



## In Between Time Ticket Policy

All tickets are available for purchase through Eventbrite, we do not take box office bookings over the telephone. We advise booking tickets in advance of the event. If an event is sold out, we cannot guarantee that any more tickets will be available for sale at the door.

### Un-reserved Seating

All tickets are for un-reserved seating allocated on arrival for the event; apart from accessibility seats.

### Bring your ticket with you

You will be emailed a copy of your ticket to the email address provided at the point of sale. This is your ticket and your proof of purchase. In the interest of our environmental policy, we encourage valid tickets to be provided on mobile phones, tablets and other devices rather than printed copies. If you have purchased a concession price ticket, you will also need to provide proof of concession.

### Concessions

We offer concession price tickets under the following categories, you must provide proof of concession at the door alongside your ticket.

Concession	Proof of Concession
Old Age Pensioner OAP	Bus pass, ID with date of birth such as a driving license
Unemployed or in- receipt of benefits	Benefit receipt / confirmation letter
Student	Student Card
Artist	Website address

Through our project 'We Are Bristol' we are also offering concessions to people who live in selected Bristol neighbourhood areas, these include the postcodes BS2, BS5, BS4 & BS11. In which case a proof of address (council tax or utility bill) can be used alongside your ticket as proof of concession.

### Latecomers

Please arrive at least 15 minutes before the event start time to allow us to check your tickets. Events start punctually. Latecomers will only be admitted depending on the nature of the event and only at the least disruptive time after the event has started, however please note that late entry cannot be fully guaranteed.

### Accessibility

In Between Time endeavours to hold events in venues that are accessible to all. If you need to book an access ticket or a companion ticket, please indicate this on Eventbrite at the point of sale or contact us directly to discuss your requirements at [boxoffice@inbetweentime.co.uk](mailto:boxoffice@inbetweentime.co.uk)

In Between Time, 1 Unity Street, Bristol, BS1 5HH. Tel: 0117 370 6383. Email: [admin@inbetweentime.co.uk](mailto:admin@inbetweentime.co.uk).  
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### **Group Bookings**

Large group bookings are not available through Eventbrite, if you would like to make a large group booking (minimum 10 people) please contact [boxoffice@inbetweentime.co.uk](mailto:boxoffice@inbetweentime.co.uk)

### **Refunds**

Refunds are only available if an event is cancelled.

### **Booking Fees**

Any ticket fees charged in addition to the quoted ticket price are to cover Eventbrite service and payment processing fees. In Between Time do not receive any income from these fees and we have taken time to negotiate a reduced rate with Eventbrite.

### **Data**

Filming and Photography may be taking place at events, advice notices will be clearly visible at the event if filming and photography is taking place with instructions on how to opt out if you wish to do so.

Data collected at the point of purchase will be used to administer your ticket purchase and request audience feedback after the event. Card payment details will not be retained.

Data collected will only be accessed by appropriate staff at In Between Time and transferred to [Capsule CRM](#) for processing and storage. We will keep your data until it is no longer of use up to a maximum of 5 years.

During your ticket purchase you will be given 3 consent options regarding how your data will be used and In Between Time will process your data according to your selected preferences.

For more information about how we will use your data please see our [privacy policy](#) or contact [data@inbetweentime.co.uk](mailto:data@inbetweentime.co.uk)

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