

The Wonder 2025 – Ticket Terms & Conditions

Last updated: October 2025

The Wonder is presented by SOUL Church, Norwich (Charity No. 1138459), as a free community event. By reserving tickets and attending a performance, you agree to the following Terms & Conditions:

1. Tickets & Entry

- Tickets are free of charge and available on a first come, first served basis.
- Each household may reserve up to [insert number] tickets for one performance.
- Tickets will be sent to you via email. When you arrive at The Wonder, please show the QR code from your ticket email, either printed, on your phone or in your Apple wallet.
- Doors open approximately 45 minutes before the show, with pre-show entertainment beginning 15 minutes before the main performance.
- Late entry may be restricted once the performance begins.

2. Cancellations & Changes

- If you are unable to attend, please cancel your tickets as soon as possible so others can attend.
- SOUL Church reserves the right to make changes to performance times or content if required (for example, for safety, weather, or unforeseen circumstances).
- In the unlikely event of cancellation, updates will be communicated via the email address used to book your tickets.

3. Family & Child Safety

- The Wonder is a family-friendly event, but children must remain under the supervision of a responsible adult at all times.
- For safeguarding reasons, unaccompanied minors will not be admitted.
- Prams and large bags may be subject to inspection on entry for safety.

4. Accessibility

- SOUL Church is committed to being an inclusive and accessible venue.
- Please contact us at wonderinfo@soulchurch.com before booking if you have accessibility, sensory, or mobility needs so we can ensure suitable seating and support.

5. Photography & Filming

- Official photography and filming will take place at all performances.
- By attending, you consent to your image being captured and potentially used in SOUL Church's future communications (digital, print, and social media) to promote The Wonder and other community events.

- If you do not consent to having your image used, please speak to a member of our team on arrival.

6. Health, Safety & Conduct

- For everyone's enjoyment, please follow the directions of our event stewards and team.
- Flashing lights, strobe effects, and loud sound effects may be used during the performance.
- SOUL Church reserves the right to refuse admission or remove any guest whose behaviour is unsafe or disruptive.

7. Data Protection & Privacy

- When you reserve tickets, we collect your name, email address, and booking details to process your reservation and communicate event information.
- This data is handled securely and in accordance with the UK GDPR and our Privacy Policy.
- You will only receive further communications from SOUL Church if you have given separate consent to do so.

8. Contact

For any questions, accessibility requests, or booking issues, please contact:

wonderinfo@soulchurch.com

SOUL Church, 55 Heartsease Lane, Norwich, NR7 9NT

Our Heart

The Wonder is our free gift to the city — a celebration of joy, hope, and the true meaning of Christmas. Thank you for joining us in making this season special for everyone.