

## Ticketing Policy, Terms & Conditions

1. Tickets are sold on behalf of the organisation responsible for presenting the event and subject to the conditions applicable to the event.
2. Every patron must have a valid ticket that has been purchased via our online system, authorised agent or via the Manning Entertainment Centre (MEC) Box Office.
3. Tickets will only be issued upon full payment.
4. The MEC will process REFUNDS or EXCHANGES as per MidCoast Councils Schedule of Fees and Charges.
5. The MEC reserves the right to charge transaction fees for bookings in addition to the standard ticket prices and administration fees for ticket exchanges or replacement of lost tickets when required.
6. The MEC Box Office is open for ticket sales one hour prior to each performance and from Tuesday to Friday 10.00am till 1.00pm.
7. Tickets nominated for collection will be available at the MEC Box Office from one hour before each performance.
8. Where concessions are applicable, suitable and valid Identification must be provided to Box Office personnel. Concession discounts are valid for Pension, Student and Seniors Card holders only.
9. Patrons bearing tickets purchased online at a discount or concession price will only be admitted when relevant Identification is presented to the Box Office staff at the time of the performance. Failure to produce appropriate Identification may result in the patron being charged full price for the ticket.
10. Patrons who hold a Government issued Companion card are eligible for one complimentary ticket for their companion when purchasing tickets for themselves. This is only available by booking with the Box office directly via phone or in person. The Companion Card holder is required to be present at the time of collection. The Companion Card must be shown to the Box Office staff before the carer ticket can be issued.
11. Ticket discounts are available for Friends of the MEC members.
12. Group Bookings unless otherwise stated are groups of eight (8) or more Adult priced tickets booked at the same time in one (1) transaction. If you want to sit with friends, we suggest you purchase all tickets at the same time.

13. The right of admission is reserved by the Box Office staff and management at the venue. Latecomers will not be admitted until there is a convenient break in the program.
14. Patrons who cause a disturbance to the production may be evicted from the theatre at the discretion of MEC management. Patrons who are evicted are not entitled to a refund or exchange of tickets.
15. Advertised programs may be varied without notice with artists being added, withdrawn or substituted for performances.
16. As the MEC is a venue for hire, in some instances as the ticketing agent, we may be required to apply discounts, enforce age restrictions and other conditions which ticket purchasers will need to abide.
17. The right to use cameras, audio and video recorders are only permitted where expressly authorised. Unauthorised use may result in eviction from the theatre.
18. On finalisation of an order, the ticket purchaser agrees to the above terms and conditions of sale, including the refunds and exchanges sections. All orders are subject to credit card approval and billing address verification.
19. Gift Certificates provided by the MEC are not redeemable for cash and are non-transferrable. Gift certificates expire after 3 years from date of purchase.
20. The MEC assumes no responsibility for any error, omission, interruption, deletion, defect, delay in transmission, or line failure and reserves the right to add, withdraw or substitute artists and to vary the program should the need arise.
21. The Code of Practice for the Ticketing of live entertainment events in Australia can be found at [www.liveperformance.com.au](http://www.liveperformance.com.au)  
  
LPA Ticketing Code of Practice last updated 1 October 2018 – Seventh Edition  
<http://members.liveperformance.com.au/uploads/files/Combined%20-%202018%20Ticketing%20COP%20FINAL-1538462360.pdf>
22. Covid-19 special considerations – patrons who have purchased tickets to events at the MEC and are feeling unwell can advise us before the day of the event that they will not be attending. Patrons may be granted a refund by a Gift Certificate of equivalent value.

**Review Date**

1<sup>st</sup> July 2022

**Responsible Officer** - Chris Tippett - Theatre Manager