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Box Office Terms and Conditions

These terms and conditions apply to all tickets sold, and bookings made by The Albert Hall, and our selling partners. This does not apply to tickets sold by promoters of events at The Albert Hall.

Our on-line and telephone bookings are provided by a small, Welsh based company, called Ticketsource, that specialise in ticketing for events run by community venues. By using Ticketsource, we are able to offer you services that we wouldn't otherwise have the resources and volunteers to do.

You can book online by visiting our TicketSource, TicketShop at thealberthall.co.uk/tickets or ticketsource.co.uk/alberthalltheatre.

You can book by telephone by calling 0333 666 3366 or 0300 102 4255 (Option 1). If the office is closed, there is an answerphone, and call back service. Calls to 03 numbers cost the same as a normal landline number (i.e. 03 numbers cost the same to call as an 01 or 02 phone number) even from a mobile, or are completely free if you have free minutes. It is also possible to call an 03 number from abroad.

You can book in person, by visiting one of our Ticket outlets listed on our '[How to Buy Tickets Page](#)', or by arriving at the theatre 30 minutes before the show begins (depending on availability).

Online booking fees

When you book online, you will have to pay a small booking fee. This covers the cost of TicketSource providing the service, along with any credit and debit

card handling fees. The booking fee is applied per ticket, and will be clearly displayed when booking.

Telephone booking fees

When you book by telephone, a Service charge will be applied, plus the same ticket booking fees as above. This covers the cost of TicketSource providing the service, along with the cost of postal ticket delivery, and any credit and debit card handling fees. The booking fee is applied per ticket, and the service charge will be applied per transaction. Tickets for telephone bookings received more than three working days before the event may be dispatched by post, text or email. Tickets for telephone bookings received less than four working days before the event will either be sent to the customer as an e-ticket to their email address, or as a mobile ticket to their mobile phone.

TicketSource's Terms and Conditions

If you would like to view TicketSource's own Terms and Conditions, for their Online and Telephone Box Office services, please visit

<https://www.ticketsource.co.uk/kb/terms-of-use/terms-and-conditions>

In Person booking fees

All tickets booked in person, do not carry a booking fee, or service charge, and therefore you will only pay the ticket price.

Refunds and Exchanges

All tickets purchased, whether bought online, over the phone, or in person are non-refundable and non-exchangeable. Should an event be cancelled, moved to another date, or details of the Event are significantly changed after a booking is placed (significant changes being a change of headline act (concerts only), venue or show time), by The Albert Hall, or the promoter, you will be entitled to a full refund of the advertised ticket price, excluding any booking fees, or service charges. Customers will be contacted by email, SMS (mobile text), phone, or mail, in this case, and advised how their refund will be processed.

TicketSource Refund Protection

TicketSource offers optional refund protection through Booking Protect. Customers will be provided with the opportunity to add refund protection to their ticket purchase and you should consider purchasing this cover as tickets are sold as non-refundable unless an event is cancelled or significantly changed (please refer to the purchase policy for further detail). Please note, refund protection can only be added at the time of booking and not at a later date.

For more information, visit

<https://www.ticketsource.co.uk/kb/customers/refund-protection>

Please note, this service is not provided by, or affiliated with The Albert Hall.

Questions

Should you have any questions regarding these Terms and Conditions, please do not hesitate to contact us at hello@thealberthall.co.uk