

TICKETING POLICY

Wangaratta
Performing Arts &
Convention Centre



REFUNDS/ EXCHANGES

Wangaratta Performing Arts & Convention Centre is a NO REFUND/ NO EXCHANGE venue. In the event a performance is cancelled or rescheduled, the ticket holder will be offered to transfer to the new date, or if that is not suitable a full refund will be provided.

CONCESSION TICKETS

Concession ticket holders may be requested to provide their Concession ID upon entry to the performance. If Concession ID cannot be provided at this time, the venue has the right to refuse entry.

PRIVACY

Wangaratta Performing Arts & Convention Centre complies with Australian Privacy Legislation. Personal Information is collected for the purpose of ticketing and future purchases. Customers have the right to subscribe or unsubscribe to receive marketing information from our venue. At times, our hirers may request your information so they can stay in touch with you about other similar shows or to go on the artist database. This is at your discretion, as you would need to opt in to share your details with them.

CODE OF CONDUCT

Customers are required to conduct themselves in a manner that does not impact negatively on the enjoyment of others. If you cannot comply with this our staff reserve the right to ask you to leave the premises. If any person is deemed to be intoxicated or under the influence, we also reserve the right to refuse entry.

LATECOMERS

On occasion there is a lock-out for performances or events, at which time latecomers may be required to wait until a suitable break to be admitted. You may also not be able to sit in your allocated seats if this will have a negative impact on others. This is to be determined by venue management.

MOBILE PHONES/ PHOTOGRAPHY & RECORDING DEVICES

Mobile phones and to be switched off or to silent during performances. Photography and filming on any device is strictly prohibited, the only exception to this is when advised by the venue at the time of performance. Customers not complying with this may be asked to leave the venue.

NO FOOD & DRINK

No food or drink (other than bottled water) are permitted in the Theatre. Please enjoy your snacks and drinks in the foyer prior to arrival.

OH&S

As the theatre is a dark space, it presents hazards during lights out, or an evacuation, therefore we ask that you note the following prior to your visit.

PRAMS are not permitted in the Theatre. We recommend you remove all valuables prior to your visit and on arrival ask our friendly staff for assistance on where to leave during a performance.

WALKING FRAMES if a customer uses a walking frame, we ask that you purchase your tickets through the Box Office so they can assist you with suitable seating. You can then use your walking frame to get to your seat and our friendly usher will move to a safe space during the performance and return to you after the show.

BABY CAPSULES are also a trip hazard, so we ask they you leave it in the car, and that your baby is nursed on your lap.

WHEELCHAIRS please purchase your tickets direct through the Box Office so we can allocate you a Wheelchair position.