

Terms and Conditions of Sale

Tickets are sold by York Citizens Theatre Trust Ltd on behalf of The Chapter of York and other third party promoters. By purchasing a ticket by telephone, over the counter, online or via an agency you are agreeing to our terms and conditions of sale.

Tickets may be purchased online at www.yorkminster.org by telephone number 01904 623568 in person over the counter at York Theatre Royal, St Leonard's Pl, York YO1 7HD. Please check your ticket information carefully as mistakes cannot be rectified after the booking has been confirmed. A booking fee of £1.50 per transaction is added to all transactions excluding cash sales in person.

You will be asked to provide your name, address, postcode, email address and a telephone number this will assure that tickets are correctly assigned and that in the event of charges or cancellations you can be contacted. You will not be contacted for any other reason, unless you have given your permission for marketing and news update.

Payment

We accept payment by cash, Visa credit and debit card, Maestro and MasterCard.

Reserving Tickets

You can reserve tickets for 4 days. If you have unpaid tickets on reserve please collect them at least 30 mins before the performance as reserved tickets may be released for re-sale after that point. We reserve the right to release unpaid reservations without notice if payment is not made within the time period indicated above. Reservations can only be made by telephone or in person.

Collecting Your Tickets at York Minster

For many events we allow you to collect tickets from York Minster. You can collect tickets on the door before the event, you must allow sufficient time to collect your tickets before the event. Doors open between 30-60 before the start time.

Latecomers

It is not possible to keep the doors of the church open throughout the performance so please arrive in plenty of time. Latecomers may be asked to wait until a suitable break in the performance before taking their seats. Late comers will be admitted up to 15 minutes after the performance has started.

Refunds

Tickets cannot be refunded unless the event is cancelled. Tickets can be exchanged to another performance subject to availability, and on payment of a small transaction charge. Tickets will only be place on resale after the originals have been returned to box office.

Access

Registered Disabled Patrons may purchase a half-price ticket for themselves and an essential carer. Please contact the Box Office for details.

We are committed to making our performances as accessible as possible. Wheelchair spaces are available for all of our productions, please state at the time of booking if a wheelchair position is required. There are accessible toilets and baby changing facilities.

E-Tickets/Print at Home

For some events print at home tickets are available. You must ensure that you print the ticket clearly on A4 paper and carry the ticket with you at all times during the event. Tickets are non-transferable and you must ensure that no else is able to obtain and/or print a copy of your ticket.