

Triple Threat THEATRE Booking Policy

Effective date: 1st June 2021

Triple Threat Theatre ('we', 'our') believe in being transparent with all processes of the operations of this company. This document sets out to explain the Terms and Conditions you are agreeing to when you book a session with us.

Booking

All Triple Threat Theatre sessions will be advertised and sold on the Triple Threat Theatre website.

All sessions with Triple Threat Theatre must be booked online via our website or can be requested via email or in person. However, confirmation must be completed online at least 24 hours in advance of the session time.

If you require either a by-request session or a regular booking these can be arranged by emailing info@triplethreattheatre.uk

Bookings are classed as registered on receipt of the session fee paid by card payment or bank transfer.

If booking thresholds are not met, Triple Threat Theatre withhold the right to cancel or amend sessions when it is not financially viable to run the scheduled sessions and all those who have booked will be offered an alternative session type or rescheduled to the next available session.

Payments

All charges are payable in advance at time of booking.

If you are booking via our website, you will be completing your payments through our booking service, provided by Stripe in partnership with our booking system, Setmore. Please be advised that for payments via debit and credit card, you will not be charged a transaction fee. Triple Threat Theatre will cover this cost (fixed price and of 1.4% of the total value).

If you are booking a bespoke by-request package or booking bulk sessions, you can either have the request be presented through your Stripe account on our booking system or you can pay directly via direct bank transfer. Details of our company bank account will be sent to you when requested.

Cancellation / Rescheduling Policy

Triple Threat Theatre understands that life is unpredictable, and we aim to be as flexible as possible, whilst ensuring that our overheads are covered. Below is the expectation we uphold, although we will discuss other options in extreme circumstances.

Cancellation by client

- Sessions cancelled/ rescheduled with 48 hours or more notice will have the full charge refunded.
- Sessions cancelled/ rescheduled with between 24 and 48-hours' notice will be charged at half the lesson fee. The remaining charge collected will be refunded.
- Sessions cancelled/ rescheduled with less than 24 hours' notice will charged the full amount.

Cancellation by Triple Threat Theatre

If the session has to be cancelled/rescheduled by the leaders due to unforeseen circumstances, we will rearrange the session at a time mutually agreeable to both parties. We will endeavour to give you as much notice as possible in the unlikely event that this occurs.

Refunds

Should you be entitled to a refund of charges, this payment will be processed as soon as possible and, in any case within 30 days of the day the refund request has been made.

If you paid by card via Stripe, the refund will be paid onto the original payment card and you will be refunded the transaction fee taken by Stripe (fixed fee and 1.4% of the total value).

If you have paid by direct bank transfer the transaction amount will be refunded in full to your nominated bank account.

Attendance

Session time will not be made up if you are late, and your session will end at the scheduled time.

If you miss your session completely, your session will be forfeited and not refunded or rescheduled.

If Triple Threat Theatre leaders are running late, you will receive your full lesson time.

Exceptional Circumstances

Triple Threat Theatre reserve the right to refuse to teach any client that is contagiously ill, under the influence of alcohol or drugs, exhibiting violent behaviour or if the client breaches the Code of Conduct as presented by Triple Threat Theatre. In these instances, the session fee will not be refunded.

Triple Threat Theatre reserve the right to stop a session at any point should it be deemed necessary. In the event that this happens during a period of recovering from an illness, the remaining portion of the lesson will be rescheduled at a time mutually suitable for both parties.

Triple Threat Theatre reserve the right to refuse or discontinue lessons with any client for any reason at their discretion.

Jurisdiction

These Terms and Conditions, and any dispute or claim arising out of or in connection with it or its subject matter, shall be governed by, and construed in accordance with, the laws of England and Wales and subject to the exclusive jurisdiction of the English courts.

Updates to these Terms and Conditions

We will update these terms and conditions from time to time to reflect changes in law or how we operate. When we make changes, we will update the 'Effective date' shown at the top of this page. Individual users will not be informed directly of any change.