

# PRACC

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# TICKETING POLICY



**PLENTY RANGES ARTS AND CONVENTION CENTRE**

**35 FERRES BOULEVARD, SOUTH MORANG**

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**VENUE OFFICE AND BOX OFFICE : MONDAY TO FRIDAY, 9AM-3PM**

Version	Date Published	Approved By
2026-1	24/03/2026	Coordinator PRACC

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# TICKETING POLICY

## 1. Purpose

This policy explains how tickets are sold, delivered, refunded and managed at PRACC. It supports safe, fair and consistent access to events for all patrons.

Buying or using a ticket means you accept this policy, our Conditions of Entry, and any event-specific conditions.

## 2. Who You Are Buying From

PRACC sells tickets for:

- Events presented by PRACC, and
- Events presented by hirers who use PRACC's ticketing services.

For hirer-presented events, PRACC acts as the ticketing agent. Event content, late changes and artistic decisions remain the responsibility of the presenter.

Event-specific conditions are available on each event page.

## 3. Pricing and Fees

Ticket prices are set by the presenter or, for PRACC-presented events, by PRACC.

Prices are in Australian dollars and include GST. The following fees apply:

- **\$2.00 per ticket**

These fees are added at checkout.

Concession and discount eligibility is listed on each event page. Valid ID must be shown at time of purchase and on entry.

Companion Cards are accepted for all events with valid ID.

## 4. Capacity, Seating and Access

Seating layouts follow PRACC's building codes, accessibility requirements and emergency procedures.

- All patrons aged 2 years and over require a paid ticket.
- Infants under 2 years may attend free if sitting on a parent or guardian's lap (unless an event lists a different rule). A limit of 1 infant per parent or guardian applies.
- PRACC may modify seating to manage accessibility, safety or operational needs.
- Accessible seating is for patrons who require it. PRACC may reassign seats if accessible positions are misused.
- Latecomers may be admitted during an appropriate break. Entry may not be possible for some events.

PRACC staff determine the safe placement of mobility aids inside the auditorium, in line with our Conditions of Entry.

## 5. Delivery of Tickets

Tickets are issued by:

- **Email** immediately after purchase
- **Will Call** (collection from Box Office 1 hour before the event)
- **Post** when requested

A valid ID matching the booking may be required for collection.

If you do not receive your email ticket confirmation, contact the Box Office.

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## 6. Refunds and Exchanges

Before purchasing, check your event, date, time and seat selection.

**All sales are final.**

Refunds or exchanges are not provided for:

- Change of mind
- Mistaken purchase
- Personal circumstances
- Failure to attend
- Lost, deleted or stolen tickets

If an event proceeds as scheduled, no refund or exchange is available unless required by the Australian Consumer Law.

PRACC may replace lost tickets at our discretion.

## 7. Cancelled or Rescheduled Events

If an event is cancelled:

- You may receive a refund up to the amount paid for the ticket (including per-ticket fees).

If an event is rescheduled:

- Your ticket transfers to the new date,
- OR you may request a refund if you cannot attend.

PRACC will notify ticket purchasers using contact details provided at purchase, but we cannot guarantee notice is received.

Only PRACC-issued tickets are valid for entry. Third-party tickets are not accepted.

## 8. Billing and Payment

Orders are processed once billing information is verified.

If incorrect details are supplied, PRACC may contact you for correction. If we cannot reach you, the order may be cancelled and tickets released for sale.

Tickets may only be purchased using approved payment methods listed at checkout.

## 9. Errors and Unauthorised Sales

PRACC may cancel and refund any ticket sold:

- Before its public on-sale date
- At an incorrect price
- Due to system or human error
- Where purchase exceeds the ticket limit listed on the event page

Unauthorised duplication, resale above permitted limits, or using PRACC tickets for promotions or competitions without written approval may invalidate the ticket.

## 10. Entry Requirements and Searches

Entry to an event or the venue requires:

- A valid PRACC ticket, and

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- Compliance with PRACC's Conditions of Entry.

PRACC may:

- Refuse entry or remove any person acting unreasonably, aggressively or unsafely
- Conduct bag checks or screening
- Remove prohibited items
- Relocate patrons for safety or accessibility reasons

Refusal of entry for breach of this policy does not entitle you to a refund.

## 11. Photography, Recording and Devices

Restrictions vary by event.

Unless approved:

- Cameras, video and audio recording are not permitted during performances
- Flash photography is not permitted
- Devices must not disrupt other patrons

PRACC may stop or delete unauthorised recordings where lawful.

For PRACC-presented events, photography of audiences for promotional use will only occur with clear communication and opt-out options.

Security CCTV operates throughout the venue.

## 12. Safety and Liability

Patrons attend events at their own risk.

To the extent permitted by law:

- PRACC's liability is limited to the face value of the ticket plus any per-ticket fees
- PRACC is not liable for travel, accommodation or other associated costs
- Patrons assume all incidental risks associated with live performance, including noise, strobe lighting, haze, atmospheric effects and movement of performers or objects

If assistance is required during an event, speak to a staff member immediately.

## 13. Infants, Children and Young People

- Children under 15 must be supervised by a responsible adult.
- Age restrictions may apply depending on the event.
- Event pages list any specific conditions.

For events where infants are admitted without a ticket, the infant must sit on the lap of a parent or guardian.

## 14. Online Purchases

If you experience an error during checkout and do not receive a confirmation email, contact the Box Office.

You are responsible for confirming whether your order was completed.

Only you may know if payment failed or timed out. PRACC is not responsible for losses if you assume a purchase was unsuccessful.

## 15. Privacy

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Personal information collected for ticketing is managed under Council's Privacy Policy.

PRACC may use contact details to issue event updates, access information, safety notices, and post-event communication.

Marketing communications will only be sent where legally permitted.