

TICKET TERMS & CONDITIONS

By purchasing this ticket, the ticket-holder accepts the following terms and conditions in full and without reservations:

1. It is not permitted:

- **To enter the auditorium after the performance has begun—entrance is only permitted at the interval, if one is scheduled.**
- **To use mobile phones in the auditorium—it is therefore essential to turn off all mobile devices before entering the auditorium.**
- **To take photographs, with or without flash, or to make audio or video recordings within the OCC.**
- **To consume food or drink anywhere in the OCC apart from the bar and the restaurant.**
- **To tip OCC staff.**
- **For children under six to attend events/performances other than those designated as children's events.**
- **To smoke anywhere in the OCC.**

2. When picking up pre-paid tickets at the OCC box office, it is essential to present:

- **An official identity card (which proves the purchaser's eligibility for any tickets purchased at a reduced price).**
- **The credit card used to purchase the tickets by phone or online.**

3. This ticket is only valid for the date, production/event and seat for which it was issued. It cannot be exchanged for another for the same production/event on a different day or for a different production/event. Refunds cannot be given should the ticket-holder fail to attend the production/event for any reason unrelated to the OCC: for instance, due to a change of mind, to delays caused by traffic or to a pre-announced public transport strike.

4. It is not permitted under any circumstances to change a ticket for a seat that has already been booked to a different date or zone—for instance, in the case of an extension to the scheduled run of a given production.

5. Ticket-holders who do not arrive at the venue for a production/event in good time and who are seated in another seat as a result will not be reimbursed for any difference in price between their booked and allotted seats.

6. When a performance is cancelled, refund information will be made available to ticket-holders either on the OCC website or via the Media. In no case, however, can refunds be made before the end of the artistic season of which the cancelled performance formed part.