



**Darebin  
Arts**

## **Darebin City Council Arts Precincts ticketing terms and conditions**

### **Terms and conditions:**

Tickets sold are subject to the Live Performance Australia (LPA) Ticketing Code of Practice and to Darebin City Council's full terms and conditions. Tickets are sold subject to any additional conditions as notified by the presenter. Anyone purchasing a ticket or attending an event agrees to abide by these terms and conditions. All ticket prices include GST, your confirmation email is your tax receipt. When booking, you must provide your full name, address, email address and or/phone number.

### **Payment methods**

All bookings must be paid for at the time of processing. We are unable to accept ticket reservations at this time. We accept Visa and MasterCard for online purchases, and EFTPOS and cash in person. Contactless payment methods are preferred.

### **Fees and charges**

Transaction, refund and exchange fees may be applicable to cover administrative costs. Please refer to our current fees and charges listed on our website: [arts.darebin.vic.gov.au](https://arts.darebin.vic.gov.au).

### **Concessions**

Concessions must be Australian-issued and valid at the time of booking. Proof of concession must be provided to enter the venue or event if being admitted on a concession ticket. Failure to provide valid proof will result in an upgrade fee on that ticket.

### **Darebin resident price**

Discounted tickets for Darebin residents may be available for some events. All ticket prices are marked on event listings. To see if your chosen event offers discounted tickets for Darebin residents, please refer to your chosen event listing on the Darebin Arts website.

### **Companion Cards**

Darebin City Council accepts Companion Cards for all performances. To book, contact our box office and provide the Companion Card number and expiry date when purchasing tickets to receive one complimentary companion ticket.

### **Babies**

Children under two years old do not require a ticket provided they sit on a ticket holder's lap and do not occupy a seat.

For family and children's events, only babies under 12 months old will be admitted without a ticket. Prams/pushchairs are not permitted within the theatres and must be stored in the foyer areas designated by venue staff.

### **Children**

Children under the age of 16 must be accompanied by an adult.

### **Preview performance**

Some events may have a preview performance at the beginning of the run. Preview performances are indicated on event listings. The purpose of a preview is so that the creative team can see the full show with a live audience and make amendments before opening night.

### **Accessibility**

Darebin City Councils committed to improving access for all people.

- All venues within the Northcote Town Hall Arts Centre and Darebin Arts and Entertainment Centre are wheelchair accessible. Not all seating is accessible, please contact our box office when purchasing your tickets.
- Council accepts Companion Cards for all performances. To book, contact our box office and provide the card number and expiry date when purchasing tickets to receive one complimentary companion ticket.
- Guide and assistance dogs are welcome at our venues. Please notify staff when purchasing tickets.
- Auslan interpreters may be arranged subject to the discretion and budget of the event producer. Auslan interpreted performances are indicated on event listings. To ensure Auslan interpretation during your visit, please contact the box office at [ticketing@darebin.vic.gov.au](mailto:ticketing@darebin.vic.gov.au).
- A Phonic Ear Hearing Augmentation System is installed in the Darebin Arts Centre Main Auditorium and the Northcote Town Hall Arts Centre Studio 1 and Studio 2. Please contact the box office to enquire if this service is available for your event.
- Multilingual translation services are available when purchasing during office hours. Please ask box office staff if you would like to speak to someone in your language.
- National Relay Service:
  - TTY users please phone 133 677 and ask for the relevant box office number.
- ii. Speak and Listen users please phone 1300 555 727 and ask for the relevant box office number.
- iii. Internet Relay users please connect to [www.iprelay.com.au/call/index.aspx](http://www.iprelay.com.au/call/index.aspx) and ask for the relevant box office number.

### **Ticket collection**

Tickets are delivered electronically via email at the time of purchase. Alternatively, tickets can be held at the box office for collection on the day of the performance.

Patrons are required to show proof of identification in the form of the payment card used for purchase, or photo ID. In the absence of identification, tickets will be issued at the discretion of the box office staff. Uncollected tickets will not be re-sold and are non-refundable.

### **Latecomer policy**

Performances commence promptly at the advertised time. Council reserves the right to admit latecomers only if/when there is a suitable break in the performance, and to re-allocate seating. Council reserves the right to refuse entry to prevent disruption to other patrons and the performance.

### **Conditions of entry**

Council is not responsible for any loss, damage, harm or injury arising from a customer's entry or performance within the venue premises.

Admission into our venues is at the discretion of our venue staff. Any patron causing a disturbance during the performance will be asked to leave and will not be entitled to a refund of their ticket.

### **Refunds and exchanges**

All tickets are non-refundable, unless required by law or in accordance with the Live Performance Australia Ticketing Code of Practice. This includes when a patron is late, unable to attend or chooses not to attend a performance. It is the responsibility of the customer to check the details of their booking upon purchase.

Exemptions may include when a performance is rescheduled or cancelled, or at the discretion of the Ticketing Supervisor.

For exchanges in relation to COVID-19, please see our Coronavirus Ticketing Policy below. All exchanges are subject to availability.

### **Lost tickets**

Replacement tickets or a lost ticket pass will be issued at the discretion of the Ticketing Supervisor and/or box office staff prior to the performance.

### **Cameras and recording devices**

Cameras and other recording devices are not permitted, unless an arrangement has been made with

Council prior to a performance. Council reserves the right to request the deletion of any unauthorised photos or video footage.

### **Performance information, cancellations and changes**

Every effort is made to ensure all information, including dates, times, and prices are correct at the time of publication and communication.

- Council and/or the presenter reserves the right to change dates, times, programming, artists, audience capacity and duration of a production, including cancellation or postponement, without notice. Council and box office staff will make every effort to notify all patrons who have purchased a ticket via the website, email reminders and social media channels, where appropriate.
- Seating within the theatre venues at Northcote Town Hall Arts Centre and Darebin Arts Centre may be altered or adjusted with or without prior notice. If a ticketed seat is no longer available, customers will be relocated to another comparable seat at no additional cost. In circumstances when the house seat configuration has been significantly altered, Council will attempt to disclose this configuration in event information.
- Council will endeavour to disclose age recommendations, warnings, strobe, nudity, haze and any other potentially confronting content to audience members prior to the production.
- in the event of a performance cancellation, a refund will be provided to the original ticket purchaser. If you have purchased a ticket from an unauthorised seller, we cannot guarantee a refund.

### **Ticket re-sale**

Tickets for performances and events are valid only when purchased from an agent authorised by Council. Tickets may not be on-sold or offered for sale at a premium. Council reserves the right to cancel tickets without refund any tickets that have been resold.

### **Coronavirus ticketing policy**

By purchasing tickets and coming to our venues, you agree that you will adhere to our COVID Safe implemented health and safety measures including:

- Staying home if you feel unwell
- Practising social distancing
- Practicing good hand hygiene

We support those who choose to wear a face mask while visiting our venues.

### **Purchasing Tickets**

- Seating allocations are not guaranteed and may change at any time in line with the physical distancing guidelines and/or capacity restrictions issued by the Department of Health or Chief Health Officer. This may require previously allocated seats to be moved to comply with current restrictions.
- We prefer contactless payment.
- We strongly encourage you to use electronic tickets. These can be printed at home or shown on your mobile device. The box office will be open prior to the performance for customer support, however minimising contact where possible can help to keep us all COVID Safe.
- If you experience any COVID-19 symptoms or are awaiting COVID-19 test results in the 24 hours preceding the event date, we request that you please do not attend.
- You can exchange your ticket to another performance of the same show by contacting [ticketing@darebin.vic.gov.au](mailto:ticketing@darebin.vic.gov.au) 4 hours before the event commencement. You will receive a response within 24 hours.
- Once the event commences, there can be no changes to tickets.

- Council may cancel or reschedule an event at any time and without notice if it is deemed that the event should not proceed for reasons of public safety including, without limitation, due to risks associated with COVID-19. The original ticket purchaser will be notified via email.
- Disclaimer and exclusion: The ticket holder enters the venue and attends the event at their own risk and will not make any claim or take any action against the venue in respect of any injury or damage they may suffer arising out of the ticket holder contracting COVID-19 or the consequences of any actual or suspected contact with a person with COVID-19.