

# SCHOOLS' CONCERTS

## Terms & Conditions

Thank you for booking a Schools' Concert delivered by Trinity Laban Conservatoire of Music and Dance. Please read the following Terms and Conditions carefully. They explain how our ticketing process works:

### Booking Tickets

- Please ensure you have requested the correct number of tickets for both students and accompanying adults.
- You will be notified of the outcome of your application within 4 weeks of applying for tickets. Please note that the number of tickets requested cannot be changed after this point.
- If your application has been successful Trinity Laban will send an invoice for the full amount due, to the email addresses you have provided. Please do not send any cheques until you have received an invoice from us.
- You will receive an email prior to the concert date with final details about the performance. Please ensure that you submit a correct, working email address for this.
- Please note that tickets are not sent to you prior to the concert. Instead, you will be asked to sign-in on arrival on the day of the Schools' Concert and submit a full and correct register for all attending young people and staff.
- The right is reserved to substitute artists and to vary programmes if necessary.

### Payment

- Full payment is due by the deadline stated on the invoice, strictly.
- If the invoice has not been paid in full by the payment deadline, Trinity Laban reserves the right to turn people away from the concert.
- Trinity Laban reserves the right to prevent schools who miss the payment deadline from booking future Schools' Concerts.

### Cancellations & Refunds

- Cancellations will be accepted up to one month before the concert date. After this point you will be charged the full amount for the tickets.
- Successful applications made within one month of the concert are non-refundable.