

TERMS AND CONDITIONS

WONDERLAND THEATRE AND LIVE PERFORMANCE AUSTRALIA

Tickets sold or issued by Wonderland Theatre are subject to the [Live Performance Australia \(LPA\) Ticketing Code of Practice](#) and to Wonderland Theatre Terms and Conditions of sale. Any person purchasing a ticket or attending an event agrees to abide by these terms and conditions.

LPA Ticketing Code of Practice (2018) is a voluntary industry code setting out industry best practice standards of consumer protection for the ticketing of live entertainment events in Australia. Information on the Code and copies of it are freely available via the web.

CHILDREN AT PERFORMANCES

Babes in arms and young children seated on the lap of a parent or guardian for the duration of the event are admitted at no cost and without a ticket. In these cases, children will not be allocated a seat.

Wonderland Theatre productions are suitable for all ages, however parents and guardians are the best judge of when their child is ready to experience the magic of live theatre.

COMPANION CARDS

Wonderland Theatre accepts Companion Cards for all events. You will be required to pay only for one ticket, a second ticket will be issued for a companion at no charge. Companion tickets can only be booked via a phone call or email. Tickets will be held at the Box Office and can be collected up to 30min before the performance, on presentation of the Companion Card.

CONDITIONS OF ENTRY

Mobile devices must be turned off or set to airplane mode before entry into the venue's auditorium.

Flash photography and audio visual recording of the performance is prohibited. Parents and guardians are permitted to photograph or record audience participation on stage. During the performance, children will be invited to join characters on stage for a song. Please be aware that children who choose to go on stage will be exposed to photographs/videos taken by other audience members. At the completion of audience participation song, children will be offered Sweetworld Rockets as a thank you before returning to their seats.

Food and beverages may not be consumed in the auditorium unless otherwise advised.

It is a condition of entry that a search of persons or possessions may be required at the time of entry to the Venue.

Wonderland Theatre reserves the right to refuse admission or evict a ticket holder in accordance with the LPA Ticketing Code of Practice or if they compromise the health, safety or welfare of Wonderland Theatre staff with aggressive or abusive behaviour.

EXCHANGES AND REFUNDS

Wonderland Theatre ticket holders are entitled to exchange tickets for a different performance date of the same production, **at least 48 hours prior to the performance** date indicated on the ticket. No fees apply to ticket exchanges.

Tickets are non-refundable, however ticket holders have a right to a refund if the Event to which they purchased an authorised ticket is canceled, re-scheduled or significantly re-located, as outlined in the LPA Ticketing Code of Practice.

GIFT VOUCHERS

Gift Vouchers can be purchased over the phone. Vouchers are valid for 12 months from the date of purchase. Please note that vouchers are not transferable or refundable for cash. In the event that a voucher has been used for a performance which is later cancelled, the value of the ticket plus any booking fees will be refunded in the form of a new gift voucher, not in cash or any other currency.

TICKET HOLDER

The ticket holder is the person listed on the ticket and is the point of contact for Wonderland Theatre in case of seating reallocation or other contingencies. The Ticket Holder is responsible for giving correct contact and payment information at the time of booking for all other attendees and will be required to assist with further documentation to verify any incorrect information.

LATECOMER POLICY

The performance will commence promptly at the advertised time. Wonderland Theatre reserves the right to admit latecomers only when/if there is a suitable break in the performance, and to relocate seating. Management reserves the right to refuse admission; this policy is to prevent disruption to other patrons and the performance.

PERFORMANCE ALTERATIONS AND CANCELLATIONS

Wonderland Theatre reserves the right to add, withdraw or substitute artists. It is our philosophy that performances should proceed where practicable and in the event of last minute substitutions artists may read from the script on stage.

Wonderland Theatre reserves the right to vary ticket prices, and/or vary advertised programmes, seating arrangements and audience capacity.

In the case of a cancelled performance ticket holders may exchange into another performance of the same production, subject to availability. If a refund is required, ticket holder must contact Wonderland Theatre within 10 days of the cancelled performance.

Wonderland Theatre reserves the right to record, broadcast, telecast or webcast any event.

At the completion of each performance children have an opportunity to have photos with the cast. Please have your cameras/phones/tablets ready if you wish to take photos.