

IMMERISION THEATRE - BAD WEATHER POLICY

Our summer productions are Open–Air and performed outside, uncovered. Venues and audience members therefore accept that weather, climate, temperature, light conditions, and various other elements which are out of our control, may impact the performance. While we make every effort to complete each show, we reserve the right to:

- Stop and start the performance as necessary, up to three times.
- Commence the show up to one hour after the stated time.

Apart from extreme circumstances, we will not cancel a performance before the advertised start time. It can often rain all day, yet clear up just before the performance is due to commence. For this reason, we request you do not contact the company for updates at any point before the show as no decision will be made until just before the performance is due to start.

We perform in all but the worst of weathers, rain included. Refunds will therefore **not** be issued due to the performance going ahead in "rubbish weather". However, where such weather is deemed to pose a health and safety risk to the performers or audience i.e. torrential rain or thunder and lightning strike – we reserve the right to pause the performance up to three times and restart. Should the performance be unable to continue, the decision to cancel will be made between ourselves and the venue manager.

REFUNDS AND EXCHANGES

Refunds and exchanges are not given for the cancellation or abandonment of a show as a result of poor weather. Exchanges will **only** apply should a performance be cancelled **before** the interval. In this instance, audience members will be entitled to exchange tickets with the nearest value to the original ticket at any other show during the show's tour, subject to availability and agreement with the third-party venue.

Please note, if a performance reaches the interval, no refunds or exchanges will be given, even if the weather prevents the second half from going ahead.

Likewise, should an audience member choose to leave due to weather, yet the performance still takes place, no refunds or exchanges will be given. Please ensure you have read these terms and conditions thoroughly as no exceptions will be made under any circumstances. By purchasing a ticket to one of our open-air performances, you are therefore acknowledging that you understand the risk of buying tickets and agree to these terms and conditions.