

Seamus Heaney HomePlace

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. Credit card bookings will incur a £1 booking fee per transaction. Internet bookings will incur a £1 booking fee per transaction. If you wish your tickets to be posted, we charge 50p to cover the cost of the administration and postage. Tickets can only be confirmed on receipt of payment.

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.

*Only at HomePlace Reception Box Office.

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. 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.

NO cameras, tape recorders, video cameras, food & drink are permitted in the auditorium at any time.

Mobile phones must be switched off during performances. HomePlace is a non-smoking facility and smoking is not permitted throughout the building. If information on support acts is available, HomePlace will inform customers of these in advance, but on occasions this may not be possible.

The personal details required to administer your booking will be securely stored by HomePlace. Please tell us at time of booking if you do not wish to join our free mailing list and receive information about HomePlace and related events. We will only pass on your details to other theatre organisations if you have given your expressed permission to do so.

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