

## Marion Cultural Centre Ticket Sales Terms & Conditions



Marion Cultural Centre ticket sales terms and conditions are as follows:

1. Tickets holders enter the venues (auditoriums) at their own risk.
2. No unauthorised cameras and tape recorders allowed in the auditorium.
3. Management reserves the right of admission.
4. Tickets are only valid when purchased through an authorised medium.
5. Tickets are sold on behalf of the organisation responsible for presenting the event and are subject to the conditions applicable to that event.
6. Tickets are issued subject to the rules and regulation of the venue and presenter. Full details are available from the venue box office. Breach of any of these Rules and Regulations or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the venue or event partner to eject you from the venue.
7. All tickets sold by the venues are sold subject to the Entertainment Industry Code of Fair Practice.
8. Terms and conditions for booking and collection of tickets include the following:
  - Tickets not collected a half an hour after commencement of the performance are to be collected from the Front of House Manager.
  - Telephone ticket purchases attract a transaction fee.
  - Internet ticket purchases attract a transaction fee.
  - Counter ticket purchases attract a transaction fee.
9. It is your responsibility to check your tickets; mistakes cannot always be rectified. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of tickets you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price (and credit or debit your account as applicable) or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect ticket price for the tickets, you will receive a full refund from us.
10. The Venue, Presenter accepts no responsibility for any personal property.
11. The ticket holder has a right only to a seat of a value corresponding to that stated on the ticket and the venue or presenter reserves the right to provide alternative seats to those specified on the ticket.
12. Ticket Refunds

All transactions are final.

There will be no refunds on completed bookings unless the performance is cancelled. There will be no refunds provided for tickets downgraded to a performance or concession type of lesser value.
13. Ticket Exchanges

Ticket exchange decisions are based on each individual production (performance) show-cased by Marion Cultural Centre. Please contact the venue for the specific ticket exchange details pertaining to the production (performance) you are considering purchasing or have purchased.

In instances where exchanging of tickets has been approved the exchange must be carried out in person at the venue box office within 24 hours of the production (performance). An administration fee is charged for all exchanges per ticket and management cannot guarantee seating for exchanged ticket arrangements.

Where a ticket is exchanged for a performance or concession type of higher value the patron is liable for the administration fee and the difference in price per ticket.

#### 14. 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 for each production (performance). All available concessions can be purchased over the phone, internet or in person.

Unless otherwise stated concessions apply as follows:

- child concessions are available to patrons aged 15 years and under,
- senior discounts apply only to holders of SA Seniors Cards, and
- student discounts apply only to full time students
- pension concession apply to holders of a pensioner card

#### 15. Late Arrival

Management reserve the right to refuse latecomers entry into the auditorium until a suitable break in the performance.

Please inquire at the box office for details specific to the purchased performance.

#### 16. Infants Policy

Marion Cultural Centre 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 the Marion Cultural Centre, including children, must hold a valid ticket for that performance except babies in arms. A baby in arms is considered to be a baby aged 24 months or under unless specified otherwise by the Venue Manager or Show Promoter. The baby or infant held in the arms of the patron must remain in their parent's arms at all times.

#### 17. Accessible Seating

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

#### 18. Lost or 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 to the performance from the box office and a transaction fee per ticket may apply.

19. Change of Artist

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

20. Privacy Policy

Marion Cultural Centre respects the privacy of individuals in accordance with the Privacy Act. For more information, please see the privacy policy on our website or enquire at the venue box office.

21. Strobe Lighting and Smoke Effects

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