

## **Araluen Arts Centre**

### **Ticketing Policy**

1. Tickets for performances are valid only when purchased from the Araluen Arts Centre. All Patrons must have a valid ticket for a performance.
2. Where concessions are applicable, suitable and valid identification must be provided by a Patron for collection of tickets and for admission to a performance.
3. All ticket prices are stated in Australian Dollars and include GST where applicable. An online service charge of \$2.50 per transaction applies for all purchases online. All ticket prices include GST. This fee goes directly towards providing, maintaining and updating the website and online ticketing facilities and services we provide to you.
4. Prices are subject to change at any time without notice.
5. All tickets can be picked up from the Araluen Arts Centre Box Office. The Box Office is open daily from 10am to 4pm and up until the show time on the day of performance.
6. The right is reserved to not replace lost or stolen tickets where seating is general admission. For reserved seat tickets the Araluen Arts Centre, at its discretion, may be able to replace the ticket if the Patron produces adequate proof of purchase. The Araluen Arts Centre encourages tickets purchased to be treated like cash.
7. No refunds or exchanges permitted except as provided in the Australian Live Entertainment Industry Code of Practice. If the event organiser permits refunds, the customer booking fee included in the advertised ticket price is non-refundable.
8. The Araluen Arts Centre collects your individual information in case of an event cancellation or alteration. If you fail to supply sufficient and appropriate contact information the Araluen Arts Centre is not responsible for failure to contact you.
9. If an event is cancelled no obligation is assumed by the Araluen Arts Centre for arranging a substitute event.
10. Online ticketing is available up until one hour prior to the performance. For ticket purchases after this time, please visit the Araluen Box Office or call us on (08) 8951 1122.
11. Tickets may be exchanged only where expressly permitted by the Araluen Arts Centre and may be subject to certain conditions and additional fees.
12. Entry to the Araluen Arts Centre is at an individual's own risk. To the maximum extent permitted by law, the Araluen Arts Centre will not be responsible for any loss, damage, harm or injury arising from a Patron's entry to the Venue or performance within the Venue.
13. The right to refuse entry or to evict a Patron is reserved by the Araluen Arts Centre as provided in the Australian Live Entertainment Industry Code of Practice.
14. Latecomers will be only admitted to a performance during a suitable break or as determined by the Araluen Arts Centre. Under some circumstances this may mean the Patron misses the show in its entirety.
15. Tickets must be retained throughout the performance and the Araluen Arts Centre reserves the right to evict any person or persons not in possession of a valid ticket.

#### **Araluen Arts Centre**

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16. The right is reserved to vary, substitute or withdraw advertised programs, artists, venue and seating arrangements as necessary.
17. A valid Companion Card or valid Companion Card Number must be produced at the time of booking to gain access to the Companion Card Scheme offer. Details of use are contained on the Companion Card website.
18. Cameras and other recording devices are prohibited in the Araluen Arts Centre auditorium unless prior approval from Araluen Arts Centre has been granted.
19. Mobile telephones, pagers and so forth must be switched off during all performances.
20. In attending a performance, you grant the Araluen Arts Centre permission to film or photograph you, and to reproduce that film or photograph in any audio, video or photographic display or other transmission, exhibition, publication or reproduction in any medium or context without further authorisation by, or compensation to, you.
21. Tickets may not, without Araluen Arts Centre's written consent, be on-sold at a premium, offered as a prize or inducement, packaged or otherwise used for advertising, promotional or other commercial purposes. The Araluen Arts Centre reserves the right to refuse admission to the bearer of any ticket sold or otherwise provided or distributed in breach of this condition.
22. By submitting your order, you indicate that you have read and accept the Terms and Conditions as well as the Privacy Statement. If you have questions regarding your order please contact the Araluen Arts Centre Box Office on 08 8951 1122.
23. The Code of Practice for the Ticketing of Live Entertainment Events in Australia is available for download at [http://www.liveperformance.com.au/ticketing\\_code\\_practice](http://www.liveperformance.com.au/ticketing_code_practice).

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