

# Terms & conditions

## Access and use

- Please note all Lounge Experience packages do not include performance tickets; you must have a valid ticket to the show/event.
- Access to the Virtuoso Lounge is only available to guests who have purchased a Lounge Experience Package for the relevant performance date.
- Access to the Virtuoso Lounge opens one hour prior to the scheduled start time of the performance which may differ from the venue opening time. Please arrive promptly to make the most of your visit. Late admission to the lounge may result in lost access time, and no compensation will be given.
- For performances without an interval, access will be made available for up to 20 minutes after the performance ends. We reserve the right to close the lounge after this time.
- Child packages must be purchased with either a Classic or Signature Lounge Experience Package and must be accompanied at all times by an adult aged 18 or over.
- The Virtuoso Lounge is accessible via stairs or lift.

## Packages and pricing

- Package menus, products, and pricing may be changed or withdrawn at any time without notice.
- All drinks are served in accordance with our license. We operate a Challenge 25 Policy: ID may be requested for anyone who appears to be under the age of 25.
- If we refuse to serve alcohol, no refunds will be given in part or full; a non-alcoholic alternative will be offered instead.
- Allergen and ingredient information is available from your Lounge Host. Gluten-free, vegetarian and vegan options are available. Please advise us of any allergies when booking.
- Anvil Arts reserves the right to introduce discounts and special offers on Lounge Experience Packages at any time. These cannot be applied to packages already purchased.
- Lounge Experience Packages can be purchased using valid Anvil Arts Gift Vouchers. All standard gift voucher terms apply.

## Refunds and exchanges

- Lounge Experience Packages are non-refundable unless Ticket Protection has been purchased alongside your main tickets. Where Ticket Protection applies, refunds will be issued up to a maximum of £100 per person. Please refer to the Ticket Protection terms and conditions.
- If a performance is cancelled, your Lounge Experience Package will be refunded in full.
- If a performance is postponed, your package will be automatically transferred to the new date. If you are unable to attend the rescheduled date, please contact the box office within 14 days of notification.

**Please treat our staff and other guests with respect. Abusive, harassing or disruptive behavior will not be tolerated and may result in removal from the venue without a refund.**

