SOUL CHURCH

TICKET TERMS & CONDITIONS

THE WONDER 2026

Effective 22 October 2026

The Wonder is SOUL Church's free Christmas gift to our community. By reserving tickets and attending a performance, you agree to these Terms & Conditions.

1. Tickets & Entry

- Tickets are free of charge and subject to availability. Reindeer tickets guarantee admission to your selected performance if you arrive and present your valid ticket QR code at least **15 minutes before the scheduled start time**, subject to safety and security requirements. Admission is not guaranteed after this cut-off. Each person may reserve a maximum of eight tickets.
- Every attendee must have a valid ticket with a scannable QR code for entry, **except children under two who remain seated on an adult's lap throughout the performance**. All other attendees, including children aged two and over, require their own ticket.
- Tickets are sent by email. Please download your tickets or keep your confirmation email safe. Present your QR code on your phone, in a supported digital wallet or as a printed copy for scanning at entry.
- Doors open approximately 45 minutes before each performance. Pre-show entertainment begins approximately 15 minutes before the main performance. Please allow enough time for entry and security checks.
- Late entry may be restricted once the performance begins. Admission remains subject to venue capacity, safety requirements and these Terms & Conditions.

Any charitable donations are entirely voluntary and are not a condition of admission.

2. Cancellations & Changes

- You may transfer tickets to someone else using the booking management link in your confirmation email. If you can no longer attend or have tickets you will not use, please email **wonderinfo@soulchurch.com** as soon as possible so our team can release them for other guests.
- SOUL Church may make reasonable changes to performance times or content where necessary for safety, weather or other unforeseen circumstances.
- If a performance is cancelled or rescheduled, affected ticket holders will be contacted using the email address provided when booking.

3. Family & Child Safety

- All children under 16 must be accompanied by a responsible adult aged 18 or over. Unaccompanied children under 16 will not be admitted.
- Parents and carers remain responsible for the supervision and safety of children in their care throughout their visit, including in the auditorium and communal areas.
- SOUL Church operates safeguarding procedures. Please report any safeguarding concerns immediately to a member of our team.

4. Accessibility & Additional Support

We want everyone to feel welcome at The Wonder. Accessible seating and SEND arrangements are available to support guests with additional needs. Please refer to the accessibility information provided during booking and on our website.

If you have specific accessibility, mobility or sensory requirements, please contact **wonderinfo@soulchurch.com** so our team can discuss suitable arrangements. You do not need to contact us before booking unless you require assistance with the booking process.

5. Photography & Filming

Official photography and filming will take place during The Wonder, including within the auditorium and communal areas. Images and footage may be used in SOUL Church's communications, including our website, social media, printed materials and future event promotions.

By booking tickets and attending The Wonder, guests acknowledge that photography and filming will take place and that they may appear in general event or audience footage. Attendance does not, by itself, constitute consent to the use of identifiable images.

We respect the privacy and safeguarding needs of all guests, particularly children. If you or someone in your care has concerns about being photographed or filmed, please contact **wonderinfo@soulchurch.com** before attending or speak to a member of our team on arrival so suitable arrangements can be discussed.

For more information about how images and footage are used, the applicable lawful basis and your data protection rights, including the right to object where applicable, please see our Privacy Policy.

6. Health, Safety, Security & Conduct

- For the safety, security and comfort of all attendees, entry to SOUL Church is subject to security checks. SOUL Church reserves the right to request searches of bags, personal belongings and items brought onto the premises before entry and at any time while on site.
- Please avoid bringing large bags or backpacks wherever possible, as these may require additional inspection and delay entry.
- Refusal to permit a security search or comply with reasonable instructions from authorised security personnel may result in admission being refused or the guest being asked to leave. Searches will be conducted respectfully, with reasonable adjustments considered where appropriate.
- Please follow instructions from our event team and stewards, including emergency or evacuation directions. Aisles, walkways and emergency exits must remain clear.
- The performance may include flashing lights, strobe effects, loud music and sudden sound effects.
- SOUL Church reserves the right to refuse admission or remove any guest where reasonably necessary for safety, security, safeguarding or serious disruptive behaviour.

7. Data Protection & Privacy

SOUL Church Ltd is the data controller for personal information collected through The Wonder ticketing process. We collect and use booking details to manage reservations, issue tickets, support accessibility arrangements where requested and communicate important information about the event.

Personal information is handled in accordance with applicable UK data protection law and our Privacy Policy, which explains how information is used, shared and retained, and your rights. Booking a ticket does not automatically subscribe you to SOUL Church's wider marketing communications.

For data protection enquiries, please contact **dataprotection@soulchurch.com**.

8. Contact

For ticket queries, accessibility requests or questions about The Wonder, please email **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 sharing it with us.