

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

**1. 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 before the performance. Payment is required at time of making the booking (except group bookings).

**2. 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.

**3. 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.**

**4. 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. **Exceptions apply to COVID related refunds and exchanges. [Refer COVID Appendix.](#)**

**5. Ticket Delivery Methods**

By default, all tickets (other than those booked in person) are either mailed or emailed 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.

**6. 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.

**7. 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.

**8. 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).

**9. Restricted Viewing**

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

**10. Fair Access**

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

**11. 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 the consent of the promoter.

**12. 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.

**13. 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.

**14. Aisles to be Left Clear**

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

**15. Wheelchairs**

Wheelchair spaces have been allocated in each of our venues and with no more than eight wheelchairs permitted in an auditorium during a performance. High back wheelchair spaces may be limited per performance to avoid obstructed viewing.

**16. 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.

**17. Admission and Disruption**

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

**Appendix: COVID-19 Conditions of Purchase**

**In association with our standard Conditions of Sale, the following supplemental conditions now apply to all bookings in order to meet the unique safety measures currently required for COVID-19. Please read prior to purchasing your tickets.**

**18. Contact Details & Tracing**

- A purchaser must provide a minimum of their full name and contact phone number at the time of booking and, upon request, for any additional ticket holders.
- Patrons agree that all contact information will be available to public health officers upon request. For clarity, the venue undertakes not to share this information with any third party other than authorised Government health or other authorities, and only as required in the event of a suspected or confirmed COVID-19 contact at the event.
- All patrons will be required to complete a QR code check-in prior to venue entry.
- Whitehorse Centre staff will be positioned at entry points to support check-in for patrons without access to a smartphone.

Appendix: COVID-19 Conditions of Purchase cont.

**19. Contactless Ticketing & Payments**

- Tickets will be issued to the purchaser only (not to individuals within a booking group).
- The default delivery method for tickets is a digital eTickets (PDF attachment) sent via email.
- Hard-tickets will be delivered by mail.
- Collecting tickets from the box office or performance venue is discouraged.
- Patrons must present a ticket with a legible barcode for scanning and auditorium entry. Acceptable ticket formats: printed PDF ticket, hard-ticket or eTicket presented on a smartphone.
- Contactless payment method is preferred for all purchases.

**20. Seating Allocations**

- Seating allocation will be based on, but not limited to, size of the group, time of booking and final venue configuration so as to be compliant with any restrictions that are in place to allow safe, physical distancing. **This result in allocated seats being modified to comply with current restrictions.**
- The Venue may cancel the event at any time and without notice if it determines that the event should not proceed for reasons of public safety due to risks associated with COVID-19 (and/or other unforeseen circumstances).
- Patrons must sit in their allocated seat. Moving or switching seats is not permitted.

**21. Refunds & Exchanges**

Refunds or exchange of tickets will be available for any of the following reasons:

- Patron has developed any COVID-19 symptoms after the purchase of tickets and/or
- Patron has come into contact with anyone who is symptomatic and/or
- Patron is waiting for the result of a COVID-19 test and/or
- Patron is a confirmed case.

Refunds will be available up to 1 hour prior to performance time or at the discretion of the Centre Coordinator.

**22. COVID Conditions of Entry**

- Patrons must not attend if they are sick or have been overseas in the previous 14 days.
- Patrons must not attend if they have come in contact with anyone displaying the symptoms of, awaiting the results of testing for, or diagnosed with COVID-19 in the previous 14 days.
- Patrons may be asked health screening questions on arrival at the venue.
- Patrons agree to abide by all physical distancing and health protocols.
- Patrons must comply with any DHHS directions including patrons over the age of 12 years wearing a correctly fitting face mask unless they have a lawful exemption.
- Patrons agree to follow the instructions of venue staff at all times.
- Patrons not complying with protocols, or authorised requests, will be asked to leave immediately without refund or further recourse.
- Patrons acknowledge that whilst all reasonable and required health and safety precautions have been taken to keep the audience, staff and performers safe, that they enter at their own risk without recourse to claim against the venue or Whitehorse City Council regarding health outcomes.

**If you, or a close contact of yours, are diagnosed with COVID-19 within 14 days of attending the venue, it is your responsibility to immediately contact the Whitehorse Centre Coordinator, Robyn McNicol on 9262 6590.**

**For further information regarding Whitehorse Centre Conditions of Purchase, please contact our Box Office on 9262 6555 or [tickets@whitehorse.vic.gov.au](mailto:tickets@whitehorse.vic.gov.au).**