

1. The Gasworks Arts Park Ticketing Policy is subject to the AEIA Code of Practice for the Ticketing of Live Entertainment in Australia. A copy of this code of practice can be found on the Gasworks website.
2. **Booking Information**
 - a. Patrons can book tickets for events at Gasworks at anytime online at www.gasworks.org.au, during business hours on t: 96993253, tty: 96994367 or in person at the Gasworks administration.
 - b. All bookings must be paid in advance. Phone or web bookings require payment with Visa or Mastercard, and bookings in person may also be paid with cash, cheque or EFTPOS.
 - c. Cheque payments promised over the phone must be received in the mail by a date designated by Gasworks or the booking will be cancelled and the seats released for general sale.
 - d. Gasworks does not accept Diners Club or American Express credit cards.
 - e. Group bookings made by organizations can be invoiced upon request.
 - f. All seats at Gasworks are General Admission.
 - g. All prices quoted are inclusive of GST and ticketing fees where applicable.
 - h. A confirmation email is sent to all patrons after booking, and it is the patron's responsibility to check the email and notify Gasworks immediately of any errors. It is strongly advised patrons provide an email address for this purpose.
3. **Ticket Collection**
 - a. No tickets will be mailed or given to patrons prior to a performance.
 - b. All bookings will be available for collection from our Foyer box office 45 minutes prior to the ticketed event, unless otherwise advised.
 - c. All patrons are advised to bring ID when collecting tickets, and relevant concession cards where applicable.
 - d. Uncollected tickets will not be re-sold.
 - e. Latecomers will be subject to entry as specified by the event producer.
4. **Concessions**
 - a. Gasworks offers concession priced tickets to:
 - i. Full-time Students,
 - ii. Children aged 16 and under,
 - iii. Health Care Card Holders,
 - iv. Pension Card Holders,
 - v. Seniors Card Holders,
 - vi. Gasworks Membership Card Holders; and
 - vii. MEAA (aka Actors Equity) members.
 - b. A valid card must be shown to Box Office for every concession ticket collected.
 - c. Gasworks reserves the right to ask patrons to pay the difference for a full priced ticket if a concession card is not presented upon ticket collection.

5. Babes-in-arms

- a. Children under two years of age are permitted into Gasworks' theatres free of charge, although please note that not all performances are suitable for children.
- b. Under 2s will not be allocated a seat, and must be accompanied by a paying adult.

6. Access & the Companion Card Scheme

- a. Gasworks strives to improve access for all people. Our access information can be viewed in full at www.gasworks.org.au/about/access-info.php
- b. Gasworks participates in the Victorian Government's Companion Card Scheme enabling equal access for patrons who require a companion.
- c. Patrons wishing to use this system must notify Gasworks at the time of booking and bring their card with them when collecting tickets.
- d. Each bearer of the card is entitled to one free House seat to the event they are purchasing a ticket for; staff are advised to use the "Carer" subtype for House seats booked in this fashion.
- e. People with temporary disabilities are NOT eligible for the Companion Card scheme.
- f. More information on the scheme can be found at www.companioncard.org.au

7. Refunds

- a. Gasworks offers no refunds on tickets sold except in line with the AEIA code of practice.
- b. These exceptions include:
 - i. Where a performance is re-scheduled/cancelled and no viable exchange option is available to the patron.
 - ii. Where a booking has been made through an error on Gasworks' behalf; and the patron has notified us prior to the ticketed event.
 - iii. Where a performance fails to meet the patron's expectations due to acknowledged false, misleading or deceptive representation regarding the performance.
- c. Refunds will not be provided for patrons who are no longer able to or choose not to attend a ticketed event, or who have been asked to leave the venue with just cause.
- d. All requests for refunds must be presented to the Gasworks Ticketing Manager, and box office and bookings staff can make this request on behalf of patrons but are unable to negotiate or process refunds on the spot.

8. Exchanges

- a. Gasworks can process an exchange at the request of the patron for a fee of \$2.50 a ticket, only when informed prior to the event originally booked.
- b. The fee is waived if the exchange is a result of a Gasworks error or when transferring bookings from a cancelled/re-scheduled event to another performance satisfactory to the booking holder.
- c. Box office and bookings staff are able to process exchanges, but may refer it to the Ticketing Manager if the payment of a fee is in dispute.

9. House Seats

- a. Gasworks staff are entitled to house seats to any show depending on availability with a maximum of 4 Gasworks house seats per performance.
- b. There is an additional limit of 2 per person, per performance.
- c. House seats are booked by Admin staff during business hours and if not collected 10 minutes prior to an event, they will be returned to the box office for sale.

10. Privacy and Patron details

- a. Personal details collected when making a booking are never passed on to any third party, except in marketing reports that do not contain names or direct contact information.
- b. Phone numbers are used for contact in the case of event cancellation or other necessary contact regarding a specific booking.
- c. Patrons are only signed up to the Gasworks mailing list if they give consent at the time of booking. If you wish to unsubscribe or have been subscribed in error, please contact our administration on 8606 4200.
- d. View our privacy policy at www.gasworks.org.au/privacy_policy.php

11. Final Disclaimer

- a. Every effort is made to ensure that dates, times, prices and other information are correct at time of printing. All dates, prices and programs are subject to change, amendment, cancellation or postponement without notice. For up-to-date information, please check our website at www.gasworks.org.au
- b. Upon being made aware of a change in an event's details, Gasworks will make every attempt to notify all patrons that have already booked for the event as soon as possible.