

Terms and Conditions – Ticketing

This policy was last updated on 18 November 2024.

All tickets are non-refundable except under the circumstances outlined below. However, we do offer a ticket exchange service via [ticketswap.co.uk](https://www.ticketswap.co.uk).

Definitions

- “Event” means an entertainment, opera, concert or any other event held at Opera Holland Park for which we have the right to sell tickets.
- “Tickets” means e-tickets or any other kind of proof of purchase, including those sold by us or an authorised producer or promoter giving the purchaser the right of admittance to an Opera Holland Park event.
- “We” means Opera Holland Park. “Us” and “Our” shall be assumed to represent the same parties.
- “You” means you or anybody who in our opinion is acting on your behalf.
- “Management” means any member of staff designated to act on behalf of the company, stewards (who carry the authority of the Management) and members of the administration team at Opera Holland Park.
- A ‘Member’ or ‘Supporter’ is someone that holds a current membership with Opera Holland Park. This could be a Silver Member, Gold Member, Envoy, Ambassador, Benefactor, Founder or Jubilee Society Member. You can find out under My Account whether you currently hold an active membership.

Tickets

All tickets are sold subject to availability and are subject to these terms and conditions. Once read, any issues relating to them should be raised with us before purchase. Purchase of tickets represents acceptance of these terms and conditions.

1. It is your responsibility to check your tickets once received. It may not be possible to rectify mistakes after purchase.
2. It is your responsibility to bring your ticket with you in order to gain admission. Only tickets purchased through our website, Box Office or approved agents are valid for admission.
3. You may not transfer or resell a ticket for more than its face value as printed on your ticket.
4. We reserve the right to limit the number of tickets that a single customer can purchase. We reserve the right to cancel tickets that are purchased in excess of any restrictions that are communicated at the time of purchase.
5. All tickets will be e-tickets, and sent to the lead booker via email. You can print the e-tickets in advance of the performance or show them on your mobile phone when visiting the theatre.
6. In exceptional circumstances, we reserve the right to allocate different seats should this be necessary. We will endeavour to ensure these are of the equivalent value to those purchased. If this is not possible, suitable compensation will be offered.
7. Due to the unique nature of our venue being rebuilt each year, while we will do our best to ensure any restricted views are communicated at the point of purchase,

sightlines will vary between productions and we can not be 100% certain of any set-based restricted views until the run has begun. All seats are purchased on the understanding that sightlines are not confirmed, including those for the surtitles, and tickets are non-refundable. If you have any questions or concerns, please contact the box office before purchase.

8. Patrons with access requirements must inform us at the time of booking. You are responsible for booking appropriate seats for your accessibility needs, or informing Box Office staff when booking over the phone. In the event that you book for an area advertised as inaccessible, we will do our best to provide alternative facilities but without guarantee. More information about Access at Opera Holland Park can be found [here](#).
9. Please note that a booking fee of £4.25 per order will apply unless you are a Member or Supporter of Opera Holland Park.

Refunds and exchanges

All tickets are non-refundable at the point of purchase except under the circumstances outlined below:

10. In the event that a performance is cancelled after it has begun (due to circumstances outside our control for example, but not limited to; power failures, extreme weather, medical emergencies, demonstrations and disturbances etc.), refunds or offers of exchange will only be made at our discretion. The use of understudies or replacements does not represent a material change. In the case of rescheduling or cancellation of events, we will contact you by email.
11. Where applicable in these circumstances, tickets will be refunded for an OHP Credit Voucher or for credit on your OHP account. These credits will remain valid for 18 months from the date of issue and will have no value once expired.

You may be able to exchange your tickets for use on a different date (for the same production) under the below circumstances:

12. Ticket exchanges are at the discretion of the management and subject to a £6.50 fee per exchange per ticket.
13. Exchanges are available to Members and Supporters for free of charge (please refer to the definition of Members and Supporters above).
14. All ticket exchanges must be requested no later than a minimum 48 hours before the start time of the performance.
15. Where exchanging to a different performance of the same production is not possible, the offer of OHP Credit will only be made at the discretion of the management.
16. Any requests to exchange within 48 hours of the performance will be reviewed on a case by case basis by management who have the right to reject any request at their discretion.
17. You are entitled to offer your tickets for resale through our affiliate partner, [Ticketswap.co.uk](https://www.ticketswap.co.uk) for no more than the face value printed on the ticket. Any tickets offered on [Ticketswap.co.uk](https://www.ticketswap.co.uk) are not valid for exchange as listed above. Offers to resell your ticket on any other platform is strictly prohibited and may result in denied admission.

Admission

18. A valid ticket must be presented in order to gain entry to an event.

19. We reserve the right to refuse admission to ticket holders on reasonable grounds, including non-compliance with instructions from staff and inappropriate or aggressive behaviour. We ask our visitors to treat our staff, performers and other audience with respect and courtesy. We are an inclusive and welcoming company. Anyone who does not uphold this culture will be asked to leave.
20. Non-compliance with Public Health regulations and other safety measures in place at the venue may also result in refusal of admission.
21. You must comply with all reasonable instructions of the management and staff at all times.
22. We operate a strict latecomer's policy. Latecomers will not be permitted until a suitable break in the performance, identified by the theatre management. This may be the interval. Latecomers will be asked to remain in the foyer area and/or public areas deemed acceptable by the management, keeping noise to an acceptable volume as not to disturb the audience while the performance is taking place.
23. Animals are not permitted within the theatre premises with the exception of service animals. Service animals refer to certified animals trained to assist individuals with disabilities. Patrons accompanied by service animals must ensure that the animal remains under control at all time and does not disrupt the performance for others.
24. The management reserves the right to conduct security searches and to confiscate any item, which in the reasonable opinion of the management may cause danger or disruption to other members of the audience. Refusal to comply will result in denied admission.
25. Patrons may leave the seating auditorium during a performance but may not be readmitted until a suitable break, unless it is a Discovery Matinee. This may be the interval or not at all should it be after the interval.
26. Children under seven years of age are not permitted in the theatre unless attending the Schools Matinee or a specific family event including Relaxed Performances. Age restrictions for all external hires or visiting companies (including British Youth Opera) will differ depending on the visiting company's policies. Please ask for further details. Babes in arms will only be admitted to Discovery Matinees, and for these performances anyone over the age of 2 must have a seat purchased for them.
27. You must decide if a performance is suitable for any child attending with you upon booking. We accept no responsibility for any effect, injury or offence caused by the attendance of a child at an unsuitable performance.
28. All children must be accompanied by and remain under the care and control of a responsible adult at all times.
29. School groups must have a minimum ratio of one adult to ten children with at least two adults accompanying any group of children even if the group number is less than ten. If you would like to receive a copy of our Child Protection Policy please contact the Inspire team.
30. Access discounts are only available to those with an Access 'tag' on their account and only apply to particular price bands. We reserve the right to ask for proof of eligibility at the time of admission.
31. Smoking is prohibited on site.

Performances

32. We will advise when any special effects, pyrotechnic effects, lighting effects and gunshots, will be used. If you have any specific sensitivities to effects such as strobe lighting or loud bangs, please advise the Front of House Manager when you arrive at the theatre.

33. Subtitles are provided on screens. Subtitles may not always be visible from all parts of the theatre at all times. We do not guarantee that subtitles will always be in operation.
34. OHP is not responsible for extraneous or ambient noise caused by persons or factors outside of our control. The existence of such noise will not constitute a breach of our obligation to provide you with a performance.
35. The unauthorised use of cameras, audio and video equipment is not permitted. Purchase of a ticket means you consent to filming, photography and sound recording which may include you as a member of the audience and its use in commercial distribution without payment or copyright. Unauthorised recordings may be confiscated and destroyed. We will not be responsible for any loss, theft or damage to confiscated equipment.
36. All ticket holders consent to the photographing and filming of themselves as members of the audience. It is the responsibility of the person in charge of the group to seek consent from parents or guardians in advance of the visit.

Food and drink

37. We have a wide selection of food and drink available to purchase from our Theatre Bar. We ask that patrons do not bring food or wine into the theatre unless for use at a pre-booked picnic table.
38. Patrons occupying picnic tables must also hold tickets for the same performance.
39. No picnics are permitted in the theatre other than in the designated picnics areas which must be pre-booked.
40. Our picnic areas have strict capacity limits, which are communicated to customers upon booking. As a result, we are unable to add additional persons to tables.
41. OHP is not responsible for picnics purchased from third parties. All feedback and complaints should be directed to the picnic provider.

Liability

42. Our liability to you whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with these terms and conditions is limited to the purchase price of the tickets under the terms outlined above. Your personal circumstances and arrangements including travel, accommodation etc. that are arranged by you are not our responsibility.
43. We do not accept any responsibility for any loss, damage or theft of your property unless caused as a result of our negligence or breach of statutory duties. We will not be liable for loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with your attendance and participation at the performances. These terms apply to consumers who have made a purchase for domestic and private use. If you use your tickets for commercial, business or re-sale purpose, we will have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity. Valuables should not be left unattended, and food items should be packed away so as to protect them from the local wildlife.
44. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation or for breach of your legal rights.

Complaints and disputes

45. Should you have reason to complain, you should do so to the relevant duty manager during your visit. If the complaint relates to matters of booking or any other aspect prior to your visit, please email boxoffice@operahollandpark.com.
46. In the event that you cannot resolve the matter, you may take the complaint further by writing to the Director of Audiences and Engagement, Opera Holland Park, 37 Pembroke Road, London W8 6PW. Email info@operahollandpark.com. We shall endeavour to answer all complaints within seven working days but answers may take up to 28 working days.

If you have any complaints about our fundraising policies, please refer to this page.

General

47. We will process your personal data in accordance with our Privacy Policy.
48. These terms, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction.