



Telephone Box Office - Terms Of Service

1. A telephone service fee of £1.75 applies to all completed bookings in addition to any applicable booking fee.
2. All publicity and marketing material should clearly show any applicable telephone service and booking fees.
3. The telephone service fee can be absorbed by you upon request via email, to support@ticketsource.co.uk
4. The TicketSource telephone box office service is available from Monday to Friday, 9.00AM to 7.00PM (excluding bank holidays) and Saturday from 9.00AM to 5.00PM.
5. Calls received outside of available hours will operate on an answerphone and call back basis.
6. The telephone box office service is available via a local rate 03 telephone number. Our tele-phone box office number will be confirmed with you upon acceptable of your application.
7. Tickets for telephone bookings received more than three working days before the event may be dispatched by post, text message or email depending on your account settings (If you have de-activated the option for mobile ticket and/or postal tickets, these options will not be available to telephone booking customers).
8. Tickets for telephone bookings received less than four working days before the event will either be sent to the customer by text message or email (where applicable).
9. **If a customer does not have access to text messages or email, we will supply the booking confirmation number and advise them to provide the booking confirmation number along with some form of identification on arrival at the venue.**
10. To assist with all bookings, please ensure that you include details of who is covered by concessions within the comment boxes attached to the price categories in the event setup. For family shows, if you permit very small children free entrance whilst sitting on parents' laps, please advise any age limit within the comment boxes attached to the price categories in the event setup.
11. If you have appended your own terms and conditions of sale to your event, please ensure they are kept as succinct as possible as our box office team are required to relay all terms and conditions to the customer over the phone.