

# SPARE PARTS PUPPET THEATRE

## TICKETING TERMS & CONDITIONS

Thank you for taking time to read our terms and conditions. Please read these Terms and Conditions carefully prior to purchasing a ticket to any Spare Parts Puppet Theatre performance or gift certificate. By making a purchase, you are agreeing to these Terms and Conditions.

Spare Parts Puppet Theatre tickets are sold or issued subject to the LPA Ticketing Code of Practice (Consumer Code). A copy of the LPA Code can be obtained by visiting [www.liveperformance.com.au](http://www.liveperformance.com.au) or click [here](#) for a direct link to the code.

### 1. COVID-19 Ticketing Information

Spare Parts Puppet Theatre will be implementing all government orders relating to COVID-19 including but not limited to the requirement to demonstrate your proof of vaccination status and the wearing of face masks.

It is a condition of entry to register your attendance when visiting our venues for contact tracing purposes. For quickest entry to the venue, we recommend you download the [ServiceWA app](#) via the WA State Government website before attending. [Click here](#) to download the app and read more about its usage. If required for contact tracing, we will pass your contact details on to the WA State Government.

From 31 January 2022, it is a condition of entry at all Spare Parts Puppet Theatre 2022 events and performances that patrons 16 years and over must demonstrate proof of receiving a double dose COVID-19 vaccination or a medical exemption sufficient to meet WA State Government requirements. Any patron 16 years and over without valid proof of vaccination or without a valid proof of medical exemption will be denied entry.

Should a Spare Parts Puppet Theatre event or performance become impacted by a government order mandating the wearing of face masks or any other requirement mandated by the government, it is a condition of entry that you will need to wear a mask within the venue or otherwise comply with that requirement or present evidence of a medical exemption if applicable.

If you are booking tickets to an event, please consider that if it does become impacted by a government order you will need to comply with that direction for entry. Anyone who is required to comply with a government order and does not have a valid exemption will be denied entry.

For information on how you can show valid proof of your COVID-19 vaccination status or a medical exemption, visit <https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-proof-of-covid-19-vaccinations>

### Changes to Performances

In the event of a change in WA Government health advice and subsequent change in venue capacity restrictions, we may need to cancel and refund a portion of purchased tickets. If this occurs, we will

cancel the most recently purchased tickets first. Earlier purchases will take precedence. We recommend booking as early as possible to avoid disappointment.

We will endeavour to inform you of any changes to events you have purchased tickets for as soon as possible – please ensure your contact details are current and accurate. If you fail to supply sufficient and appropriate contact information, Spare Parts Puppet Theatre is not responsible for failure to contact you. For more information about the data we collect, please see our [Privacy Policy](#).

### **Exchanges, Credits and Refunds**

In the event that you are unable to attend your event due to any COVID-19 related reason, including but not limited to illness, insufficient proof of vaccination status, waiting on COVID-19 test results, being in contact with a person suspected of having contracted COVID-19, or receiving direction to quarantine or self-isolate, as per the LPA Ticketing Code of Practice we are not required to provide a refund or exchange of tickets, vouchers, or gift certificates.

We may consider exchanges or account credits at our discretion. Please contact us as soon as possible in advance of your event if you are unable to attend for any of the above reasons at [admin@sppt.asn.au](mailto:admin@sppt.asn.au) or 08 93355 5044.

## **2. Ticket Purchases**

### **Refunds & Exchanges**

All ticket purchases are final and shall not be refunded, except as required by law or in accordance with the Live Performance Australia (LPA) Ticketing Code of Practice or as otherwise specified by Spare Parts Puppet Theatre. There is no right of refund or exchange on tickets, unless a performance is cancelled.

In the event of an Event Cancellation, Spare Parts Puppet Theatre will provide a refund or exchange of the ticket price to all tickets holders.

Booking fees and charges are non-refundable.

Ticket Exchanges are permitted to another performance, strictly subject to availability. Please contact us no later than 2 business days in advance of the performance to allow time for processing – Spare Parts Puppet Theatre is not responsible if we are unable to process your exchange in time. Exchanges of this nature are subject to a transaction fee of \$4.95 per exchange, in addition to any cost difference(s) if the new tickets are a higher price. If a refund or exchange is made, Spare Parts Puppet Theatre may retain any fee it has charged to the extent permitted by the law.

### **Ticket Purchase Delivery**

On completion of booking ticket buyers who have supplied a valid email address will receive a confirmation email. Ticket purchasers should bring their confirmation email to the venue as proof of purchase.

### **Payment Options**

Spare Parts Puppet Theatre accept the following cards for on-line transactions: Visa, Mastercard.

### **Cash Purchases**

Cash purchases may be made in person at the Spare Parts Puppet Theatre Box Office. The Box Office is open Mon – Fri , 9am – 4pm & Saturdays from 9am – 2:30pm during season.

### **Fees, Charges & Postage**

Spare Parts Puppet Theatre charges a booking fee of \$4.95 per transaction. This fee applies to exchange transactions. Booking fees and charges are non-refundable.

If you purchase merchandise from our website and choose to have it delivered by post an additional fee will apply. Postage fees are non-refundable. If you have selected delivery by mail please allow at least 14 days for your order to arrive at your nominated address. Spare Parts Puppet Theatre will not be held liable for merchandise that is lost in the post and may not issue a replacement.

### **Gift Certificates**

Gift certificates can be used to purchase events through [www.sppt.asn.au](http://www.sppt.asn.au) or by calling: 08 9335 5044. Gift Vouchers are valid for three years from purchase.

Gift certificates are not exchangeable for cash, including any unused value at the end of the validity period.

### **Conditions of Purchase**

Spare Parts Puppet Theatre collects your individual information in case of an event cancellation or change. If you fail to supply sufficient and appropriate contact information, Spare Parts Puppet Theatre is not responsible for failure to contact you.

Ticket holders attending the event do so at their own risk. To the maximum extent permitted by law, Spare Parts Puppet Theatre is not responsible for any loss, damage, harm or injury arising from a ticket holder's entry to a venue or performance within a venue.

Spare Parts Puppet Theatre reserves the right to change any element of a performance sales structure, including but not limited to pricing, at any time and without notice.

In the event of a cancelled or changed performance or ticket, Spare Parts Puppet Theatre is not liable for any additional expenses incurred by ticketholders including transport, parking, or any other expense.

Spare Parts Puppet Theatre reserves the right to video, photograph, broadcast or telecast the event. Tickets are only valid when purchased through an authorised agent. Tickets may not be resold or offered for unauthorised resale for an amount which exceeds the original ticket price by more than 10%, or as specified by law.

Spare Parts Puppet Theatre reserves the right to cancel any ticket sold or offered for unauthorised resale in breach of this condition, without notice and without a refund, and the ticket holder may be refused entry into the event.

## **3. Venue Conditions**

### **Conditions of Entry**

Please note that Spare Parts Puppet Theatre reserves the right to exclude latecomers or to admit them only at an appropriate point in the performance at the discretion of venue management.

The right of admission is reserved. It is a condition of entry to register your attendance when visiting our venues for contact tracing purposes and to abide by any WA Government health mandates for venues and events including proof of vaccination and mask wearing – please see section 'COVID Ticketing Information' for details.

No audio or video recorders may be used without permission of the event organiser and venue management by prior arrangement. A breach of this condition may lead to the confiscation of equipment and removal of the ticket holder from the venue.

Spare Parts Puppet Theatre takes no responsibility for loss or damage to personal property. No drugs, weapons, food, glass containers, specified prohibited items or lasers may be taken into the venue.

**For online payment support or further information on terms and conditions contact [admin@sppt.asn.au](mailto:admin@sppt.asn.au)**