



Tea Tree Players Ticket Policy

Your purchase is sold by Tea Tree Players – ABN 75 719 442 718 – through the Tea Tree Players Theatre Box Office on behalf of the Presenter(s). The prices displayed on this website, and in all publications – both online and print – are in Australian Dollars (AUD) only. The following terms and conditions apply to this sale:

Terms in this document:

‘the Theatre’ – Tea Tree Players Theatre

‘the Ticket Holder’ – any person who purchases tickets for a Tea Tree Players Production

‘ticket or tickets’ – reserved seats for a performance of a Tea Tree Players Production

‘Patron’ – any person who attends a Tea Tree Players production or event

1. Ticket Purchase and Confirmation:

- a. Tickets may be purchased online, at the box office, or over the phone.
- b. Confirmation of ticket purchase will be provided via email or printed receipt. It is the responsibility of the ticket holder to review and verify all details.

2. Exchanges and Rescheduling:

- a. Tickets may be exchanged or rescheduled for another performance of the same production, subject to availability.
- b. Requests for exchanges or rescheduling must be made at least 4 weeks before the scheduled performance.
- c. If due to sickness or other reason, tickets may be credited to another performance subject to availability at the Theatre’s discretion.

3. Cancellations and Refunds:

- a. In the event of a performance cancellation, ticket holders will be notified, and a refund or exchange for a future performance will be offered.
- b. Refunds for change of mind will only be permitted 4 weeks prior to the performance.
- c. Refunds will only be issued by direct credit to a BSB and Account number or a card number.

4. Lost or Stolen Tickets:

- a. Lost or stolen tickets will not be reissued, and replacement tickets will need to be purchased.

5. Late Arrivals and Seating:

- a. Patrons who arrive late may be asked to wait until a suitable break in the performance to be seated.
- b. Front of House reserves the right to assign alternative seating to patrons who arrive late.

6. Age Restrictions:

- a. Some performances may have age restrictions or Language Warnings. It is the responsibility of the patrons to check and comply with these restrictions.

7. Conduct and Disruptions:

- a. The theatre reserves the right to refuse admission or eject any person whose conduct is deemed inappropriate without refund.
- b. Disruptive behaviour, including but not limited to talking during the performance, using electronic devices during the performance, touching performers during the performance, or intoxication, may result in ejection without refund.

8. Photography and Recording:

- a. Photography, audio, or video recording of performances is strictly prohibited.

9. Force Majeure:

- a. The theatre is not responsible for delays, cancellations, or other issues arising from circumstances beyond its control, including but not limited to natural disasters, strikes, or government orders.
- b. In some cases, the Theatre may issue a credit for a future performance or refund.

10. Amendments to Policy:

- a. The theatre reserves the right to amend this ticket policy at any time. Any changes will be effective immediately and apply to all future ticket purchases.
- b. The Box office manager has final say with regards to issuing a refund or credit under their discretion.

By purchasing tickets for events at *Tea Tree Players Theatre* the Ticket Holder and the patrons they assign tickets to agree to comply with and be bound by the terms and conditions outlined in this ticket policy.

