



# Princes Hall

Theatre · Aldershot

## Ticket Sales and Box Office Services

### Useful Contacts

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# Tickets Sales & Box Office Services

The Princes Hall, Aldershot is a multi-purpose venue, with retractable terrace seating, this style of floor plan will be used for your event.

There are three options when it comes to ticket sales.

1. You print and sell your own tickets.
2. We print your tickets (7p + vat each) and then you sell.
3. We print and sell your tickets (costs below).

If we sell the tickets for you, then it gives your customers the added convenience of being able to pay by card over the phone (or online if you choose to include this service) and by cash and cheque in person, as well as the Box Office being open 10am to 5.30pm Mon to Friday and 10am to 3pm on Saturday.

<b>Box Office Prices</b>	
<b>Ticket Printing</b>	5p + VAT per ticket if we sell 10p + VAT per ticket if hirer sells
<b>Ticket Sales</b>	10% of gross + VAT (or 5% charity rate)
<b>Box Office open at event</b>	£100 + VAT per performance (Monday - Saturday) £120 + VAT per performance (Sunday)
<b>Ticket System Commission</b> <i>(inc. online sales)</i>	4% + VAT

Contacts:

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The 595 seats of the auditorium are divided into three main areas:

**(Although we have 595 seats, not all are necessarily available to sell – please see notes. Therefore, in the first instance Hirers are advised to work to the figure of 561 available seats.)**

### **Stalls**

Located on the flat floor nearest to the stage  
Each row is at the same level  
Rows A to I  
**234 seats**

### **Terrace**

Located to the rear of the stalls  
Each row is raised (from row K)  
Rows J to S  
**244 seats**

### **Balcony**

Located at the rear of the auditorium  
Each row is raised  
Rows W to ZZ  
**117 seats**

All seat numbers run consecutively from left to right, as you face the stage. If an aisle splits a row then the seat numbers continue across (not missing out numbers). This means that in certain locations in the terrace and balcony the seat numbers do not line up from row to row!

**IMPORTANT INFORMATION - Although we have 595 seats, not all are necessarily used.**

The following seats are **never sold**. *(Marked on the plan as black squares)*

- **Row K, seats 1 – 6** these seats are called House Seats. They are **never sold** and kept available for the night of the event in case of emergency.
- **Row S, seats 8 & 21** these seats are for stewards. They are **never sold** and kept available for the night of the event.

The following are seats that can be sold, but it depends on your requirements. Please discuss in detail when you are making your booking / checking technical requirements.

- **Row I, seats 1 – 26** are only used when you need the extra capacity. Using Row I means that all the rows in the stalls are much closer together and can feel a little cramped.
- **Row R, seats 7 – 18 & Row S, seats 9 – 20** are not used if you need room for a sound-desk. If your sound-desk will be in the Control Box (upstairs, behind the balcony) then these seats are available. If your sound-desk needs to be in the main auditorium, it is located over these seats.
- **Row C, seats 1 – 2, Row F, seats 1 – 2 & Row I, seats 1 - 2** these seats act as buffer zones for wheelchair users. If you are selling seats to wheelchair users, then these seats must not be sold, please see below for more information on wheelchair users. (Highlighted on the plan by a black border)

## **Terms and Conditions of ticket sales.**

Please note that by agreeing for the Princes Hall to act as your Box Office, our Terms and conditions and customers schemes (i.e. Essential companion Scheme) will apply to your event.

### **Terms and Conditions**

#### **Refunds & Exchanges**

We regret that once purchased, tickets cannot be exchanged or refunded, except in the case of a cancelled event. For cancelled events tickets must be returned to the Princes Hall before a refund will be issued. When we issue a refund to you, we will refund the price that you paid for your ticket. Service fees, processing fees and any other fees, such as delivery fees, are not refundable. In the event of extreme weather conditions (i.e. heavy snow fall) we are unable to offer refunds or exchanges if the show goes ahead.

#### **Pricing and Other Errors**

If the amount you pay for a ticket is obviously incorrect, regardless of whether it is an error in a price posted on this web site or otherwise communicated to you, or you are able to order a ticket before its scheduled on-sale date, then we reserve the right, at our sole discretion, to cancel your order and refund to you the amount that you paid. This policy will apply regardless of how the error occurred.

#### **Ticket Availability**

Ticket availability is subject to change. Sometimes promoters release additional tickets for an event after it has gone on sale. Tickets are also "locked" (not available) for a short time while customers complete their purchase. If a customer does not complete his or her purchase, previously locked tickets are released and made available for purchase. For these reasons and others, the tickets available for a given event can and do change rapidly. If you are unable to find tickets to an event, please check back again. Once your purchase has been completed however, we are unable to exchange or refund your order even if additional tickets become available at a later date.

### **Essential Companion Scheme**

#### **For those who need additional assistance...**

The Princes Hall operates a scheme for those who need somebody to be present, in order to assist them.

This Scheme allows members a free or reduced price adult ticket so that they can bring an 'Essential Companion' with them. The Scheme is not open to or intended for those who simply require a companion / friend or require assistance with transportation to the Princes Hall.

More information on our Essential Companion Scheme can be found at [www.princeshall.com/access](http://www.princeshall.com/access)

## **Tickets printed by Princes Hall Box Office**

Details of your event will be printed on standard Princes Hall admission tickets. The full colour tickets are 7.6cm(h) x 15.3cm (w) with a 3cm stub. We generally require 48 hours notice to print all tickets, which can then be collected from the Box Office.

## **Tickets produced and printed by you.**

If you have decided to sell your own tickets you must remember to include the following information on each one:

Event Name

Event Date & Start Time

Event Location - Princes Hall, Princes Way, Aldershot, Hampshire, GU11 1NX

Your Box Office Contact Number

Seat Location – ROW NUMBER and SEAT NUMBER

Seat Cost – if you have different prices for Adults and Concessions (Senior Citizens, Children, etc.)

If you sell your own tickets there are no charges

## **Your Box Office**

Please provide us with a contact telephone number for your Box Office. We may get calls from people asking to buy tickets for your event.

At your event you will be provided with a table in the main foyer on the first floor (if required) so that you can sell any tickets you may have remaining and also hand out tickets to customers who will be collecting from you directly before the event.

## **Wheelchair Users**

The auditorium seating is able to accommodate a maximum of 6 wheelchair users. Due to the size of standard wheelchairs two auditorium seats (seats 1 and 2) must be removed per wheelchair.

All allocated seats that can be removed for wheelchair users are found in the stalls. Rows A, B, D, E, G and H, seats 1 –2.

Companions, and other members of the group accompanying a wheelchair user, can be seated in the same row from seat 3 onwards.

As a courtesy to our customers, we offer the 'companion' of wheelchair users a complimentary ticket. This industry standard complies with the DDA (Disability Discrimination Act). When selling your tickets you will have to decide if you want to offer this discount. For more information on our scheme visit [www.princeshall.com/access](http://www.princeshall.com/access)

