

Frequently Asked Questions & Troubleshooting

Before Booking Your Tickets Online...

Check Performance Dates

Performance dates have been distributed well in advance to all students and families and are listed overleaf. Stage School end of semester performance seasons consist of many shows with groups from various venues. Please make sure you check your performance date(s) and time(s) VERY CAREFULLY as there are no refunds for incorrect tickets purchased.

When Booking Your Tickets Online...

Browsing

Do not use the 'Back' button on your browser. Use the navigation buttons on screen only.

If you experience any difficulties (e.g. can't see part of the booking system, no option to clearly proceed to next stage of booking process, etc.), it is possible your browser is not configured correctly. Please try:

- a different computer
- a different browser (Internet Explorer, Firefox, Safari, etc.)
- the direct link to the ticket bookings system (included in Ticket Booking Information email sent to all families and listed on the Stage School website)
- Stage School's Facebook page – www.facebook.com/StageSchool

Choose Your Own Seats

The ticket booking system has a 'Choose Your Own Seats' option for patrons to pick their seats from a map. In the event of a large number of simultaneous bookings (e.g. the first few hours of ticket sales), the system will automatically change to 'Best Available' seating only. These tickets are the best available seats, determined by Stage School, at the time of your booking.

All tickets are reserved for 20 minutes before they are automatically released back to general sale.

Group Discount Price

The system automatically defaults to the full ticket price, however you will be given the option to change this to the group price if you are purchasing four or more tickets to the one performance. Please note: the group discount price does not apply if tickets are split over multiple performances.

Declined Payments

At the point of finalising your booking, a declined credit card payment will result in an error message and your booking will not be confirmed. Please ensure there are sufficient funds in your account prior to booking your tickets.

Confirmation Number

When you finalise your ticket booking transaction you will receive a confirmation number. If you do not see this number your booking has not been finalised. Stage School Australia cannot take responsibility for incomplete bookings.

Please make a note of this number as you may need it to reference your booking at a later stage. Please note: Stage School Staff will be unable to assist you with any enquiries regarding your booking unless it has been completed to confirmation stage and you have the confirmation number.