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## Terms and conditions for ticketholders

By using this service you are agreeing to be bound by these terms of use. If you do not agree to any of the following terms, do not use this service.

The following conditions are for sale and attendance at the event:

- There are NO REFUNDS on any ticket. The Cube Wodonga is able to EXCHANGE your ticket to another performance within its season, subject to availability. There needs to be at least 24 hours notice prior to the performance you wish to change. Phone the box office on (02) 6022 9311 for exchange availability.
- Any assistance required (for example, hearing loop, walking frame or wheelchair access) need to be communicated to box office staff when you book your tickets or before you attend the performance to ensure that there is the appropriate equipment and staff to assist. Failure to notify venue staff in advance means that The Cube Wodonga cannot guarantee those requirements being met.
- Admittance to patrons with discounted tickets purchased online (including but not limited to student, pensioner and concession) will only be upon production to front of house staff of relevant ID on entry. Failure to produce appropriate ID may result in the patron being charged full price for their ticket.
- Latecomers will not be admitted until there is a convenient break in the program, if at all, and admission is at the discretion of the front of house staff on the night of the performance. If there is no break to admit latecomers, the ticket cannot be refunded.
- Children aged two years or under may sit on a parent's lap during a performance. If the child is older than two years, a concession or child's ticket must be purchased for admission and a seat allocated.
- Parents or guardians attending the theatre with young children are asked to leave the auditorium should their child become disruptive to the performers or to the audience's enjoyment of the performance. The front of house staff will assist you to safely re-enter when ready.
- All tickets must be paid in full before the event (no part payment or reservation).
- Subject to availability, tickets will be available for purchase at the box office one hour prior to each performance.

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- Every patron must have a valid ticket to enter the performance/ event.
  - When purchasing online, by clicking the 'Finalise Order' button, you are agreeing to the above terms and conditions of sale, including the refund and exchanges section. All orders are subject to credit card approval and billing address verification.
  - This venue is a Companion Card affiliate– one complimentary companion ticket will be issued to the cardholder upon presentation of their card. These terms and conditions apply to every performance on sale at this venue, including all performances covered by venue hire contract.
  - The Cube Wodonga 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.
  - The Cube Wodonga sells tickets subject to the Live Performance Australia Code of Practice available at [thecubewodonga.com.au](http://thecubewodonga.com.au)
  - Walker frames, baby capsules, prams and similar items are not permitted to stay in the theatre during performances as they present an evacuation hazard. Once the patron is seated and comfortable, the usher is required to remove and store the article safely. The usher will return the article and assist the patron at the completion of the event.
  - No food is allowed into the auditorium when in theatre-style.
  - Patrons must not conduct themselves in a manner that interferes with the enjoyment of other patrons in any event. The Cube Wodonga reserves the right at all times to request any patron, irrespective of age, who breaches this requirement to leave the premises.
  - The Cube Wodonga management, through the front of house staff on duty, reserves the right to refuse any patron (or group) admission to the premises or specific event on reasonable grounds.