



Performance Ticket Terms and Conditions

March 2025

Author/Adapted from A Bowler (Assistant Business Manager) based on Ticket Source Customer Purchase Policy/[St Helen's Enterprises](#)

Version V1

Our Mission Statement

John Carmel Heenan (1905-1975) was Bishop of Leeds, Archbishop of Liverpool and Cardinal Archbishop of Westminster. This school is a living tribute to a very faithful servant of God. We are proud to bear his name.

We wear the word Veritas (Truth) on our school blazers in memory of St Thomas Aquinas. He lived a life of prayer and study which led him to the Dominican Order, whose motto is "Veritas" or "Truth". He sought truth wherever it could be found and burned with the desire to know the one truth, God, which gives meaning to all truths.

The Catholic Christian community at Cardinal Heenan endeavours to help pupils to know and build a relationship with Jesus Christ and to live the Catholic faith through prayer, sacraments and service. We are committed to making learning challenging and enjoyable for all so that we will secure the best outcomes and remain lifelong learners who are committed to seeking truth. We strive to help all to learn and grow, treating one another with respect and generosity, whilst supporting parents as the first and most important educators of our children. Our aim is to inspire excellence by encouraging every individual to be the person that God calls us to be, in preparation for this life and the life to come.

General Terms

By purchasing a ticket (or tickets) for a performance, you (the "Ticket Holder" or "Purchaser") agree to these Terms and Conditions. Please read them carefully before making a purchase. If you do not agree to these terms, do not proceed with the purchase.

Ticket Purchase

- a. Tickets are sold subject to availability. Once purchased, tickets cannot be exchanged, refunded, or transferred, except as specified in these terms.
- b. Tickets are for personal use only and cannot be resold for commercial purposes.
- c. Prices for tickets are listed at the time of purchase and may include taxes and service fees. These prices are subject to change.
- d. If you have made a booking for other individuals to attend the performance, you must make sure that the individuals attending the performance comply with these terms and conditions - particularly those that describe what we expect of you at the performance. You should therefore make sure they understand and accept these terms before you complete the online registration.
- e. Tickets must be bought before the performance. Ticket sales will close when tickets are sold out or at 1pm on the day of the performance.
- f. No tickets will be sold on the night of the performance.
- g. Those aged 16 or under can purchase a children's ticket.

Ticket Fees

- a. Cardinal Heenan Catholic High School is committed to pay 16% of gross ticket sales to the Licensor, Music Theatre International (Europe) Limited.
- b. Cardinal Heenan Catholic High School is committed to pay Parentpay fees of 1.53% per ticket to use the platform for ticket sales.
- c. Cardinal Heenan Catholic High School doesn't aim to make any profit on ticket sales. Any profit made will be added to school funds.

Performance Changes and Cancellations

- a. Cardinal Heenan Catholic High School reserves the right to make changes to the performance, including but not limited to the date, time, location, and performers. If the performance is rescheduled, you will be notified, and your ticket may remain valid for the new date.
- b. Refunds will not be issued if the performance is postponed or if the ticket holder is unable to attend the rescheduled performance.
- c. Refunds, if applicable, will be processed through the original point of purchase, and the original payment method will be refunded.

Entry Requirements

- a. A ticket purchase receipt must be presented in a valid format (e.g., electronic) at the performance for entry.
- b. Children under the age of 16 must be accompanied by an adult with a ticket.
- c. Cardinal Heenan Catholic High School reserves the right to refuse entry if tickets are found to be counterfeit or invalid.

Conduct at the Performance

- a. Attendees are expected to behave respectfully and follow all rules and regulations set by the school and the venue.
- b. The school reserves the right to remove any attendee who engages in disruptive behaviour or violates any rules.
- c. Parents or guardians are responsible for ensuring that children attending the performance behave appropriately.

Photography and Recording

- a. Photography and video recording during the performance is strictly prohibited.
- b. Anyone filming or taking photos will be asked to leave immediately.
- c. We may make recordings or take photographs of the Event, and in doing so we will process your personal data (including your image and recordings of your voice) in line with our [privacy policy](#).
- d. Please note that your **image may be captured in photographs** and / or films of the Event, and that those photos and films may be reproduced for promotional purposes, in advertising or in podcasts in future Events.
- e. If you prefer that your image is not used, please notify school via info@cardinalheenan.com.

Limitation of Liability

- a. The school is not responsible for any personal injury, loss, or damage that occurs during the performance.
- b. Attendees assume all risks associated with attending the performance, including potential injury or loss of personal property.

Force Majeure

The school will not be held liable for any failure to perform its obligations due to circumstances beyond its control, including, but not limited to, natural disasters, strikes, pandemics, government regulations, or other unforeseen performances.

Privacy and Data Collection

By purchasing a ticket, you consent to the collection and use of your personal information in accordance with the school's [privacy policy](#). This information may be used to process your ticket purchase, communicate performance details, and for any future school-related communications.

Ticket Resale

Tickets are for personal use only and may not be resold or transferred for commercial purposes. Any tickets found to be resold or transferred without authorization may be voided, and entry to the Performance may be denied.

Changes to Terms and Conditions

The school reserves the right to update or modify these Terms and Conditions at any time. Any changes will be communicated to ticket holders through the contact details provided during the ticket purchase.

Contact Information

For enquiries or concerns regarding tickets, performance details, or any other issues, please contact us at Cardinal Heenan Catholic High School via info@cardinalheenan.com.

Performance Licensor Details – Oliver! 24 – 28 March 2025

MUSIC THEATRE INTERNATIONAL (EUROPE) LIMITED, whose registered office is at 12-14 Mortimer Street, London, W1T 3JJ

End of Terms and Conditions