



Terms and Conditions for Ticket Sales through Third Party (Ticket Tailor)

Wac Arts – Ticket Sales Terms and Conditions

Effective date: 05/11/2025

These Terms and Conditions apply to the purchase of tickets for Wac Arts in-house performance events sold via the third-party ticketing platform **Ticket Tailor**. By purchasing a ticket, you agree to be bound by these terms. You can view TicketTailor's Privacy Policy [here](#).

1. Ticket Purchases

- a. All ticket sales for Wac Arts events are processed securely through Ticket Tailor.
- b. You will receive an order confirmation and e-ticket via the email address you provide at checkout.
- c. Please check your booking carefully before completing your purchase.

2. Pricing and Payment

- a. Ticket prices are as advertised on the Ticket Tailor event page and are inclusive of any applicable taxes.
- b. Payment is made in full at the time of booking.
- c. Ticket Tailor may charge a small booking fee, which is non-refundable.

3. Refunds and Exchanges

- a. Tickets are **non-refundable** unless the event is cancelled or rescheduled by Wac Arts.

- b. If the event is cancelled, you will be offered a full refund to your original payment method (excluding any booking fees charged by Ticket Tailor or any other third party involved in processing the transaction).
- c. If the event is rescheduled, your ticket will remain valid for the new date. If you cannot attend the new date, you may request a refund within 14 days of notification.
- d. Wac Arts cannot offer refunds for inability to attend due to illness, travel issues, or personal circumstances.
- e. Ticket exchanges (e.g., transferring to another performance date of the same show) may be possible at Wac Arts' discretion and subject to availability. An exchange fee may apply and any additional costs incurred, due to an increased or alternative ticket price, will be charged to the customer.

4. Transfer of Tickets

- a. You may transfer your ticket to another person if you cannot attend. The new ticket holder must bring proof of the original purchase to gain entry.
- b. Wac Arts does not permit resale of tickets above face value.

5. Event Admission

- a. Please arrive in good time for the performance. Latecomers may be admitted at a suitable break in the performance, at the discretion of the Front of House team.
- b. Wac Arts reserves the right to refuse admission or remove any person whose behaviour is disruptive or unsafe.
- c. Children under 14 must be accompanied by a responsible adult.

6. Event Changes

- a. Wac Arts reserves the right to make changes to the event programme, cast, or running order without prior notice. These changes do not entitle the ticket holder to a refund unless the overall event is materially altered or cancelled.

7. Third-Party Platform

- a. Ticket Tailor acts solely as a ticketing agent for Wac Arts. Your contract for attendance is with Wac Arts, not Ticket Tailor.

- b. Any technical issues with ticket delivery or payment processing should be directed to Ticket Tailor's customer support.

8. Privacy and Data Protection

- a. Your personal information will be processed by Ticket Tailor in accordance with their privacy policy, and by Wac Arts for the purposes of managing your booking and event attendance.
- b. Wac Arts will not share your personal data with third parties for marketing without your consent. You can view Wac Arts' Data Protection policy [here](#).

9. Liability

- a. Wac Arts is not responsible for any loss, injury, or damage sustained at the event, except where caused by our negligence.
- b. We are not liable for any indirect or consequential loss, including travel or accommodation expenses, if the event is cancelled or rescheduled.

10. Contact

For any queries relating to your booking, please contact:

Wac Arts Admin

admin@wacarts.co.uk

020 7692 5800
