

## Refund Policy for Theatre Tickets - Bradey & Mills Presents

**All ticket sales are final.**

We do not offer refunds on any tickets purchased unless Ticket Protection has been purchased at the time of booking. This policy ensures the integrity of the booking process and provides security for both the event organizers and attendees.

### **Ticket Protection**

- **Optional Ticket Protection** is available during the booking process.
- This protection allows for refunds or exchanges under specific conditions, such as:
  - Illness or injury preventing attendance.
  - Unexpected travel disruptions.
  - Family emergencies.

Without the purchase of Ticket Protection, all tickets are non-refundable and non-transferable. Please consider adding Ticket Protection for peace of mind.

### **Cancellations & Postponements**

- In the event that a performance is **cancelled or rescheduled** by Bradey & Mills Presents, you will be contacted with options, which may include refunds or the ability to transfer your ticket to a new date.

### **Contact Information**

For any further inquiries or concerns about your ticket purchase, please contact our customer service team at [office@brademillsevents.co.uk](mailto:office@brademillsevents.co.uk)

## **Refund Policy for Theatre Tickets Purchased Through the Venue**

When purchasing tickets directly from the venue, please be advised that the venue operates under its own refund policy. As such, **Bradey & Mills Presents** cannot guarantee refunds or exchanges for tickets purchased directly through the venue.

### **Venue-Specific Policies**

- Each venue has its own ticketing policies, which may vary from those of **Bradey & Mills Presents**. We recommend checking with the venue directly for their specific terms and conditions regarding:
  - Refunds
  - Exchanges
  - Cancellations
  - Postponements

### **Contacting the Venue**

For inquiries related to tickets purchased through the venue, please contact their customer service team directly. You can find their contact information on the venue's official website.

### **Bradey & Mills Presents' Policy**

- For tickets purchased via **Bradey & Mills Presents**, please refer to our **Refund Policy**, which includes the option for Ticket Protection.

## Pricing Policy

At Bradey & Mills Presents, we strive to provide fair and transparent pricing for all our events. Please read our pricing policy carefully:

1. **Dynamic Pricing:** We reserve the right to change or amend ticket pricing at our discretion. Ticket prices may fluctuate based on demand and availability.
2. **Booking Fees:** A booking fee of up to 4% of the ticket price will be added to the final total for tickets purchased directly through us. This fee is included in the final price you see at checkout.
3. **Venue Sales:** If tickets are sold through the venue, we will set the ticket price. Please note that we are not responsible for any additional fees or charges that may be imposed by the venue.
4. **Ticket Protection:** We, along with most venues, offer ticket protection options for our events. This allows you to purchase peace of mind in case you are unable to attend.

For any questions regarding our pricing policy, please contact us at [admin@Bradeys.co.uk](mailto:admin@Bradeys.co.uk).

Thank you for your understanding and support!

Here's a draft for your "Working With Us" policy, including information on how to sign up:

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## Working With Us Policy

At Bradey & Mills Presents, we are committed to fostering strong partnerships with our collaborators. Our goal is to create successful and enjoyable experiences for all involved. Below is our policy on working with us and the steps to sign up.

## Working With Us

1. **Collaboration Opportunities:** We welcome opportunities to work with artists, venues, and promoters who share our passion for delivering outstanding events. We believe in building mutually beneficial relationships that enhance the experiences of both our audiences and collaborators.
2. **Transparency:** We value open communication and transparency in all our partnerships. We encourage feedback and discussions to ensure a smooth and successful collaboration.
3. **Professional Standards:** All partners are expected to adhere to our professional standards and represent our brand positively in all interactions.

## How to Sign Up

To express your interest in working with us, please follow these steps:

1. **Submit an Inquiry:** Send an email to [admin@Bradeys.co.uk](mailto:admin@Bradeys.co.uk) with the subject line "Partnership Inquiry." Include your name, contact information, and a brief overview of your work and how you envision collaborating with us.
2. **Provide Relevant Information:** Attach any relevant documents, such as your portfolio, resume, or links to previous projects, that showcase your experience and expertise.
3. **Initial Consultation:** Upon reviewing your inquiry, we will schedule an initial consultation to discuss potential collaboration opportunities, answer any questions, and explore how we can work together effectively.
4. **Agreement and Onboarding:** If both parties agree to proceed, we will draft a partnership agreement outlining the terms of collaboration. Once the agreement is signed, we will provide onboarding materials and resources to help you get started.

## Contact Us

For any questions or additional information about working with us, please reach out to us at [admin@Bradeys.co.uk](mailto:admin@Bradeys.co.uk). We look forward to the possibility of collaborating with you