

Terms and Conditions of Purchase

By attending this/these events you are accepting the following Terms and Conditions and are agreeing to be bound by them and to comply with all applicable laws and regulations.

The management reserves the right to change or cancel the advertised programme.

The management reserves the right to refuse admission.

Attendees should be present at the event to register or collect tickets at least 20 minutes in advance of event start times. Once purchased, tickets cannot be exchanged or refunded, unless the event is cancelled, should a show be cancelled you will be offered the option of a refund of the face value of the tickets (less the booking fee) or a gift voucher for the whole order value. All tickets will be offered subject to availability at the time of booking.

Tickets are non-transferable. If you sell or purchase tickets for this event via a reseller such as Seatwave, Viagogo, GetMeln, TicketsNow, StubHub or Ebay or any outlet other than Leicester Square Theatre or one of their authorised agents the ticket will be cancelled without refund.

Leicester Square Theatre cannot be held responsible for any additional costs incurred by the ticket purchaser or their associates in relation to event cancellation or non-appearance. Travel, accommodation, meals and all ancillary products are purchased solely at the risk of the ticket purchaser and are not deemed connected to the event ticket or the ticket supplier.

Under 18s must be accompanied by an adult.

Latecomers will only be admitted at the discretion of event management staff and at an appropriate interval.

Only food and drink purchased at the venue may be consumed on the property.

Event management accepts no responsibility for possessions lost or stolen on the premises.

Bag searches are carried out at all LIAT venues. Searching is a condition of entry to protect your safety and that of other visitors. We may therefore conduct security searches of clothing, bags and other items, as determined by us in our reasonable discretion, including on entry and exit. Upon entry patrons may be subject to body searches with handheld metal detectors.

Unless otherwise indicated, all graphics, logos and commercial markings are registered trademarks. You may not use, copy, reproduce, republish, upload, post, transmit, distribute or modify any Trademarks in any way, including in advertising or publicity pertaining to or distribution of materials, without prior written consent.

Photography or recording of the performance is prohibited. Should you film or take any pictures you may be asked to delete them and asked to leave the performance. Any use of mobile phones during performances is strictly prohibited as it is distracting for both performers and other audience members.

Event management reserve the right to make changes to these Terms & Conditions at any time without prior notice.

Privacy Policy

Who We Are

Leicester Square Theatre and the Museum of Comedy are operated by London International Arts Theatre (LIAT) Ltd (company registration 06154026). We respect your privacy and protect all personal information you provide when buying tickets. The information you provide will be used to deliver services, to keep you informed of news, offers and future events and for administrative purposes. This privacy policy is meant to help you understand what data we collect, why we collect it, and what we do with it.

Ticketing data

When you purchase tickets, gift vouchers, merchandise or membership through our Box Office at Leicester Square Theatre or at the Museum of Comedy (either in person or over the phone) your name, email address, phone number and address will be stored by our ticketing partner, Ticketsolve.

When you book tickets online, data is shared between LIAT, Realex (payment gateway) and Ticketsolve (ticketing platform) in order to process the transaction. Where patrons have opted to provide their details for mailings, data will be shared with MailChimp (our email partner). Ticketsolve acts as a data processor on behalf of LIAT.

Ticketsolve, Realex, Mailchimp and LIAT have implemented appropriate technological measures to protect against accidental loss, destruction, damage, alteration or disclosure. For more information, please see their privacy notices here:

<https://www.ticketsolve.com/privacy-policy>

<https://www.globalpaymentsinc.com/en-gb/accept-payments/ecommerce/privacy>

<https://mailchimp.com/legal/privacy>

We will process your information on the basis of performance of your contract with us (e.g. providing information relating to an event you have booked tickets for), your consent (e.g. sending marketing materials if you sign up to our mailing lists) or our legitimate interests.

Our legitimate interests may include sending you marketing and advertising that is likely to be of interest, in order to manage our relationship with you and in order to conduct our business. In such a case we will make sure that we assess any impact this may have upon you and won't use your information if we believe your interests should override ours. You have the right to object to this use.

We will retain your information for as long as is necessary to provide you with the services you have requested from us or for as long as we reasonably require to retain the information for our lawful business purposes or for as long as the law otherwise permits.

Mailing lists

When you sign up for our mailing list, either at the time of booking or separately through our sign-up form, we collect personal information. We use that information for a few reasons: to share information such as news about upcoming shows; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We also gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our marketing. You can unsubscribe by clicking on the unsubscribe link at the bottom of any of our emails or by emailing boxoffice@leicestersquaretheatre.com

We may update, review and update this policy. This version was adopted on 21 May 2018.

You have certain rights in respect of the information we hold about you, including the right to be informed about how we use your information, the right to ask us not to use your information for marketing purposes, the right to request access to information about you that we hold, the right to request any incorrect information is amended and in certain circumstances the right to request that we stop processing information about you.

In instances where we rely on your consent to process your information you may withdraw this consent. In instances where we use your information on the basis of our legitimate interest you may object to this. In instances where we hold information about you in connection with the performance of contract you may request a copy of this information.

You also have the right to make a complaint about us to the Information Commissioner's Office or the relevant organisation in another country.

We reserve the right to retain certain information for our own record-keeping and to defend ourselves against any claims. We may also need to send you communications regarding your account even when you have requested not to receive marketing communications.

Access to your personal information

You are entitled to view, amend or delete the personal information that we hold. Email your request (and any further questions) to our data protection officer gareth@leicestersquaretheatre.com or contact us at Leicester Square Theatre, 6 Leicester Place, London, WC2H 7BX.