

Moncrieff Theatre Terms and Conditions

Before proceeding with your booking please read the booking terms and conditions carefully. These booking conditions incorporate the basis upon which bookings are accepted by Moncrieff Theatre. The ticket is sold or issued by Moncrieff Theatre as agent for and on behalf of the Organisation, Management and / or Promoter (the "Entrepreneur") responsible for the service, event or performance for which it is sold or issued. The name of the Entrepreneur is normally shown on the front of the ticket and all complaints or claims are the responsibility of the Entrepreneur and not Moncrieff Theatre as its agent.

The ticket is sold or issued subject to the LPA Code of Practice for Event Ticketing in Australia. A copy of these conditions is available for inspection at the time of purchase of this ticket and also subject to the following conditions.

1. Bookings are subject to availability. Once confirmed, bookings may not be cancelled, exchanged or refunded except as provided for in the LPA Code of Practice for Event Ticketing.
2. All prices quoted are in Australian dollars. (inc. GST)
3. The right is reserved to add, withdraw or substitute artists, vary ticket prices and / or vary advertised programmes, seating arrangements and audience capacity.
4. Prices are subject to change without notice.
5. The right of admission is reserved by the venue and / or Entrepreneur and / or its agent. Cameras, tape recorders and other recording devices are not permitted.
6. Information, cast and event dates are subject to change. The company/s is / are not responsible for any cancellation or rescheduling of events or for changes in the programme or performers. In the case of rescheduling of an event, tickets will be transferred to the new date.
7. If a performance is cancelled due to an act of God, natural disaster, adverse weather or for any other cause reasonably beyond the agent's control, there is no right of refund or exchange and no obligation is assured by Moncrieff Theatre for the arranging of a substitute service, event or performance.
8. The Company/s reserves the right to charge an administration fee if a lost ticket needs to be re-issued.
9. The Company/s is not responsible for issues arising at the performance relating to venue / performance or the behaviour of other patrons.

The Moncrieff Theatre has a comprehensive risk management plan which encompasses all aspects of our business allowing staff to comply with all laws which enable the theatre to engage in good business practices.