

**Last update:** 14 November 2025

## **Your Tickets**

- Tickets cannot be refunded unless an event is cancelled. In the event of a cancellation, you will be offered credit to your account or a refund. If an event is rescheduled, you will be offered an exchange, credit, or refund.
- If you can no longer make an event and if you give us a minimum of 48 hours' notice by calling us on 0207 352 1967, we can exchange your tickets for another performance of the same value or convert them to credit on your account. Credit will only cover the face value of the tickets and will not include any associated booking fees.
- If you have book discounted tickets for World's End and Cremorne residents, you are required to bring proof of address (e.g. utility bill) to show along with your tickets when entering the performance.
- Tickets may be restricted to a maximum number per person for certain events.
- Chelsea Theatre reserves the right to make alterations to the advertised programme.
- Chelsea Theatre reserves the right not to accept payment cards if we believe they have been used to purchase tickets that are used in breach of our terms and conditions, or if the Royal Albert Hall would be liable in the event of fraud.
- Tickets are required for each child attending a performance. All customers aged 14 years or below must be accompanied by an adult aged 18 years or over. Some performances may have different age restrictions. It is the responsibility of the ticket holder to check any restrictions before they purchase tickets.
- Please note that when selling tickets, the Chelsea Theatre is often acting as an agent for the promoter of the event.

## **Website terms**

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The term 'The Chelsea Centre Limited or 'us' or 'we' refers to the owner of the website whose registered office is 7 World's End Place, SW10 0DR. Our company

registration number is 3288617. The term 'you' refers to the user or viewer of our website.

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