



BURRINJA TICKETING POLICY

1. Box Office Location and Contact Details

Post: 351 Glenfern Rd, Upwey VIC 3158
Location: Burrinja, Cnr Glenfern Rd & Matson Drive, Upwey VIC 3158
Ph: 03 9754 8723
Web page: www.burrinja.org.au

Email: 1) Venue enquiries: venue@burrinja.org.au
2) Ticketing enquires: marketing@burrinja.org.au
3) General enquiries: hello@burrinja.org.au
4) Technical enquiries tech@burrinja.org.au

2. Box Office Hours

Wednesday to Sunday, 10.00am to 4pm and from one hour prior to performances (closed public holidays)
Online ticket sales are available 24 hours a day, up to 2 hours prior to performances.

3. Fees and Charges

- Transaction fees are not charged to customers.
- Customers will be charged postage for mailed tickets.
- Hirers incur the published ticketing charges, which include credit card fees, ticketing charges and ticket stock.

4. Payment Methods

In person: Cash, EFTPOS, VISA, MasterCard
Online and by telephone: VISA, MasterCard

4.1 All bookings must be paid for at the time of processing.

4.2 Payment by cheque or invoice maybe accepted in exceptional circumstances at the discretion of the Box Office Duty Manager, final payment must be made within the specified time frame.

4.3 Reservations: We do not make reservations unless approved by the Hirer or Box Office Duty Manager. Reserved tickets will not be reported on until payment is made.

5. Ticket Collection

5.1 Allocated seating tickets booked by phone or online may be collected during box office opening hours.

5.2 Patrons are required to show ID in the form of the credit card used for booking, or photo ID, to collect tickets. In the absence of these forms of ID, tickets will be issued at the discretion of box office staff.

5.3 Uncollected tickets will not be re-sold and are not refundable.

5.4 Latecomers; unless agreed otherwise, will be admitted at the discretion of venue staff and subject to the event. In the case of the Burrinja Theatre, latecomers will be admitted through the top door at the discretion of venue staff.

6. Concessions

6.1 Valid concession cards must be presented at the time of ticket collection, or the balance to the value of a full price ticket may be charged.

6.2 Concessions are offered where available to the following patrons:

- i. Full Time students
- ii. Health Care Card and Senior/Pension Card holders
- iii. Children aged under 16 years

7. Babies

7.1 Children under two years of age will be admitted without a ticket to performances deemed appropriate, provided they sit on a ticket holder's lap and do not occupy a seat.

7.2 For specified family and children's shows only babies under 12 months will be admitted without a ticket.

7.3 Prams are not permitted within the theatre and must be stored in the foyer areas designated by venue staff.

8. Disturbance

Admission to our venues is at the discretion of our venue staff. Any patron causing a disturbance during the performance will be asked to leave and will not be entitled to a refund of their ticket.

9. Accessibility for Patrons

Burrinja is committed to improving access for all people. It is important that box office staff are notified of any access requirements at the point of ticket purchase so that arrangements can be made.

9.1 All venues within Burrinja are wheelchair accessible. Not all seating is accessible; please notify box office staff of your requirements when purchasing tickets. If venue is not notified in advance Burrinja takes no responsibility should suitable seats not be available.

9.2 Companion Cards are accepted for all performances, please present your valid card or provide the card number and expiry date when purchasing tickets to receive one complimentary companion ticket.

9.3 Guide dogs are welcome at our venues. Please notify staff when purchasing tickets.

9.4 A Phonic Ear Hearing Augmentation System is installed in the Burrinja Theatre. Please notify staff when purchasing tickets that you require this service.

10. Refunds and Exchanges

Patrons are advised to check the details of their tickets immediately upon purchase as there are no refunds or exchanges offered on tickets sold. This includes:

10.1 Where a patron is late, unable to attend or chooses not to attend a performance.

10.2 Where a patron is asked to leave the venue by venue staff due to disturbance.

Exceptions may include:

10.3 Where a performance is re-scheduled or cancelled.

10.4 Where an error has been made by staff and/or the ticketing system and the patron has notified box office staff prior to the performance.

10.5 Where a performance is sold out and a patron does not require all of their purchased tickets. Refunds may be processed if these ticket(s) are able to be sold to another patron.

10.6 Other exceptional circumstances at the discretion of the Box Office Duty Manager, Venue Manager and/or the Hirer. Customers may be required to submit a written request.

10.7 Tickets may only be refunded or exchanged if the original ticket is provided to box office staff.

10.8 If the event is cancelled or rescheduled due to government directives restricting the viable delivery of the event.

10.9 If a patron advises the Venue prior to the event that they are required under a government direction to self-isolate due to testing positive for COVID19, are awaiting test results or is a close contact of someone with COVID19.

10.8 Tickets not falling into above criteria will only be refunded on the authorisation of the Hirer.

11. Lost Tickets

11.1 Replacement tickets will be issued at the discretion of the Box Office Duty Manager and/or box office staff in the hour prior to a performance.

11.2 Patrons must contact the box office to report the loss or damage of any ticket(s) at the earliest opportunity.

11.3 Patrons holding a re-issued ticket for a General Admission performance may be required to wait until all original ticket holders are admitted, and for sold out performances admission will be subject to the discretion of venue staff.

12. House Seats

12.1 Two House seats are held by the venue for each performance and allocated at the discretion of the Box Office Duty Manager and Venue Manager.

12.2 Unallocated House seats will be released no later than 10 minutes prior to a performance start time.

12.3 Venue staff may occupy any unsold seat at the commencement of the performance, subject to the approval of the Hirer.

13. Privacy and Patron Information

13.1 Patron details are collected and stored for each transaction on our VIVA Enta ticketing system, accessed only by Burrinja Venue staff and never supplied to any third party.

13.2 Burrinja may use statistical information in internal marketing reports, which may also be provided to Hirers. Names, emails, phone numbers or addresses will not be used in the presentation of these reports.

13.3 Patron phone numbers are used only by box office staff for contact in relation to their booking.

13.3 Patrons are signed up to the Burrinja mailing list where permission is given by the patron. Patrons wishing to unsubscribe or who have been subscribed in error, may contact box office staff.

14. Disclaimer

Every effort is made to ensure that dates, times, prices and other information are correct at the time of publication or communication. Dates, prices and programming are subject to amendment, cancellation or postponement without notice.

Box office staff will make every effort to notify all patrons who have purchased tickets for cancelled or postponed performances as soon as possible.