

Customer Service Policy- Terms and Conditions-Jay Miller's Circus

All Bookings

Customers are required to collect tickets from the on-site ticket office 30 minutes before the advertised time of the performance.

Tickets are NOT numbered, they are Number of. Audience members are advised to arrive early to have a choice of seat in their chosen seating band (A, B or C).

Seats can be reserved at the discretion of the management for party bookings. However this will not apply on Special offer performances as seats are on a first come first served basis.

Booking by Phone

Tickets can be booked by telephone by calling the booking line on 07976 655 180. The ticket line is open from 9.30am daily.

Calls are charged at national rate per minute so please check with your telephone provider.

Tickets ordered by telephone will be held at the box office for your collection upon arrival.

If you would like to take advantage of any money off vouchers/special offers you may have, please mention these when booking as they cannot be claimed after the tickets have been booked. You will have to present the vouchers/coupons at the ticket office when you arrive.

Tickets can be paid for by phone by MasterCard/Visa this will incur a booking fee.

If you have paid for your tickets over the phone you will need to produce the card in which you have paid at the ticket office, where your tickets will be issued along with a card receipt.

Booking in person

Jay Miller's circus ticket office is open from 9.30am at the circus site and is open each day of our visit. Discount/special offer vouchers must be presented at the time of purchase. Conditions of use are printed upon the vouchers.

We welcome payments by cash and MasterCard and

Visa. Payment made by card will incur a booking

fee.

Group Bookings

Discounts are available for group bookings. These must be arranged 24hours before the desired performance.

You can pre-arrange a group booking at the on-site ticket office or by telephone 07976 655 180.

Refunds & Exchanges

Jay Miller's circus will only consider refunds if the performance has been cancelled due to circumstances beyond their control, where you will receive the option to re-book tickets for the next available performance (at no extra charge) or your money back.

This does not affect your statutory rights.

Children

Children under the age of two years are permitted to sit on parent/guardian's lap and no ticket purchase is necessary.

Children of two years and over are required to occupy a seat and a ticket must be purchased.

Persons of fifteen years and over are considered adults.

Children unaccompanied by a responsible adult are only admitted at the discretion of the Jay Miller's Circus and Jay Miller's Circus bears no responsibility for them.

Child Protection Policy

Jay Miller's circus is a family run business and knows the importance of child protection. All staff that come into contact with children are strictly vetted and are in compliance with Jay Miller's circus strict code of conduct. At No time will a member of Jay Miller's staff ask for personal details or contact details from a minor.

In response to a minor asking for a member of staff's personal details/contact details, generic Jay Miller's circus details will be given.

At No time will you leave a Jay Miller's circus employee unaccompanied in the presence of a minor without our express written permission which has been made 24hours prior to the event.

All Jay Miller's circus staff are easily Identifiable by way of uniform/costume.

You may not take photographs of minors in the big top unless they are part of your party or you have express written permission from the parents/careers. If you are found taking photographs of minors, Jay Miller's circus reserves the right to remove you from the big top without refund and the police will be notified.

However: Parents/Careers please be aware that Jay Miller's circus cannot stop everyone from taking pictures of the performers in the circus ring. If you allow your child to volunteer to enter the circus ring you are in the knowledge that Photographs may be taken.

If the Press/TV are present in the Big top and taking footage/photographs of the audience as a whole you will be informed and given the right to opt out and no footage will be taken. You will be informed both at the Ticket office on the day of the performance/event and also by way of announcement over the public address system.

Facilities for the disabled, the physically impaired, and wheelchair users.

Point of sale

Every effort is made to assist and aid the disabled and physically impaired.

Front of house staff are on duty and will assist as required.

The Ticket office staff will advise and recommend the most appropriate and comfortable seating/space for each individual specific needs.

They will communicate with the front of house staff to alert them to any arrangements/requirements in advance of the individual entering the tent.

Tent

No dogs with the exception of dogs for the disabled, guide dogs, or hearing dogs are allowed onto the circus premises. Our designated wheelchair spaces are within seating band A (Ringside) and are available at the cheapest admission price.

Physically impaired groups

We offer ringside seating at special rates for each person in a group. Please note that this facility is not available for every performance.

Tickets must be booked and paid for in advance by calling 07976 655 180

Dogs for the disabled

We welcome dogs for the disabled, guide dogs and hearing dogs.

Those with a dog will again be placed in seating band A (ringside) or most comfortable/convenient seating area for the individual and the dog's needs.

Water for dogs is available on request.

Please inform us when you will be accompanied by your dog so that we can ensure adequate space is made available.

General Information

Jay Miller's circus refreshment kiosk will be open before the performance and also for the duration of the interval. Push chair and buggies will need to be left in the designated area in the foyer tent as Fire regulations do not permit pushchairs and buggies in the big top itself.

The Performance may include flashing lights, loud music and smoke effects. The Big top will be heated as required.

Please ensure your mobile phones are switched off/silent

mode. Use of Laptops and netbooks is not permitted.

The audience may take photographs for personal use only with the flash OFF. This is for the safety of our artists. Video recording is strictly prohibited.

Jay Miller's circus Foyer and Big Top are NO smoking areas.

In the event of an emergency you will be directed by members of circus staff to safety through the clearly marked emergency exits.

Alcohol is not to be consumed in the Big top or Foyer.

Our Disclaimer

The management reserves the right to refuse admission.

Due to the hazardous nature of circus performance we reserve the right to alter the advertised programme at any time.

The management reserves the right to cancel any performance without prior notice- see refunds.

Parents/guardians are responsible for the children in their care. Please ensure that they remain seated, and take proper care at all times

Jay Miller's Circus takes no responsibility for loss or damage to property on the circus site including Big top, foyer and to cars parked on the circus site however so caused.

The Jay Miller's Circus name, logos and images are

copyright This policy may be revised at any time.