

TICKETING POLICY

TICKETS

- Where a Concession ticket is purchased, the cardholder must present (on request) their Concession ID upon entry to the ticketed performance. If Concession ID cannot be produced at this time, we have the right to refuse entry. *(Please refer to the reverse side of your ticket for further details).*

REFUNDS / EXCHANGES

- The Wangaratta Performing Arts Centre has a NO REFUND / NO EXCHANGE Policy
- In the event a performance is cancelled we will provide a full refund of the tickets purchased
- If a performance is relocated or transferred to another date or time, the customer has the choice to transfer into the new date / time or receive a full refund.

PRIVACY

- The Wangaratta Performing Arts Centre complies with Australian Privacy Legislation.
- Your personal information is collected for the purpose of ticketing and to notify you of forthcoming events ticketed through our venue. If you do not wish to receive marketing emails, please advise the WPAC Box Office staff or click the unsubscribe link on the email.
- If you have given your consent, we can provide your details to the Hirer / Promoter upon request.

CONDUCT / ADMISSION

- Patrons are required to conduct themselves in a manner that does not impact or interfere with the enjoyment of others in the venue.
- The Wangaratta Performing Arts Centre reserves the right to ask any patron to leave the premises, irrespective of age or circumstance if they are deemed to be having a negative impact on other patron's experience.
- Wangaratta Performing Arts Centre reserves the right to refuse entry to any patron or group on reasonable grounds

LATECOMERS

- Latecomers may be required to wait until a suitable break in the performance to be admitted as determined by the presenter or Wangaratta Performing Arts Centre management.
- If arriving after the performance starts, it is likely you may not be able to sit in your ticketed seats.

MOBILE PHONES / PHOTOGRAPHY / RECORDING DEVICES

- Visitors must ensure mobile phones and all other devices are switched off during performances. Any visitor not complying with this policy, may be asked to leave the venue.
- Photography and recording devices of any kind are strictly not permitted during performances.

FOOD & DRINK

- No food or drinks other than bottled water are permitted in the Alpine MDF Theatre (with the exception of cough lozenges or medication).

WALKING FRAMES / PRAMS / BABY CAPSULES

- Walking Frames, baby capsules, prams, etc. are not permitted to stay inside the Theatre during performances as they present an evacuation hazard.
- Once the patron is seated an Usher will remove and store the walkers, etc the airlock or foyer and return to the patron at the completion of the performance. We ask that you do not leave any valuables behind.