



## Ticketing Policy

current as at February 2022

Altona City Theatre Incorporated (ACT), incorporating ACTion Youth Theatre, is a not for profit organisation whereby the only source of income is through membership, ticket sales to productions, fund raising and sponsorship. All income generated by the organisation goes directly towards meeting expenses and developing further productions. The Ticketing Policy as presented below outlines entitlements to patrons, members and production personnel. Enquiries regarding this document can be made via phone on 0425 705 550 or via email to [tickets@altonacitytheatre.com.au](mailto:tickets@altonacitytheatre.com.au).

### Definitions

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#### Theatre Tickets

These are tickets available for purchase to the general public via online order, email, SMS or telephone booking.

#### Theatre

Altona Theatre, 115 Civic Parade, Altona 3018

#### Production

An event produced by the company at the Theatre or other such venue owned or let by the company providing general-admission based ticketing (Theatre Tickets).

#### Patrons

Persons occupying paid seating during a production, excluding staff or delegated guests of ACT.

#### Emergency

Any event occurring, whether within ACT's control or not, that has the potential to cause disruption to performances, injure persons or damage equipment within the venue.

#### House Seats

Seats put aside by ACT in the auditorium for all performances, to be used by ACT at their discretion. They may be sold at the discretion of the Ticket Secretary

### Privacy

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ACT values your patronage. We do not give, sell or rent your name or any other personal information we may have about you. Such information may be collected when you purchase tickets, email ACT, or in some other form. The information may be used by ACT to inform you of upcoming productions or other announcements. If you do not want your information to be used in such a way, please email [secretary@altonacitytheatre.com.au](mailto:secretary@altonacitytheatre.com.au)

### Ticket Bookings – online, email, SMS, telephone, box office

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When purchasing ACT theatre tickets, patrons agree to the following terms:

1. All sales are final. No refunds will be issued for performances. However, in some cases theatre tickets may be transferable to another performance in the current season dependant on availability. Theatre ticket transfers must be requested at least 24 hours prior to the originally booked performance by emailing the ticket secretary [tickets@altonacitytheatre.com.au](mailto:tickets@altonacitytheatre.com.au) or telephone/SMS on 0425 705 550.
2. Theatre Tickets are not valid for admission until payment has been received by ACT. ACT reserves the right to sell unpaid theatre tickets and/or move patron selected seating placements until payment for tickets is received in full. Following the scheduled commencement time for a given performance any unpaid theatre ticket bookings will be released for general sale.
3. ACT reserves the right to eject, or cause to be ejected from the premises, any objectionable person or persons. ACT reserves the right to determine when a person or persons' behaviour is objectionable or



- disruptive to other patrons and/or performers and, if necessary, have the objectionable person or persons removed from the theatre without refund.
4. Group bookings cannot be guaranteed to be seated within proximity to each other although ACT will utilise best endeavours to seat the group as close to each other as possible.
  5. In the event of ACT cancelling a performance, theatre tickets will be refunded or transferred to another performance within the current season (dependant on availability). No refunds will be given for service or convenience charges.
  6. If booked online, tickets can be printed by the purchaser. If the purchaser is unable to print tickets, they can present their booking ID at the box office and tickets will be printed by the Ticket Secretary. Tickets that have been booked via email, SMS, or over the telephone, will be held at the box office for collection subject to clause 2.
  7. The purchaser is responsible for checking tickets and confirming all information is correct. If there are any problems, contact the Ticket Secretary via email [tickets@altonacitytheatre.com.au](mailto:tickets@altonacitytheatre.com.au) or phone/SMS 0425 705 550 within 24 hours of receipt of booking confirmation.
  8. Patrons are responsible for checking minimum age requirements for performances. No refunds will be processed for patrons who are denied entry due to invalid identification for admittance to an age restricted performance. Furthermore, no refunds will be issued in the event that patrons may be offended by a production's content, either in whole or in part.
  9. Concession rate Theatre Tickets may only be purchased by patrons holding a valid concession entitlement. On request, purchasers of concession tickets must present the relevant concession documentation upon entry to the Theatre. ACT recognises the following concession entitlements for concession rate tickets:
    - Children under 18 years of age
    - Full time students
    - Health Care Card holders
    - Pensioner Concession Card holders
    - Seniors Card holders
    - DVA Health Card holders
    - Any concession fare entitlement authorised by Public Transport Victoria
  10. Latecomers will be admitted at a suitable break in performance. The appropriate break will be determined in consultation between ACT Front of House (FOH) personnel and the Stage Manager. Latecomers are not eligible for pro-rata refunds based on performance time missed due to late arrival or admittance delays.
  11. The Altona Theatre is a smoke free venue. Smoking is not permitted anywhere inside the venue. Any patron that refuses to adhere to this requirement shall be deemed *objectionable* and will be subject to removal from the premises (refer clause 3).
  12. Should an emergency take place inside the auditorium during a performance, ACT may elect to temporarily suspend or cancel the performance until the cause is rectified. No refunds are applicable in the event of temporary suspension in cases of delays up to and including 90 minutes in cumulative duration. In the event of cancellation, ACT will engage with patrons under the process defined in clause 5 of this document.
  13. Any patron who has COVID-19 or flu-like symptoms or is subject to a government health direction must not attend the Altona Theatre. Under these circumstances, theatre tickets can be transferred to a performance later in the current season or refunded.

## Companion Card

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Patrons who hold a companion card are entitled to a complimentary seat for the companion who is attending with them. Patrons booking with a companion card must book by calling the Ticket Secretary on 0425 705 550. The companion card must be presented when tickets are collected.