Ticketing Service Charge Info sheet

From September 2014 the New Theatre has added a Ticketing Service Charge to bookings. The charge is currently £3.95 and is applied to any booking made via phone, post, online and in person at the Box Office.

Why do we need a Ticketing Service Charge?

We have managed to hold off on charging a general booking fee for many years now, but are now falling into line with comparable venues. We are one of the last venues of our type in the UK to introduce this charge. The Ticketing Service Charge helps to ensure the continued provision of a high quality Box Office service on-site at the New Theatre. This is a one off charge, charged per booking and not per ticket.

Is this Ticketing Service Charge going to benefit our customers?

We believe so. By paying this charge on each booking that you make you are ensuring the longevity of having an on-site Box Office. The alternative would be to use an external ticketing agency where the charges may be considerably more and where the specialist knowledge of the venue would likely be drastically reduced. By adding this charge we are able to retain a Box Office based at the Theatre, not only providing localised knowledge associated with the Theatre but also with the city and surrounding area.

Can the Ticketing Service Charge be avoided if the customer comes into Box Office in person and pays with cash?

The Ticketing Service Charge is applied to all booking regardless of payment method, whether you pay by card, cash, cheque, postal order, standing order or Theatre Tokens. This is not a charge for paying by credit / debit card, this is a charge for the service that we provide to the customer. To ensure that you pay the TSC as infrequently as possible, we recommend that you book for all of the shows you wish to see in one go. If your booking comes to more than £75 we welcome you to consider using our Delayed Payment Scheme which spreads the cost of your booking into 4 equal payments at no extra cost to you. Full details are available on our website or in our brochure.

Are there any exemptions to the Ticketing Service Charge?

There are a few instances in which we feel it wouldn't be appropriate to add this charge, these exemptions are:

- School party bookings
- Standby, Student Special and react bookings
- Purchasing Theatre Tokens