



Booking Information

On Line Booking

You can book your own seats on line by visiting our website at www.bobhopetheatre.co.uk and clicking on the show title or the poster image.

It's easy to use and secure.

Box Office Opening Times

For personal callers and for telephone bookings the Box Office is open from Tuesday to Saturday from 10am to 1pm.

During August and over the Christmas/New Year periods times may vary. Please check the website for details before visiting.

Payment Methods

We accept:

Credit and Debit Cards (Visa, Mastercard and Maestro)

Cash

We regret that we no longer accept cheques.

Booking Fees

A booking fee applies for online bookings. The fee is displayed during the booking process.

There is no booking fee for personal callers or for telephone bookings.

Concessions

At performances where a concession price is available those prices will apply to:

The over 60s

Children of school age

Those in full time education (You may be asked for your Student card)

Group Bookings

For Bob Hope Theatre Actors' Company productions, Group Rates are available for bookings of 10 tickets or over. These rates are only available through the Theatre's Box Office and are not available on line.

Ticket Collection

For tickets booked on line an e-ticket can be printed. Please bring your e-ticket with you.

Ticket information (E-tickets) on mobile phones and tablets are also accepted.

Tickets booked by telephone are held at the Box Office and may be collected prior to the performance. (Doors open 30 minutes before a performance).

We do not send out tickets in the post.

Cancellation and Refunds

Tickets cannot be exchanged or refunded after purchase unless a performance is cancelled or rescheduled.

We are unable to refund unwanted tickets

Cancellation of a Performance or Event

The Management reserves the right to cancel or abandon a performance or event for reasons beyond its control without notice.

Photography and Recording

Photography, video and audio recording is strictly prohibited. This is for Safeguarding and Copyright reasons.

The Management reserves the right to refuse entry of, or use on the premises of, any camera or any form of audio or visual recording equipment.

Latecomers

We will endeavour to admit latecomers at the first suitable opportunity which may be the interval.

Security

We ask patrons to refrain from bringing large bags or items into the Theatre. The Bob Hope Theatre has no cloakroom facility and the auditorium aisles and walkways must to be kept clear at all times. Strollers may be left in the foyer at the owners own risk.

Children and Babies

All children, regardless of age, must have a ticket for the performance.

Babies up to one year old may sit on a guardian's lap at no charge. DUE TO THE INTENSE NATURE OF MANY EVENTS WITH SOUND, LIGHTING EFFECTS AND SMOKE WE DO NOT RECOMMEND BRINGING INFANTS TO PERFORMANCES.

Any child one year and older will be required to have a paid seat at the concession price (where it is available) or the normal ticket price.

We regret that booster seats are not available.

Access and Assistance

The Bob Hope Theatre currently has one space available for a wheelchair user.

Our front of house volunteers will be happy to assist with access.

Smoking

Smoking, including e-cigarettes, is not permitted in any part of the theatre or immediately outside of doorways.

Liability

Eltham Little Theatre Limited (trading as Bob Hope Theatre) will not be responsible for any injury or loss, theft or damage of patrons' personal belongings other than that caused as a result of negligence or other breach of statutory duty.

The Management reserves the right to refuse admission.

August 2018