



Terms and Conditions Ticket Sales

Refunds and Exchanges

All booking fees & postal charges are non-refundable.

Tickets that are not mailed are held at the box office for collection during show week.

Tickets may be exchanged for an alternative performance night if returned to the Box Office no later than 24 hours prior to the original performance.

For most events, tickets may be returned to the Box Office no later than 24 hours prior to the start of the performance where a refund will be given equal to the face value of the ticket.

Tickets are not refundable after the event has taken place unless notified in advance. By agreeing to these terms purchasers waive their right to a refund for tickets not picked up from the box office.

Cancelled or Postponed Events

Occasionally, events are cancelled or postponed due to circumstances beyond our control. When this occurs, the Stiwt Arts Trust Limited will make every effort to ensure you receive a prompt refund of the ticket price if applicable. Booking fees & postal charges are non-refundable. If the event is moved or rescheduled, the tickets will be honoured for the rescheduled date.

Booking Fees

Tickets purchased through Intelligent Tickets are subject to a small booking fee. These fees are always non-refundable.

Delivery of Tickets

Orders are processed only after a billing address has been verified. Occasionally, we receive incorrect billing or credit card account information for a ticket order that can delay processing and delivery. In these cases, the Stiwt Theatre will make every effort to contact you, using the information provided at the time of purchase. If the Stiwt Theatre is unable to reach you after its initial attempt, we may cancel your order and sell your tickets to another customer. If this occurs you will be notified via email.

Standard Mail

If you have selected Royal Mail as your delivery method, please allow at least 14 days after you order is made to receive your tickets. Tickets sent via Royal Mail can be sent only to the verified billing address.

Box Office Collection

The Box Office is open for the collection of tickets.

Opening times will be 1 hour prior to the start of the show.

Please remember to bring a printed copy of your receipt (emailed to you at time of booking) when picking up your tickets from the Box Office. By agreeing to these terms purchasers waive their right to any refund for tickets not picked up from the box office.

Payment Methods

Using this online booking facility the Stiwt Theatre accepts most major credit cards via PayPal including: American Express, Mastercard, Visa, Visa Electron, Maestro, Visa Delta, Switch, Solo. We also accept payment by cheque which you must post to us to confirm your booking.

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Ffôn Swyddfa

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Arts Trust Limited

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Office Telephone

Box Office

Fax

e.mail

Web Site



We do accept credit cards at the Theatre Box Office as well as the online facility.

Note: - You do not need a PayPal account to use this facility just click on the 'Don't have a PayPal account?' option on the PayPal screen.

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