by law, personal information provided by you to the Management will be used for all purposes reasonably connected with the operations of the Arena including (but not limited to): supplying you with the goods that you request and conducting market research and establishing customer profiles. The Management regards its databases of information (which will include your information) as a valuable asset. Should the Management sell or transfer any of its business assets this may include such database information. The Management will not use or disclose your personal information to any other party or for any other reason other than as set out in these terms and conditions without prior consent. By purchasing a ticket you consent to the use of your personal information in this way. If you have any queries about this, please write to the Management at the Arena.
- 28) Unless you inform us otherwise, by purchasing a ticket or tickets you authorise the Management to use personal details obtained in the course of the transaction to: provide details of forthcoming events, offers and services; provide up-dates as to the latest concessions or any changes thereto; provide information concerning competitions and other promotional activity.