

## **RCM Box Office Terms & Conditions**

The RCM Box Office is open weekdays 10.00am – 4.00pm for telephone and in person sales and enquiries, and for up to one hour before any given event for in person sales and collection of tickets only. Times may be subject to change as necessary.

Tickets issued are subject to the following conditions:

1. The Royal College of Music reserves the right to refuse admission and request any ticket holder to leave the premises and take any appropriate action to enforce this right.
2. Tickets cannot be exchanged or refunded unless a performance is cancelled.
3. Tickets are issued subject to the Royal College of Music's right to make any alterations to the personnel, programme and advertised arrangements for any performance rendered necessary by unavoidable cause.
4. Latecomers will not be admitted unless there is a suitable pause in the performance.
5. Mobile phones and other electronic devices must be switched off before entering the performance spaces.
6. The use of video-cameras and flash-photography is strictly prohibited.
7. Food and drink are not allowed in the performance spaces.
8. For ticketed events, every member of the audience must possess a valid ticket.
9. Unless otherwise specified, children under the age of three will not be admitted to performances at the RCM.

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