

TERMS AND CONDITIONS

Your purchase is sold by Red Stitch Actors Theatre LTD. – ABN 28 109 829 049 (Red Stitch).

By making purchase you agree to the following terms and conditions:

Tickets

1. Tickets are only valid if purchased through Red Stitch or authorised agent.
2. Bookings are subject to availability.
3. Tickets purchased online or by phone will be sent a confirmation email to confirm the purchase. If you do not receive a confirmation email or are concerned that your purchase was unsuccessful, please contact the Box Office for confirmation of purchase. Red Stitch Actors' Theatre takes no responsibility for incomplete purchases that have not received a confirmation, where the customer has not confirmed the order.
4. Red Stitch reserves the right to add withdraw or substitute artists; vary advertised programs, seating and audience capacity; and alter ticket prices.
5. The right of admission is reserved by Red Stitch management. Admission may be refused with reasonable cause.
6. Ticket holders enter the venue at their own risk.
7. Ticket prices within this site are in Australian dollars.
8. GST is not payable on tickets, in accordance with subparagraph 38-250(2)(b)(ii) of A New Tax System (Goods and Services Tax) Act 1999.
9. A transaction fee may apply to your ticket purchase.
10. Where concessions are applicable, valid identification must be provided on collection of tickets.
11. You guarantee that you have the authority to make payment for your purchase and that you either own OR have consent from the owner/holder of the credit card used for the transaction.
12. All purchases are charged to credit cards at the time of purchase, not at the time of attendance.
13. Tickets must not be offered as a prize, sold on, or otherwise used for advertising and/or promotional purposes without the prior written permission of Red Stitch. Tickets may be cancelled or ticket-holders refused admission if Red Stitch deems usage is in breach of this condition.
14. If you received your ticket as a prize, gift, donation or at no cost, these Terms and Conditions apply.

Collection of Tickets

15. All tickets are to be collected from the Red Stitch Box Office before the commencement of the performance. Tickets are available for collection from 1 hour prior to advertised performance start time. Tickets are not delivered or emailed.
16. Red Stitch reserves the right to re-sell any ticket that has not been collected by the advertised performance start time. Original purchasers will not be refunded for tickets which are not collected by the advertised commencement time, whether or not the tickets are re-sold.
17. Red Stitch tickets are recyclable and must be returned to staff upon entry to the theatre.

User Account

18. You may be required to register for an account with an email and password prior to purchasing tickets on the Red Stitch or an authorised agent's website.
19. You are responsible for your use of the Red Stitch or authorised agent's website and all transactions conducted using your account. Please contact Red Stitch immediately should you suspect any unauthorised use of your account.

Cameras & Recording Devices

20. Cameras and other recording devices are not permitted, unless otherwise stated. Red Stitch reserves the right to request the deletion of any unauthorised photos or videos.

Refunds & Exchanges

21. Tickets are non-refundable. Exceptions may occur in extenuating circumstances, at the discretion of Red Stitch management.
22. Exchanges from one performance date/time to another are allowed when requested during Box Office opening hours (Monday - Friday, 10am-5pm (AET)) and at least 8 hours ahead of the advertised performance start time.
23. Exchanges from one production to another are not permitted.
24. Exchanges may not be processed at the Box Office during peak times (e.g.- the hour prior to an advertised performance start time).
25. If you are unable to exchange your ticket, someone else may use your ticket provided the purchaser notifies the Box Office of this change ahead of time and within opening hours (Monday - Friday, 10am-5pm (AET)).
26. If the amount paid is incorrect for any reason, Red Stitch may cancel the order and refund the amount paid. Please allow 5-10 business days for refunds.

Performance Information, Cancellations & Changes

27. If a performance is cancelled, Red Stitch will provide a refund for any tickets purchased through an authorised seller.
28. Details of an event may be changed without notice. Artists or performers may be added or removed or substituted. Where possible, Red Stitch will advise customers of any changes to an event prior to the performance.
29. Seating in the venue may be altered with or without prior notice. If a ticketed seat is no longer available, customers will be relocated to another seat.
30. Red Stitch Actors' Theatre will endeavour to disclose content warnings prior to the commencement of a performance. If you have any particular concerns, you are advised to contact the Box Office ahead of time.
31. Red Stitch will attempt to advise customers of any potentially restricted views prior to purchase where possible.
32. Late arrivals will not be admitted to the performance. Customers who leave the theatre while a performance is in progress will not be readmitted except during scheduled breaks in the performance, such as interval.
33. In the case of any of the circumstances described in clauses 28 - 32 above, tickets will not be exchanged or refunded.

GIFT VOUCHERS

34. Gift vouchers are non-refundable.
35. Gift vouchers cannot be redeemed for cash.
36. Gift vouchers are valid for 12 months from the date of purchase.
37. When redeeming your Gift Voucher, if the value of your order is greater than the value of your Gift Voucher, you may pay the difference to complete your order.

GENERAL

38. These Terms and Conditions are subject to change. Any changes to these Terms and Conditions become effective on the day after their publication to the Red Stitch website and apply to any purchases made after that date.