

RCM Box Office Terms & Conditions

The RCM Box Office is open weekdays 10.00am – 4.00pm for telephone and in person sales and enquiries, and for up to one hour before any given event for in person sales and collection of tickets only. Times may be subject to change as necessary.

Tickets issued are subject to the following conditions:

1. The Royal College of Music reserves the right to refuse admission and request any ticket holder to leave the premises and take any appropriate action to enforce this right.
2. Tickets cannot be exchanged or refunded unless a performance is cancelled; when an event is sold out refunds may be possible subject to a small administration fee.
3. Tickets are issued subject to the Royal College of Music's right to make any alterations to the personnel, programme and advertised arrangements for any performance rendered necessary by unavoidable cause.
4. Latecomers will only be admitted if and when there is a suitable pause in the performance.
5. Mobile phones, PDAs, pagers and watches must be silenced before entering the performance spaces.
6. The use of video-cameras and flash-photography is strictly prohibited.
7. Food and drink are not allowed in performance space.
8. For ticketed events, every member of the audience, including babes in arms, must possess a valid ticket.

February 2010