

Phone Bookings:

- *Terms and conditions after being read must be agreed with before transaction can be finalized.
- *Name given must be exactly as printed on credit card.
- *Address given is to be the billing address of card holder.
- *Phone number: home or mobile number.
- *3 digit security number to be given.
- *On finalization of transaction, card will be charged, tickets will be printed and held for collection no longer than 48 hours after which all tickets with 4670 postcodes will be mailed out to purchaser by registered mail at a cost of \$5 which will be charged to their credit card.
- *All other postcodes will be mailed out by registered post immediately at a cost of \$5 No Exceptions.
- *No Third party may collect tickets under any circumstances.
- *Tickets will not be mailed to any address other than the cardholders billing address.

Online Bookings:

- *All online bookings will be issued with the next best available seating by our staff.
- *All online bookings will be posted out by registered mail at a cost of \$5. No Exceptions.
- *Tickets will not be mailed to any address other than the cardholders billing address.

One Week Prior to Performance:

- *All phone, online and cheque bookings cease one week prior to a performance.
- *Tickets will not be mailed out instead will be held at box office.

Re-Issue of Tickets:

- *In the event of tickets being lost or stolen or left at home a re-issue fee of \$1 per ticket will be incurred.
- *In the event of ticket holder wishing to relocate a re-issue fee of \$1 per ticket will be incurred.
- *Ticket holders will only be re-located in the same performance / session as the original ticket was purchased.

Privacy:

Personal information requested when making a phone or online booking, such as a name and address, is collected by us for the purpose of registering and administering seat allocation and issuing of tickets for shows. Information will also be used to keep you informed of any upcoming shows being performed at Moncrieff Theatre. The personal information collected will not be used without your agreement for any other purpose or disclosed except as may be required by law. If you do not wish to receive information as stated above, please advise the booking officer at the time of booking. You may access the information collected about you by contacting us on 0741304100

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.