

Ticketing Policy & Terms of Sale

Last Updated: July 2026

Welcome to **Arches Lane Theatre**. By purchasing a ticket online, over the phone, or in person, or by using our website, you agree to the following terms and conditions.

1. Booking & Check-In

- **Venue Operator:** Arches Lane Theatre is managed and operated by **Kibo Productions Ltd**.
- **Payment Methods:** We accept major credit and debit cards. Full payment is required at the time of booking to guarantee your seats.
- **Order Confirmation:** Once your booking is complete, a confirmation email will be sent to the address provided. Please check your inbox (and spam folder) upon completing your purchase. *(Note: Depending on your bank setup, charges on your bank statement may appear under Kibo Productions or Arches Lane Theatre).*
- **Hassle-Free Guest Check-In:** You don't need to print tickets or scan barcodes! When you arrive, simply **give the lead booker's name to our Front of House team** to check your party in.
- **Babes in Arms:** Infants under 18 months sit free of charge on a parent/carer's lap. While you do not need to buy a separate ticket for them, please give us a quick heads-up by emailing info@archeslanetheatre.com in advance so our team can help ensure your family is comfortable!

2. Promotional Codes & Discounts

- **Promotional Codes:** Valid promo codes (e.g., [SETSAIL10](#), [TREASURE20](#)) must be applied at the time of purchase during online checkout. Discounts cannot be applied retrospectively after a transaction has been completed.
- **Combinations:** Promotional codes and special offers cannot be combined with any other discounts or concessions unless explicitly stated.
- **Limited Availability:** Discounted ticket allocations are subject to availability and may be withdrawn or capped at any time.

3. Exchanges, Refunds & Cancellations

- **Non-Refundable:** All ticket sales are final and non-refundable, except in the event of a show cancellation or major rescheduling by the venue.
- **Ticket Exchanges:** If you can no longer attend your booked performance due to unforeseen circumstances, we will do our best to exchange your tickets for an alternative

performance during the same show run, subject to availability and a minimum of **24 hours' notice** prior to the show start time.

- **Cancelled Performances:** In the rare event that Arches Lane Theatre cancels a performance, ticket holders will be offered the choice of a full refund or an exchange for an alternative date.

4. Access & Accessible Seating

- **Dedicated Accessible Seating:** Accessible seats and wheelchair spaces are strictly reserved for patrons with mobility requirements, disabilities, or specific access needs.
- **Fair Use & Seat Reassignment:** To ensure these seats remain available for those who need them, Arches Lane Theatre reserves the right to contact bookers to verify access requirements, or to reassign bookings in accessible seating areas to standard seats if they are purchased by parties without access needs.
- **Essential Companions:** Disabled visitors who require essential support to attend are entitled to one complimentary Essential Companion ticket. Please email info@archeslanetheatre.com to arrange companion tickets alongside your booking.
- **Touch Tours & Assistance:** We aim to accommodate all access requests (including touch tours and guide dogs). Please notify us of any specific requirements at the time of booking or via email.

5. Admission & Venue Guidelines

- **Food & Drink:** Arches Lane Theatre operates a licensed bar on-site offering a selection of drinks and snacks. **Outside alcohol is strictly prohibited** on the premises. Any alcohol not purchased at our bar will be confiscated by Front of House staff.
- **Performance Environment:** Audience members are asked to respect fellow patrons and front-of-house staff. Selected family or relaxed performances permit extra movement and sound.
- **Late Arrivals:** Latecomers will be checked in by Front of House and guided to their seats at a suitable pause in the show to minimise disruption.
- **Supervision:** Children under 16 must be accompanied by an adult (18+) at all times while on venue premises.
- **Photography & Recording:** Flash photography and professional video recording during the performance are strictly prohibited to ensure safety and copyright compliance. Non-flash photos before or after the performance are welcome!

6. Website Terms of Use

- **Intellectual Property:** All content on our website (including text, logos, imagery, and design) is owned by or licensed to Arches Lane Theatre / Kibo Productions Ltd and is protected by copyright laws.

- **Accuracy:** We make every effort to ensure event details, showtimes, and prices are accurate, but we reserve the right to correct errors or make necessary adjustments to show schedules.
- **Third-Party Links:** Our website may contain links to external sites (such as visiting theatre companies or local travel information). We are not responsible for the content or privacy practices of external websites.

7. Contact & Legal Details

If you have any questions regarding your booking, ticket exchanges, or venue policies, please reach out to our team:

- **Email:** info@archeslanetheatre.com
- **Venue Address:** Arches Lane Theatre, Circus West Village, Battersea Power Station, London, SW11 8AL
- **Operating Entity:** Arches Lane Theatre is managed and operated by **Kibo Productions Ltd.**
- **Company Registration Number:** 08417437 (Registered in England & Wales)