

## **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:**



## TICKET POLICY

- 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.