

Northcote Town Hall - Online Ticketing Policy

1. Booking Information

- a. Patrons can book tickets for events at Northcote Town Hall at anytime online at www.northcotetownhall.com.au Tickets booked by phone on t: 9481 9500, tty: 8470 8696 or in person at Northcote Town Hall reception 189 High Street Northcote, can only be done during business hours Monday to Friday 9am to 5pm.
- b. All bookings must be paid in advance. Phone or web bookings require payment with Visa or Mastercard, and bookings in person may also be paid with cash, cheque or EFTPOS.
- c. Northcote Town Hall does not accept Diners Club or American Express credit cards.
- d. Group bookings made by organizations can be invoiced upon request.
- e. All prices quoted are inclusive of GST and ticketing fees where applicable.

2. Ticket Collection

- a. All bookings will be available for collection from our Northcote Town Hall 30 minutes prior to the ticketed event, unless otherwise advised.
 - c. All patrons are advised to bring ID when collecting tickets, and relevant concession cards where applicable.
 - d. Uncollected tickets will not be re-sold.
 - e. Latecomers will be subject to entry as specified by the event producer.
3. Concessions: - Northcote Town Hall reserves the right to ask patrons to pay the difference for a full priced ticket if a concession card is not presented upon ticket collection. A valid card must be shown to Box Office for every concession ticket collected. Northcote Town Hall offers concession priced tickets to:

- i. Full-time Students,
- ii. Children aged 16 and under,
- iii. Health Care Card Holders,
- iv. Pension and Card Holders,
- v. Seniors Card Holders,

3. Babes-in-arms

Children under the age of 2 can be admitted without a ticket, provided they sit on their parent's lap and do not occupy a seat. Any patron causing a disturbance during a performance is required to leave the theatre. Parents wishing to bring babies to a show not classified as a "family" performance should be advised to book tickets near a door, to enable a quick exit and minimal disruption should the baby make any distracting sound. Please note that some of our spaces have restrictions with pram access. In these cases, prams must be left in the foyer.

4. Access

The City of Darebin Northcote Town Hall is committed to improving access for all people. It is important that our staff are notified of any special access requirements to ensure that necessary arrangements can be made.

All areas within Northcote Town Hall are wheelchair accessible. Every effort is been made to ensure that the venue events are accessible for people who use wheelchairs or who have limited mobility. Guide dogs and assistants animals are welcome at Northcote Town Hall .

Auslan interpreters are available on request for Northcote Town Hall events, subject to availability and pre-booking with sufficient notice.

Some people with a disability require the assistance of a companion or carer to access venues and events. Northcote Town Hall offers a second ticket at no cost to people who possess a Companion Card.

5. Companion Card Scheme

The Northcote Town Hall complies with disability access and support scheme in using the Companion Card for all events. Companion cards are available for people with a disability who require a companion to enable them to access community activities. The cardholder's companion will be admitted at no charge.

- c. Patrons wishing to use this system must notify Northcote Town Hall at the time of booking and bring their card with them when collecting tickets.
- d. Each bearer of the card is entitled to one free House seat to the event they are purchasing a ticket for; staff are advised to use the "Carer" subtype for House seats booked in this fashion.
- e. People with temporary disabilities are NOT eligible for the Companion Card scheme.
- f. More information on the scheme can be found at www.companioncard.org.au

6. Refunds

- a. Northcote Town Hall offers no refunds on tickets sold .
- b. These exceptions include:
 - i. Where a performance is re-scheduled/cancelled and no viable exchange option is available to the patron.
 - ii. Where a booking has been made through an error on Northcote Town Hall behalf; and the patron has notified us prior to the ticketed event.
- c. Refunds will not be provided for patrons who are no longer able to or choose not to attend a ticketed event, or who have been asked to leave the venue with just cause.
- d. All requests for refunds must be presented to the Northcote Town Hall Venue Manager. Box office and bookings staff can make this request on behalf of patrons but are unable to negotiate or process refunds on the spot.

7. Exchanges

- a. Northcote town Hall can process an exchange at the request of the patron for a fee of \$3.00 per booking, only when informed prior to the event originally booked.
- b. The fee is waived if the exchange is a result of a Northcote Town hall error or when transferring bookings from a cancelled/re-scheduled event to another performance satisfactory to the booking holder.
- c. Box office and bookings staff are able to process exchanges, but may refer it to the Venue Manager if the payment of a fee is in dispute.

8. House Seats

- a. Northcote Town Hall staff are entitled to house seats to any show depending on availability with a maximum of 2 Northcote Town Hall house seats per performance.
- c. House seats are booked by Venue staff with venue management approval during business hours and if not collected 10 minutes prior to an event, they will be returned to the box office for sale.

9. Privacy and Patron details

- a. Personal details collected when making a booking are never passed on to any third party, except in marketing reports that do not contain names or direct contact information.
- b. Phone numbers are used for contact in the case of event cancellation or other necessary contact regarding a specific booking.
- c. Patrons are only signed up to the Northcote Town Hall mailing list if they give consent at the time of booking. If you wish to unsubscribe or have been subscribed in error, please contact our Venue Staff on 9481 9500.

10. Final Disclaimer

- a. Every effort is made to ensure that dates, times, prices and other information are correct at time of printing. All dates, prices and programs are subject to change, amendment, cancellation or postponement without notice. For up-to-date information, please check our website at www.northcotetownhall.com.au
- b. Upon being made aware of a change in an event's details, Northcote Town Hall will make every attempt to notify all patrons that have already booked for the event as soon as possible.