

Every person purchasing tickets on the website [se.c-o-n-t-a-c-t.com](http://se.c-o-n-t-a-c-t.com) is invited to carefully read the Terms and Conditions.

- The price of the tickets is indicated in Swedish Kronor, including VAT and booking fees.
- The purchase is only confirmed after confirmation from us that the payment was successful.
- GEST reserves the right to ensure that every member of the audience has a valid ticket.
- No tickets may be resold for profit or commercial gain by any outlet. Failure to comply will make this ticket void.
- Tickets cannot be refunded unless a performance is cancelled. In the event of a suspended performance, patrons will be offered the opportunity to exchange tickets for another performance, where available.
- Tickets cannot be exchanged. There can be exceptions, assessed on a case by case basis, in the event of exceptional circumstances (e.g. bereavement, serious accident or illness...).
- Whilst GEST takes responsibility for tickets purchased directly through the C-o-n-t-a-c-t website, we will not be responsible for tickets that have been sold through unauthorised methods.
- GEST reserves the right to make any alterations to the advertised programme or casting rendered necessary by unavoidable causes. Our open-air production is subject to the weather and so it may be necessary to cancel a performance at short notice due to bad weather conditions. For this reason, please ensure we have your correct contact details.
- To access the performance, patrons must have an IOS or Android smartphone, and their own headphones.
- Patrons must download the C-o-n-t-a-c-t app on their smartphone to access the show. They are advised to do so in advance of the performance day. If a patron meets difficulties downloading the app, they should contact the technical support team at least 48 hours before the performance.
- The person purchasing the tickets shall provide GEST with a valid telephone number for all attendees. This is necessary to access the content of the C-o-n-t-a-c-t app.
- Payments can only be made online, by VISA debit/credit cards and other cards compatible with the secure payment site STRIPE (Visa/Eurocard/Mastercard).
- Customers are entirely responsible for entering their details correctly on the online booking form. You warrant that all details supplied by you are true and accurate. If there are any changes to your details once your booking is concluded then it is your responsibility to inform GEST.
- Where a person makes a booking on behalf of a party, that person accepts these terms and conditions on behalf of all members of the party and is responsible for that party.
- It is your responsibility to check that the tickets issued to you are accurate.
- GEST is not responsible for any anomaly occurring as a result of negligence, loss, theft, illegal use of access codes or malfunction or noncompliance of a patron's mobile phone with the app's operating systems.
- The date, time and exact location of the performance will be sent to the patrons by email, with their booking confirmation.
- Latecomers are not guaranteed access to the show. As this production is promenade theatre, latecomers might not find the group once the show has started. No refund or exchange will be offered.
- In the event where the performance is interrupted after the first half of the show, tickets will not be refunded or exchanged.
- Whilst mobile phones must be switched on for the duration of the show to access the app, filming and taking photographs of the performance is not allowed.
- GEST Productions conforms to the Data Protection Act 2018.
- By validating your order, you declare having fully read and understood the present Terms and Conditions of Sale.