

General Information and Policies

Book Early to Avoid Disappointment!

While we plan our performance season to avoid sell out shows, the demand for each show is unpredictable and we have experienced sell-out performances in the past. We advise families to book their tickets as soon as possible.

Sibling Special Offer

Where two or more siblings will be appearing in the Stage School Performance seasons, and never appear in the same performance, you are eligible for our special sibling complimentary offer.

How it Works:

- During October purchase a minimum of 4 tickets online at the group rate
- Call Head Office to claim your 4 complimentary tickets
- Additional seats are also available to each performance at the group rate

Notes:

- Sibling complimentary seats are not available for bookings of less than four seats per show
- Where children are in seasons with different price structures, you must pay for the higher priced tickets
- There is no phone booking fee for your complimentary order if your first booking has been made online
- This is a special offer only for the month of May and is subject to availability

Wheelchair Seating

Stage School reserves a number of seats for patrons in wheelchairs. Please contact Head Office on 8199 8344 if your booking requires wheelchair seating. (Wheelchair seats are prioritised to users and their carers only.)

Infants

Stage School Australia is a youth arts company and we welcome children to our performances. We suggest that performances are suitable for children aged four years and above.

If you plan to bring a child under four years of age to a performance, please keep the following in mind:

- All patrons (regardless of age) must have a paid and allocated seat. This is a Company Policy and operates alongside Theatre Policies.
- The standard duration of a performance, including interval, is two and a half hours.
- The performance may contain production effects such as strobe lighting, bright lights, smoke machines and loud music that may be disturbing for some children.
- Younger children have the potential to be noisy and distracting to other patrons. Patrons who are noisy and distracting will be asked to leave the theatre.

If you intend to bring an infant, please advise when booking so an aisle seat can be issued.

Terms & Conditions of Ticket Sales

Please read these terms and conditions carefully before purchasing tickets for performances. If you purchase tickets on-line via our web-site 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 the site. The following conditions are for sale and attendance at the event:

1. Tickets will only be issued with full payment.
2. There are **NO REFUNDS** on any ticket except as required by law. Please choose your tickets (and seats) carefully and ensure you are booking tickets for the performance your child is performing in. If a refund is made, Stage School Australia may, to the extent permitted by law, retain any fee it has charged.
3. EXCHANGES on tickets may be made at the discretion of Management. Exchange requests will only be considered when the tickets have been returned along with an Exchange Request Form (available by contacting Head Office). A \$10.00 fee applies to all exchanges.
4. Stage School Australia does not take responsibility for incomplete bookings and Stage School staff are unable to assist with enquiries regarding bookings unless a booking has been completed to confirmation stage and a confirmation number has been issued.
5. While every effort is made to ensure availability, occasionally a performance will sell out. Seats will be allocated at the time tickets are booked.
6. Unsold tickets will be available for purchase at the Box Office from 45 minutes prior to the Performance.
7. Every patron, regardless of age, must have a valid ticket. Children are not permitted to sit on an adult's lap. We ask that patrons comply with this rule in the interests of personal and public safety, and the comfort and convenience of other patrons.
8. The use of video cameras, sound recording devices and photography is prohibited.
9. Theatre Staff reserve the right to request any patron attending a performance to leave the auditorium in the event of disturbance to other patrons or the performers in the show. This includes but is not limited to parents of noisy children and those filming or photographing on mobile phones/cameras.
10. When paying online and 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. Personal information is collected in line with Stage School Australia's Privacy Policy which can be viewed on www.stageschool.com.au.