



the customs house
your cultural venue

General Information

Booking

In Person

At The Customs House Box Office, open Mon - Sat 10.00am - 8.30pm, Sun 11.30am - 8.30pm, or at one of our Ticket Agents listed.

By Telephone

Simply call the Box Office on 0191 4541234. You can buy instantly with any major credit/debit card, for which there is a 30p charge.

By Post

Please write to: The Box Office, The Customs House, Mill Dam, South Shields, NE33 1ES, detailing your ticket requirements. Cheques should be made payable to The Customs House, and there is a 50p charge for postage.

By Fax

Please state clearly the performance you wish to see, the number of tickets, dates, times and prices, and your credit card number and expiry date, and Fax to: 0191 4565979.

Online

visit www.customshouse.co.uk

By Email

Please state clearly the performance you wish to see, the number of tickets, dates, times and prices and your credit card number and expiry date, and e-mail to : boxoffice@customshouse.co.uk.

Reserved Tickets

Reservations must be paid for within five days of booking, or three days before the performance, whichever is sooner. Tickets purchased after this time must be paid for at the time of booking. We reserve the right to release uncollected reservations for re-sale.

Discounts

These are available for most events and are applicable to senior citizens, unemployed people, children, students and the registered disabled. You must state concession at time of booking, and proof of entitlement will be required. Only one discount can apply at any one time. Free admittance is given to a wheelchair companion for theatre productions and cinema.

Group Bookings

A discount of 10% is available for group bookings at many of our events. There are also special offers for school's bookings. Please contact Angela Hannon on 0191 4278183 or Dianne Jackson 0191 4278182 for more information.

Exchange of Tickets

Tickets cannot be refunded. In exceptional circumstances, tickets may be exchanged for another show within 72 hours, for which there will be a charge of £1.

Mailing List

If you do not regularly receive a copy of this brochure, and would like to be added to our mailing list, or if the details we hold are incorrect, please contact the Box Office on 0191 4541234.

Through a Ticket Agent

South Shields Tourist Information Centre
Museum & Art Gallery

Whitley Bay Tourist Information Centre
The Promenade

Sunderland Tourist Information Centre
Fawcett Street

Gateshead Tourist Information Service
Gateshead Quays Visitor Centre

Newcastle Tourist Information Centre
Grainger Street

Whitburn Newsagency
Whitburn

Gift Vouchers

These are available from the Box Office for use at any of our events, and start from as little as £1.00.

Disclaimer

The Customs House Trust Ltd reserves the right at all times, and without notice, to vary or cancel any performances or exhibitions. In such circumstances, patrons will be entitled to the refund of any ticket price paid by them, or to the issue of a replacement ticket to the same value (at their choice) in the event of the performance being re-scheduled to an acceptable later date.



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get in touch...

please call the box office on: 0191 454 1234 or email: mail@customshouse.co.uk
pop in for a visit: mill dam, south shields. ne33 1es

the customs house is a registered charity. no. 1032846



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General Information

Parking

The local council has now introduced car parking charges. The car park is metred 9am until 5pm but parking is free for patrons in the evening. Free disabled parking is still available.

No Smoking

Smoking is not permitted anywhere in The Customs House.

Venue Tours

If you would like to tour The Customs House to see the superb facilities we have on offer, we will be happy to show you around, either individually or in a larger group.

Please contact the Box Office for further details on 0191 454 1234.

Accessibility

Access for Wheelchair and the Mobility-Impaired:

All public areas in The Customs House are accessible, including a stair lift to the first and second floor foyers.

Please call us before your visit and we will be happy to arrange any assistance you require.

Access for the Hearing-Impaired:

A loop system operates in the Theatre and the Studio for hearing impaired people.

Theatre Bar

Interval drinks can be ordered in advance and drinks in plastic glasses may be taken into the auditorium.



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