



TERMS & CONDITIONS

A Note on Booking

- Both the SAVVY Studio and Fairfield Halls are fully accessible but do let us know if you require a wheelchair space.
- We recommend you arrive at least 20 minutes before the start of the performance.
- All of our shows are suitable for a family audience unless otherwise stated.
- Tickets must be booked in advance.
- We don't do concession rates however we don't charge for babies or children under 2 years of age but do ask that if babies and small children are becoming restless that you discreetly take them out of the performance.
- If you need to bring support with you to one of our shows, please contact us so we can arrange an additional ticket.
- Parents/carers are responsible for any children and vulnerable adults throughout the show and ALL children must be accompanied by an adult.
- Taking photographs and filming throughout the experience is allowed BUT PLEASE **DO NOT USE A FLASH** AND BE MINDFUL OF THE PERFORMERS AND OTHER AUDIENCE WHILE DOING SO.

SAVVY endeavours to be as accessible as possible, so if you require additional access support, such as BSL interpretation or Audio Description, please let us know at the time of booking so we can provide this for the show you will be attending.

A Welcome to the Theatre Social Story is available online: [CLICK HERE](#)

We have a great Front-of-House team who are on hand to assist, and we are always happy to help, so do get in touch if you have any questions.

Cancellations & Refunds

In the unlikely event that we will need to cancel a show, we will endeavour to give you as much notice as possible. It will then be your choice whether you would like to move to another date or receive a full refund.

Should YOU need to cancel a booking, refunds will only be given up to one week before the show except in the following circumstances:

- You are showing symptoms and are awaiting the results of a Covid-19 test
- You have been asked to self-isolate due to being in close contact with someone showing symptoms
- On the day of the show, you have a high temperature and/or are experiencing symptoms associated with the coronavirus.

Our Covid-19 Code of Conduct and Social Distancing Policies.

By purchasing a ticket, you agree to abide by our social distancing policies and code of conduct while attending this event. Should you deliberately break these policies we will ask you to leave the venue and there will be no refund of tickets.

Whilst SAVVY will take all measures possible to ensure social distancing and cleanliness, by purchasing a ticket you acknowledged that they will not be able to guarantee this at all times.

SAVVY has put a number of measures in place to ensure your continued safety as we continue to negotiate this pandemic including:

- We will be keeping the windows in our studio open up until show time. We will then close them for the duration of the performance.
- We will encourage you to wear a mask but will not be insisting upon it. We will have disposable masks available should anyone want to wear one.

A copy of our policies and full risk assessment related to Covid is available on request.