

Exhibition and Arts Programme Booking Information and Policy

To book tickets for the HomePlace Exhibition and 'The Helicon' performance space:

Online -visit **W:** www.seamusheaneyhome.com;

In person/telephone -Seamus Heaney HomePlace Reception Box Office: **Tel: 028 7938 7444**

HomePlace Reception Box Office Opening Times:

Monday – Saturday 10am to 5pm & Sunday 1pm- 5pm

Please note that tickets for designated wheelchair seating in the auditorium can **only** be purchased through HomePlace Reception Box Office. If you have any sensory or mobility access needs, please telephone box office and we would be pleased to help you access our services.

Ticket Payment

Payments can be made by cash*, cheque*, debit and credit card. Tickets can only be confirmed on receipt of payment. *Only at HomePlace Reception Box Office.

Refund Policy

Once purchased, tickets cannot be exchanged or money refunded except where a performance has been cancelled. The management reserves the right to alter or cancel performances without prior notice if circumstances make this unavoidable.

Latecomers Policy

Please note that all performances start sharply at the time given on your ticket and as advertised. Out of consideration for other patrons, latecomers will only be admitted at the interval if applicable. **Not all performances will have this available.** This policy will be strictly enforced by the Duty Officer and we will appreciate your cooperation.

Concessions

Where applicable, concession rates are available for specific shows and are detailed within the relevant performance information. Concession rates apply to those under 16 years and over 60 years of age. For concession tickets, photo identification will be required for proof of age at the performance. Depending on the performance, concession rates may also be available for school groups. Schools should contact HomePlace Reception box office for more information.

General Terms & Conditions

All audience members must be in possession of a valid ticket, including children.

Children under 16 must be accompanied by an adult. Those under 2yrs will only be admitted to productions targeted primarily at a children's audience. Buggies and carrycots are not permitted in the auditorium.

Some performances may use strobe lighting and smoke effects and this will be announced before the show.

If information on support acts is available, HomePlace will inform customers of these in advance, but on occasions this may not be possible.

NO photography or recording is permitted in the auditorium at any time.

Mobile phones must be switched off during performances.

Patrons are permitted to take one drink into the auditorium. Alcohol will not be served during performances.

HomePlace is a non-smoking facility and smoking is not permitted throughout the building.

The personal details required to administer your booking will be securely stored by

HomePlace. Please see Seamus Heaney HomePlace Privacy Policy on the website for more information.

Facilities are provided for people with disabilities within HomePlace including a Sennheiser Infrared induction loop system, lift and specially adapted WCs.

Room Booking Information and Policy

Payment must be made 10 days after receipt of invoice.

Booking cannot be processed until Booking Application has been returned and receipt of confirmation has been received from Seamus Heaney HomePlace.

Cancellation Policy

On day of meeting: 100% of room hire cost

1 week to 24 hours' notice: 50% of room hire cost

1 - 2 weeks' notice: 25% of room hire cost

Over 2 weeks' notice: No cancellation cost

All cancellations must be received in writing via email.

Catering Booking Information and Policy

All catering orders made through room booking are subject to a 10% administration fee

Payment must be made 10 days after receipt of invoice

Catering cannot be processed until order form has been returned and receipt of order has been confirmed by Seamus Heaney HomePlace.

Cancellation Policy

On day of event: 100% of catering costs

24-48 hours' notice: 50% of catering costs

72 hours' notice: 25% of catering costs

Over 72 hours: no cancellation cost

Group bookings (10 or more)

If you are no longer able to make your booking we require at least 24 hours' notice to avoid a cancellation fee. Less than 24 hours' notice will result in a 25% cancellation fee.