

## Country Arts SA - Ticket Sales Terms & Conditions

The Ticketing Terms and Conditions below are applicable in all Country Arts SA venues, The Middleback Theatre Whyalla, The Keith Michell Theatre Port Pirie, The Chaffey Theatre Renmark, The Noarlunga Theatre Noarlunga and the Sir Robert Helpmann Theatre Mount Gambier:

Tickets holders enter the Venues at their own risk.

Cameras and Tape Recorders may not be brought into the Auditorium except where authorised.

The Management reserves the right of admission.

Tickets are valid only when purchased through an authorised medium.

Tickets are sold on behalf of the organisation responsible for presenting the event and are subject to the conditions applicable to that event.

All tickets sold by the venues are sold subject to the Entertainment Industry Code of Fair Practice and the following terms and conditions.

### Collection of Tickets

The patron may hold tickets purchased in person provided all relevant concession identification has been presented. Tickets purchased via telephone may be posted for an additional fee of \$1.10 per transaction, provided no concession tickets are included in the booking. Tickets sold at a concession rate may be collected from the venue box office upon presentation of the appropriate identification. Tickets cannot be posted to PO Boxes.

Country Arts SA venues are open from 9.30am to 4.30pm Monday to Friday, 1 hour prior to a performance and half an hour following the commencement of a performance in the theatre.

Tickets not collected by half an hour following the start of the performance will be forwarded to the Front of House Manager for collection in the foyer.

### Booking Fees

Tickets purchased through Country Arts SA venues by telephone attract a \$2.75 per transaction booking fee. If booking by telephone you can elect to have non-concession tickets posted to you at an additional cost of \$1.10 per transaction. Tickets purchased in person at the Venue Box Offices, do not attract a booking fee.

### Ticket Refunds

All transactions are final. There will be no refunds on completed bookings unless the performance is cancelled. No refund will be given for tickets downgraded to a performance or concession type of lesser value.

### Ticket Exchanges

Ticket exchange policies vary per production. Please contact the venue for details pertaining to the production you have selected. For productions in which exchange is authorised, the exchange can only take place between two performances of the same production.

All ticket exchanges must be carried out in person at the venue box office a minimum of 24 hours prior to the ticketed performance. An administrative fee of \$1.10 per ticket will be charged and seating cannot be guaranteed.

Should a ticket be exchanged to a performance or concession type of higher value, the patron will be liable for the administrative fee plus the difference in price.

### **Concession Policy**

Proof of eligibility of concession must be presented to the box office staff upon collection of tickets. Concession availability is at the discretion of the production promoter and may vary per production or performance. All available concessions can be purchased over the phone or in person.

Unless otherwise stated, Childs concessions are available to patrons aged 15 years and under. Seniors discounts apply only to holders of SA Seniors Cards. Student discounts apply only to full time students.

To be eligible for Friends Club prices you must become a member and present your membership card when collecting your tickets. Membership gives you access to a host of great offers, discounts and other benefits.

For performances where family tickets are available, they may be purchased to cover entry for two adults and two children, where the children are of an age eligible for the Childs rate.

### **Late Arrival**

Latecomers may not be admitted into the auditorium until a suitable break in the performance. This is at the discretion of the production company. Please the box office for details specific to the performance you have purchased.

### **Infants Policy**

Country Arts SA believes in fostering an appreciation of the performing arts in young audiences as well as providing an environment in which patrons can enjoy live theatre.

Everyone attending a paid performance at Country Arts SA venues, including children, must hold a valid ticket for that performance except breastfeeding babes in arms (under 12 months), who will be admitted to performances to be nursed in a parent's arms. Babes in arms must remain in their parent's arms at all times.

### **Accessible Seating**

If you have specific seating needs, please contact the box office in person or by phone to discuss your seating arrangements with our staff.

### **Lost/Stolen Tickets**

Please report lost or stolen tickets to the box office as soon as possible. Duplicate tickets will only be issued up to half an hour prior to the performance from the venue Box Office.

### **Change of Artist**

The right is reserved to vary advertised programmes and to add, withdraw or substitute artists as necessary.

### **Privacy Policy**

Country Arts SA respects the privacy of individuals in accordance with the Privacy Act. For more information please see the privacy policy on our website or ask at the venue box office.

### **Strobe Lighting and Smoke Effects**

Some performances contain strobe lighting or smoke effects. Please enquire at the box office for queries on individual performances.