



## Acts of Kindness Terms and Conditions

**Acts of Kindness** is a pay-it-forward ticket programme funded by public donations collected at Derby Theatre. These terms and conditions outline the approach and guidelines for engaging with the programme.

### 1. Eligibility

1.1 The programme is based primarily on financial need but also supports people who are facing other or additional barriers to attending.

1.2 Anyone engaging with the programme will not be asked for evidence of their need or questions about their personal circumstances.

1.3 The programme is offered in good faith and based on genuine need, and we ask that you only access the programme if you meet the criteria. It is understood that circumstances can change for individuals,

1.4 Tickets should only be requested by the person/s who intend to use them and not passed to a third party.

1.5 People who are part of communities and groups who engage with Derby Theatre are also able to access tickets as individuals.

1.6 Individuals can book tickets for themselves and their family. However, if this exceeds 6 people, we suggest that you connect with Derby Theatre's community team and access tickets through one of our programmes.

### 2. Tickets

2.1 For more information and to access **Acts of Kindness** tickets please contact Derby Theatre's Box Office by calling 01332 593939, Texting 07717346964 or visit the Box Office in person.

2.2 The Box Office team have a list (updated regularly) of shows, dates and tickets that are available. If there is a specific show you would like to see that is not on the list, please ask the Box Office team. Tickets are subject to availability.

2.3 Tickets for some touring productions, including one-night shows and comedy events, may not be available due to producer restrictions. Tickets for amateur productions are not available through Acts of Kindness.

2.4 **Acts of Kindness** cannot be applied retrospectively to tickets that have already been purchased and cannot be used in conjunction with any other offer.

2.5 If you have booked tickets through the Acts of Kindness programme and are no longer able to attend the performance you will be allowed to move your tickets to another performance of the same show (subject to availability) If you are unable to attend, we also ask that you let us know asap, so that the tickets can be allocated to someone else or released for sale.

2.6 Occasionally, performances do need to be cancelled or rescheduled. If this affects your Acts of Kindness tickets, Derby Theatre will endeavour to move your tickets to another performance or to a different show.