Ticketing & Conditions of Sale Policy

1. Tickets

1.1. Tickets may only be exchanged where made possible in agreement with venue box offices and third party ticketing partners. Tickets are void if resold via any other outlet or third party and Fundamentally Dance Limited and its associated companies reserves the right to deny access to tickets and/or a show to any buyer if the buyer resells or offers for re-sale any ticket through a secondary ticketing facility as defined in the Consumer Rights Act 2015.

1.2. Tickets cannot be refunded except on the cancellation or substantial alteration of the performance.

1.3. Tickets are sold subject to shows at the Fundamentally Dance Limited right to make any alterations to the programme or cast. A change of cast, lead role or soloist shall not constitute a substantial alteration and will not lead to tickets being refunded.

1.4. If the performance or event has to be interrupted or abandoned no money will be refunded if more than half of the performance or event has taken place.

1.5. Fundamentally Dance Limited reserves the right to refuse admission to the venue.

1.6. Fundamentally Dance Limited reserves the right to provide alternative seats to those specified on the ticket.

1.7. Latecomers will not be admitted to the venue unless there is a suitable break or interval.

1.8. Children must have their own ticket and must be seated next to an accompanying adult. Children aged 0–4 will not be admitted to the auditoriums unless otherwise advertised.

1.9. The use of cameras and recording equipment is strictly forbidden during all performances.

1.10. Ticket holders acknowledge that Fundamentally Dance Limited and its subsidiary and sister companies, including authorized third parties, may record (video and/or audio) throughout the venue premises including without limitation in connection with the ticketed

event. Ticket holders give their express consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of and/or in connection with the ticketed event or otherwise at Fundamentally Dance in any/all media throughout the world. Ticket holders further agree to being filmed by Fundamentally Dance, police and/or security staff for health and safety, security and crime prevention purposes.

1.11. The rollout of e-tickets offers our visitors greater flexibility and security, and is a vital step towards us meeting our environmental obligations. In most cases, venues will manage the distribution of tickets via their platform. Please contact the venue for further information.

2. Show-Specific Returns

2.1. In some instances, for example, performances of Ballet Nights, ticket exchanges are unavailable. In most instances, returns or exchanges can be handled by the venue hosting the performance. Please contact your ticketing venue for further information.

3. Minimum Age

3.1 We have a minimum attendee age policy for specific productions. In most instances, we allow children 5 years of age and older with adult supervision. Parents are responsible for the behavior of their children at all times. Please see show-specific information and guidelines on age-appropriate content and suitability.

By purchasing a ticket to Ballet Nights, you attest that you are at least 11 years of age or that you are accompanied by a parent or guardian who is at least 18 years of age.

Please note that some performances or productions may contain adult themes (although unlikely), so parents are advised to use their discretion when deciding whether to bring their children.

4. Discounts and Promotions

4.1. Fundamentally Dance Limited may from time to time offer promotional discounts. These are discretionary and may be subject to change or withdrawal without notice.

4.2. A specific discount is currently available via a pop-up offer on our website to users who submit a valid email address. This discount is capped at a set amount of uses and is offered at

our discretion. We reserve the right to amend the value, remove, or suspend this or any other promotional offer at any time.

4.3. Discounts cannot be applied retrospectively and cannot be exchanged for cash.

4.4. Promotional codes must be applied at the point of purchase and cannot be redeemed after the transaction is complete.

5. Statutory and Consumer Compliance

5.1. This policy complies with the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, where applicable.

5.2. Tickets purchased via online platforms or by phone may be exempt from the 14-day cancellation period under regulation 28(1)(h) of the Consumer Contracts Regulations 2013, which excludes leisure activities for specific dates.

5.3. All personal data collected as part of ticketing, marketing, or promotional offers (such as email capture via website pop-ups) is handled in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Our Privacy Policy sets out how we use and store your information.

5.4. In cases of dispute, Fundamentally Dance Limited will comply with guidance from the Competition and Markets Authority (CMA) and industry regulators.

Policy Updated: July 2025
Policy to be reviewed: July 2026