

## **City of Darebin Ticketing Policy**

### **1. Box Office Locations and Contact Details**

Northcote Town Hall, 189 High Street, Northcote VIC 3070. Ph. 03 9481 9500

Darebin Arts and Entertainment Centre, Cnr Bell St & St Georges Rd, Preston VIC 3072 Ph. 03 8470 8280

[www.darebinarts.com.au](http://www.darebinarts.com.au)

[www.northcotetownhall.com.au](http://www.northcotetownhall.com.au)

[www.darebinentertainmentcentre.com.au](http://www.darebinentertainmentcentre.com.au)

### **2. Box Office Hours**

Monday to Friday, 9am to 5pm and from one hour prior to performances (closed public holidays)

Online ticket sales are available 24 hours a day, up to 2 hours prior to performances

### **3. Fees and Charges**

Transaction fees apply to telephone and online bookings to cover card processing fees, staffing and equipment.

Transaction fees are not applied to in-person bookings as part of our commitment to customer service.

Please refer to the current fees and charges listed on our venue websites.

### **4. Payment Methods**

In person: Cash, EFTPOS, VISA, MasterCard

Online and by telephone: VISA, MasterCard

4.1 All bookings must be paid for at the time of processing.

4.2 Reservations and payment by cheque or invoice may be accepted in exceptional circumstances at the discretion of the Ticketing Supervisor, final payment must be made within the specified time frame.

### **5. Ticket Collection**

5.1 Reserved seating tickets booked by phone or online may be collected during box office opening hours.

5.2 General admission tickets booked by phone or online may only be collected one hour prior to the performance.

5.3 Patrons are required to show ID in the form of the credit card used for booking, or photo ID, to collect tickets. In the absence of these forms of ID tickets will be issued at the discretion of box office staff.

5.4 Uncollected tickets will not be re-sold and are not refundable.

5.5 Latecomers will be admitted at the discretion of venue staff and subject to the event.

### **6. Concessions**

6.1 Valid concession cards must be presented at the time of ticket collection, or the balance to the value of a full price ticket may be charged.

6.2 Concessions are offered where available to the following patrons:

- i. Full-time students
- ii. Health Care Card and Pension Card holders
- iii. Children aged under 16 years

### **7. Babies**

7.1 Children under two years of age will be admitted without a ticket to performances deemed appropriate, provided they sit on a ticket holder's lap and do not occupy a seat.

7.2 For specified family and children's shows only babies under 12 months will be admitted without a ticket.

7.3 Prams are not permitted within the theatres and must be stored in the foyer areas designated by venue staff.

### **8. Disturbance**

Admission to our venues is at the discretion of our venue staff. Any patron causing a disturbance during the performance will be asked to leave and will not be entitled to a refund of their ticket.

### **9. Accessibility**

The City of Darebin is committed to improving access for all people. It is important that box office staff are notified of any access requirements at the point of ticket purchase so that arrangements can be made.

9.1 All venues within the Northcote Town Hall and the Darebin Arts and Entertainment Centre are wheelchair accessible. Not all seating is accessible, please notify box office staff of your requirements when purchasing tickets.

9.2 Companion Cards are accepted for all performances, please present your valid card or provide the card number and expiry date when purchasing tickets to receive one complimentary companion ticket.

9.3 Guide dogs are welcome at our venues. Please notify staff when purchasing tickets.

9.4 Auslan interpreters may be arranged subject to the discretion and budget of the Event Producer. Please contact the Ticketing Supervisor to enquire.

- 9.5 A Phonic Ear Hearing Augmentation System is installed in the Darebin Arts and Entertainment Centre Main Auditorium and the Northcote Town Hall Studio 1 and Studio 2. Please notify staff when purchasing tickets that you require this service.
- 9.6 Multilingual translation services are available when purchasing during office hours, please ask box office staff.
- 9.7 National Relay Service:
- i. TTY users please phone 133 677 and ask for the relevant box office number.
  - ii. Speak and Listen users please phone 1300 555 727 and ask for the relevant box office number.
  - iii. Internet Relay users please connect to [www.iprelay.com.au/call/index.aspx](http://www.iprelay.com.au/call/index.aspx) and ask for the relevant box office number.

## **10. Refunds and Exchanges**

Patrons are advised to check the details of their tickets immediately upon purchase as there are no refunds or exchanges offered on tickets sold. This includes:

- 10.1 Where a patron is late, unable to attend or chooses not to attend a performance.
- 10.2 Where a patron is asked to leave the venue by venue staff due to disturbance.

*Exceptions may include:*

- 10.3 Where a performance is re-scheduled or cancelled.
- 10.4 Where an error has been made by staff and/or the ticketing system and the patron has notified box office staff prior to the performance.
- 10.5 Where a performance is sold out and a patron does not require all of their purchased tickets. Refunds may be processed if these ticket(s) are able to be sold to another patron.
- 10.6 Other exceptional circumstances at the discretion of the Ticketing Supervisor, Venue Team Leader and/or the Event Producer. Customers may be required to submit a written request.
- 10.7 Tickets may only be refunded or exchanged if the original ticket is provided to box office staff.

## **11. Lost Tickets**

- 11.1 Replacement tickets will be issued at the discretion of the Ticketing Supervisor and/or box office staff in the hour prior to a performance.
- 11.2 Patrons must contact the box office to report the loss or damage of any ticket(s) at the earliest opportunity.
- 11.3 Patrons holding a re-issued ticket for a General Admission performance may be required to wait until all original ticket holders are admitted, and for sold out performances admission will be subject to the discretion of venue staff.

## **12. House Seats**

- 12.1 Four House seats are held by the venue for each performance and allocated at the discretion of the Ticketing Supervisor, Venue Team Leader, Operations Manager, and/or Arts, Culture and Venues Department Manager.
- 12.2 Unallocated House seats will be released no later than 10 minutes prior to a performance start time.
- 12.3 Uncollected House seats may be returned to sale within 10 minutes of the performance start time.
- 12.4 Venue staff may occupy any unsold seat at the commencement of the performance, subject to the approval of the Event Producer.

## **13. Privacy and Patron Information**

- 13.1 Patron details are collected and stored for each transaction on our SeatAdvisor ticketing system, accessed only by City of Darebin Arts, Culture and Venues staff and never supplied to any third party.
- 13.2 The City of Darebin may use statistical information in internal marketing reports, which may also be provided to event producers. Names, emails, phone numbers or addresses will not be used in the presentation of these reports.
- 13.3 Patron emails may be supplied to event producers if express permission has been provided.
- 13.4 Patron phone numbers are used only by box office staff for contact in relation to their booking.
- 13.5 Patrons are signed up to the Darebin Arts venues mailing list where permission is given by the patron. Patrons wishing to unsubscribe or who have been subscribed in error, may contact box office staff.

## **14. Disclaimer**

Every effort is made to ensure that dates, times, prices and other information are correct at the time of publication or communication. Dates, prices and programming are subject to amendment, cancellation or postponement without notice. Box office staff will make every effort to notify all patrons who have purchased tickets for cancelled or postponed performances as soon as possible.