
CONDITIONS OF SALE OF TICKETS

Tickets are sold by the Whitehorse Centre subject to the following conditions.
In purchasing a ticket, the patron agrees to abide by these conditions.

Methods of Payment

Tickets may be purchased by cash, Mastercard, Visa or EFTPOS. Cheques made payable to the Whitehorse Centre are accepted up to 5 business days the performance. Payment is required at time of making the booking (except group bookings).

Methods of Purchase

Tickets may be purchased in person at the Box Office, phone or online. Tickets are valid only when purchased through Whitehorse Tickets authorised sales channels. Whitehorse Tickets reserves the right to cancel and not refund any ticket it reasonably believes has been bought or sold by an unauthorised seller.

Fees and Charges

Tickets purchased by telephone and online attract a handling fee (per transaction, not per ticket). The handling fee does not apply to package purchases or group bookings of 10 or more. Whitehorse Tickets does not charge purchasers any credit card merchant or surcharge fees. **All fees are subject to change.**

Refunds and Exchanges

There are no refunds or exchanges. The granting of exchanges and refunds is at the discretion of the Presenter however, under consumer law, a change in the buyer's personal circumstances does not oblige the Presenter to refund. Where exchanges and/or refunds are permitted, a fee will be charged to the patron and retained by the Centre.

Ticket Delivery Methods

By default all tickets (other than those booked in person) are mailed to the patron. Tickets will be held for collection at the Box Office either by patron request or if a phone/online booking is made within 10 working days of a performance.

On-Selling of Tickets

Tickets must not be on-sold at a premium, packaged with other goods or services, offered as a prize or otherwise used for advertising, promotional or commercial purposes, without the prior written permission of Whitehorse Tickets. Whitehorse Tickets may cancel tickets or refuse to accept orders which it believes are in breach of this condition

Event Cancellation

In the case of an Event cancellation, a refund will be provided to the original ticket purchaser. Tickets purchased from an unauthorised seller will not be refunded by Whitehorse Centre and the purchaser may be at risk of no refund being offered by an unauthorised seller.

Group Bookings

Presenters may offer bookings for groups. Unless otherwise notified, group bookings (10 or more tickets) may be reserved without payment up until 8 weeks prior to the performance. Any alteration to a payment date for group reservations is at the discretion of management. Some performances may be subject to a maximum group allocation of 20 tickets as per our Fair Access policy (see below).

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Restricted Viewing

Whitehorse Centre will advise any known restricted viewing information prior to the purchase of a ticket.

Fair Access

In the interests of maintaining fair access to tickets, Whitehorse Centre may place limits on the number of tickets that you can purchase. Whitehorse Tickets reserves the right to cancel and not refund any purchase exceeding those limits.

Lost Tickets

Subject to authentication of purchase, and ability to define seats allocated, lost tickets will be replaced with a voucher. The voucher is not provided until the patron's arrival at the theatre prior to the performance. Once tickets are lost, the patron is committed to the booked performance, as exchanges are not possible without tickets. Lost general admission tickets will not be replaced, nor a voucher given, without consent of the promoter.

Children

Children 2 years of age and older must have a ticket, purchased at the appropriate rate.

Children under the age of 2 years may be admitted to the theatre without a ticket, provided they sit on the lap of an adult and do not occupy a seat. Presenters of dedicated children's performances may require children from the age of 1 year and older to purchase a ticket. This arrangement will be clearly outlined at all points of sale.

Latecomers

The performance will commence promptly at the advertised time. Latecomers will be admitted at a suitable break in the performance and the Centre reserves the right to relocate seating to minimise disruption.

Aisles to be Left Clear

Standing in the theatre is not permitted. Aisles, steps, passageways and doorways are to be left clear and unimpeded at all times. Strollers, prams, etc are to be left outside the theatre.

Six wheelchair spaces have been allocated in the theatre and no more than six wheelchairs may be in the theatre during a performance. High back wheelchair spaces are limited to two per performance to avoid obstructed viewing.

Photography and Recording

Photography, filming, video filming, audio recording and any other means of recording the performance is not permitted as it may breach copyright law. The presenter of the performance may permit recording and if so, a sign will be erected at the theatre entrance. Flash photography is not permitted under any circumstance for safety reasons and the comfort of all patrons.

Admission and Disruption

The Centre reserves the right to refuse admission, or to remove any patron causing disruption to the performance or the enjoyment of other patrons.

For further information regarding Whitehorse Centre **Conditions of Purchase** please contact our Box Office on 9262 6555 or tickets@whitehorse.vic.gov.au.