

Booking Policy

Exhibition and Events Programme

Tickets for Seamus Heaney HomePlace exhibition and events programme can be booked at www.seamusheaneyhome.com or via the Box Office on 028 7938 7444.

Box Office Opening Times

Monday – Saturday 10am to 5pm and Sunday 1pm to 5pm

Please note that tickets for designated wheelchair seating in the auditorium can only be purchased by calling the Box Office. If you have any additional access requirements, please inform Box Office staff, who will be happy to assist.

Payment

Payments can be made by cash, cheque, debit and credit card. Bookings will only be confirmed on receipt of full payment. Cash and cheque payments can only be made at the Box Office.

Refund Policy

Once paid, tickets cannot be exchanged and a refund cannot be issued, except where a performance has been cancelled. Management reserve the right to alter or cancel performances without prior notice if circumstances make this unavoidable.

Latecomers Policy

Please note that all performances start promptly at the time specified on your ticket. Latecomers will only be admitted to the auditorium during a performance interval. Please be aware that not all performances will have an interval. This policy will be strictly enforced by the Duty Officer. We appreciate your co-operation with this.

Concessions

Where applicable, concession rates are available for specific events and are detailed in the booking section of our website. Concession rates apply to those under 16 years and over 60 years of age. For concession tickets, a valid photographic ID will be required. Concession rates may also be available for school groups for some performances. Schools should contact the Box Office for further information.

General Booking Terms and 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 2 years old 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 - this will be announced before the show.
- If information on support acts is available, Seamus Heaney HomePlace will endeavour to inform customers of these in advance, but on occasions, this may not be possible.
- Strictly 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 in to the auditorium. Alcohol will not be served during performances.
- Seamus Heaney HomePlace is a non-smoking facility and smoking is not permitted anywhere in the building.
- Facilities are provided for those with different access requirements, including a Sennheiser infrared induction loop system, lift and specially adapted WCs.
- The personal details required to administer your booking will be securely stored by HomePlace. Please see Seamus Heaney HomePlace Privacy Policy for further information.