



## Ticking Policy

These terms and conditions apply to all performances presented by Sorell on Stage Incorporated (SOS). All issues relating to the sale of tickets and the hosting of their associated event(s) are the responsibility of SOS.

*Please direct any questions or feedback regarding this document to [contact@sorellonstage.org](mailto:contact@sorellonstage.org)*

# TICKETING POLICY

## Sale of Tickets, refund and exchanges

1. Tickets prices for each show are to be set by the Sorell on Stage Committee.
2. Tickets can be purchased on the SOS website, by phone or from the Box Office at the Venue half an hour before a performance starts unless sold out.

SOS contact information:

- Website: [www.sorellonstage.org](http://www.sorellonstage.org)
  - Ticketing Phone: 0435 36 7172
  - Ticketing email: [contact@sorellonstage.org](mailto:contact@sorellonstage.org)
  - Venue: Sorell Memorial Hall, 47 Cole Street, Sorell, Tas 7172
3. By purchasing a ticket the purchaser agrees to their information being stored by SOS through its ticket booking system and mailing database. Both systems comply with the Australian *Privacy Act 1988* and the EU *General Data Protection Regulation*.
  4. By purchasing a ticket the purchaser agrees to receive information about the show and general marketing information from SOS.
  5. SOS reserves the right to make alterations to the published event schedule or program and reserves the right to add, withdraw or substitute artists, or vary advertised programs, seating arrangements and audience capacity.
  6. Should the show be cancelled, rescheduled or altered in such a way that it no longer represents the original format, SOS will offer purchasers the option of a refund or credit note for future shows. In the event of a refund being issued, it will be made to the purchaser via the original payment method. Purchasers requiring a refund must contact SOS via ticketing email or phone within 30 days of the event cancellation. Refunds will be made within 14 business days.
  7. Under all other circumstances Sorell on Stage paid tickets are non-refundable. If the purchaser is unable to attend and wishes to arrange a credit note, they must contact Sorell on Stage 24 hours prior to the performance via ticketing email. Credit notes are valid for 12 months from issue.
  8. Where tickets are lost, stolen or misplaced, SOS may require proof of identity and proof of purchase prior to reissuing a replacement ticket. Replacement tickets will be sent via email.
  9. Changes to booking information, or the re-issuing of tickets to another party as a private arrangement in the event that the original purchaser being unable to attend, may only be made by the purchaser of the ticket.
  10. Tickets that are provided to the Box office for customer resale on the night will only be offered to patrons after all original tickets have been sold.
  11. Purchasers wishing to attend on a different performance date must contact the SOS 24 hours prior to the performance via ticketing email or phone so that the ticket can be

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moved and a new ticket issued. Tickets for the original date will not be accepted for the alternate performance.

12. If Concession tickets are offered for sale, Concession must be Australian based and valid at the time of booking. Full or partial refunds are not available if you become eligible for a concession after you have booked. Proof of concession may be required to be provided to gain access to the event. Failure to provide valid proof will result in an upgrade fee on that ticket.
13. SOS admits Companion Cards at its discretion. For patrons who require assistance of a companion or carer, a second ticket will be issued at no cost to the Companion Card holder for use by a companion/carer. Bookings must be made directly via the ticketing email or phone.
14. If Child tickets are offered for sale, children must be under or equal to the age limit listed on the ticket. Proof of age may be requested. Babes in Arms under one year do not require a ticket.
15. Tickets must not be resold at a premium, packaged with other goods or services, offered as a prize or otherwise used for advertising, promotional or commercial purposes without SOS's prior written permission.
16. Complimentary tickets must be authorised by the SOS Executive Committee.

### **Held tickets, Gift Vouchers and Credit notes**

- At the discretion of the SOS committee, Tickets may be placed on hold via ticketing email or phone to be paid for at the performance. If a performance has limited capacity or is sold out, ticket holds may be contacted to arrange payment of the tickets at that point, otherwise those holds will be released back to sale.
- If a hold customer is unable to attend they must notify the Box office 24 hours prior to the performance via ticketing email or phone so that held tickets can be released back to sale.
- Gift Vouchers or credit notes may be made available for SOS shows. These vouchers will be valid for 12 months from the date of purchase. Gift Vouchers and Credit Notes will be issued via email and include a code that is redeemable when booking tickets online only.

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# CONDITIONS OF ENTRY

## Patrons agree to the following conditions of entry to any SOS Performances

- Patrons must present a valid ticket for the performance to the ushers/Box Office team to be admitted. Tickets can be either a printout or for display on a phone or digital device.
- SOS Committee, Cast, Production Volunteers and other theatre patrons must be treated with courtesy and respect at all times. SOS has the right to refuse entry or evict patrons who behave in a manner that is inappropriate, offensive to others, or who are acting illegally. In this instance no refund will be given.
- BYO Alcohol is not permitted at SOS Shows as it forms a breach of the SOS Liquor Licence conditions. SOS has the right to refuse entry or evict patrons who breach this requirement.
- Entry to an SOS event is at your own risk. SOS will not take responsibility for personal belongings lost, damaged or stolen within an SOS venue or nearby car park. Please ensure that valuables are removed from your vehicle before entering the venue.
- Unless otherwise advised, the use of photographic or recording equipment, including mobile phones, is prohibited. Mobile telephones and electronic devices must be turned on silent before entry into the venue.
- SOS reserves the right to record, broadcast, telecast or webcast any event. These photographs and/or video and/or audio recordings are for SOS to use for promotional purposes, documentation and reporting. They may appear in both print and electronic format, including the internet via SOS's website or other social media websites.
- Ticket holders consent to appear in any photography and/or recording of the event.
- Video and photography of the performance by patrons is not permitted unless permission has been granted by the SOS Committee.
- No animals are allowed with the exception of registered assistance animals. Note that persons with Assistance Animals may be liable for any injury, loss, or damage caused by their assistance animal at SOS events.
- Patrons with limited mobility who use a walker, wheelchair or need extra assistance should arrive early to allow time to be seated safely.
- Each performance will commence at the advertised time. We reserve the right to admit latecomers only when or if there is a suitable break in the performance. This policy is to prevent disruption to other patrons and the performance.
- In the event of an emergency please follow all instructions from Box Office and SOS staff. All exits are clearly marked.

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