



TICKETING POLICY

Policy Level:	BOARD
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Performing Arts Centre Society is an Incorporated Association that trades under the name The Blue Room Theatre. Performing Arts Centre Society (PACS) have a board of management that governs over The Blue Room Theatre and any reference to Performing Arts Centre Society (PACS) or The Blue Room Theatre (TBRT) are to be considered inter-changeable.

POLICY STATEMENT

The Blue Room Theatre abides by the Live Performance Australia ticketing code of practice. A copy of the code of practice can be accessed [here](#) and is made available to the general public on The Blue Room Theatre website.

The Blue Room Theatre endeavours to provide independent producers with a ticketing system that is affordable, enables producers to access data, is user friendly for patrons and can generate essential reports for front of house, marketing, finance and governance.

The Blue Room Theatre's ticketing policy will be applied with the principals of fairness and equity and is informed by the desire to provide fair financial returns for producers, the ability for artists to have their work viewed widely by the general public, industry peers and exemplars and for The Blue Room Theatre as an organisation to manage and maintain relationships with industry, sponsors and donors, both existing and potential.

Ticket System and Pricing

All tickets for the Annual Development Season shows must be booked via The Blue Room Theatre's ticketing system. This includes tickets for cast and crew. Seats may not be added to the theatre unless approved by the Operations Manager and added to the ticketing system by the Front of House & Ticketing Coordinator. During seasons or events in partnership with other organisations (IE Fringe World), TBRT may alter ticketing arrangements according to the conditions of the production/venue agreements.

The Blue Room Theatre's ticket pricing structure aims to balance an affordable access point for general public with a fair and sustainable return for creatives.

All Annual Development Season producers are expected to adhere to The Blue Room Theatre's basic pricing structure and subscription series. Producers may add extra discounts subject to consultation with the Communications & Engagement Coordinator and Front of House & Ticketing Coordinator.

Producers who are a part of Summer Nights or another season or event, will negotiate the pricing structure with TBRT, based on TBRT's recommendations.

Capacity

The capacity of each space must not exceed the Maximum Accommodation as determined by The City of Perth in accordance with Section 178(1) of the Health Act 1911 and the Health (Public Buildings) Regulations 1992 and stated on the Certificate of Approval. Namely:

First Floor

The Blue Room Theatre	-	73 Persons
Mural Room	-	40 Persons
Studio Theatre Space	-	50 Persons
Bar	-	28 Persons
Foyer and Balcony	-	33 Persons

Ground Floor

Old Office	-	50 Persons
Kaos Room	-	50 Persons

All tickets, apart from holds, will be made available for general sale from the date of the season launch or earlier as directed by the Program Manager.

Ticket Holds

Some ticket holds will be built into each event, including:

One usher seat for each performance.

- The usher is required to sit in on the performance in order to supervise the audience. The usher sits on the seat closest to the exit in case of emergency. The Box Office Staff member is required to allocate that ticket to the usher on the night.

Producer complimentary tickets (comps) for opening night.

- These tickets will be held for invited guests until the RSVP date has passed and the producer has agreed with the Front of House and Ticketing Coordinator to release any remaining tickets for general sale.

Two house seats for each performance excluding Members' Night and Opening Night.

- These may be used by The Blue Room Theatre to issue tickets under circumstances as outlined under complimentary tickets. If not used by Friday 12:00pm, all holds for the following week will be released for general sale. Holds may also be added throughout the season on behalf of the producer for media, special offers, competition winners and schools.

Reservations

As a general rule, The Blue Room Theatre does not reserve tickets for patrons as this results in the tickets being unavailable to the general public without the certainty of a sale. Tickets may be reserved in special circumstances where a definite sale is facilitated. All reserved tickets must be released prior to box office opening for that performance.

Complimentary Tickets

Complimentary tickets are only issued when the circumstances are beneficial to either The Blue Room Theatre or the producer. TBRT reserves the right to limit the number of complimentary tickets available to producers.

TBRT will invite key stakeholders, including funders and sponsors to productions as required by their individual agreements. They will be invited to attend opening night but may select any other performance subject to availability. The Blue Room Theatre will supply producers with a 'must invite list' with the contact details of other sponsors, staff and board of TBRT, government officials, TBRT judges, and season assessors who must be invited to opening nights. If these VIPs are unable to attend opening night but would like to transfer their tickets to another night TBRT will endeavour to ensure that this is within the first week of the production's season. There may, however, be some instances where an exception is made and this will be negotiated with the producer as needed.

The producer may add to the opening night invite list and also request extra complimentary tickets be processed throughout their season.

Instances where TBRT may issue other comp tickets:

1. Casual Front of House Staff may book tickets to the preview of a production, or another night during the first week if they are unable to attend the preview. Casual staff may also attend on another night only if a seat is available. The Blue Room Theatre believes that it is important for staff to be able to talk knowledgeably about shows to patrons.
2. TBRT honours companion cards and will issue one comp ticket per companion card holder. The card must be produced when tickets are collected from box office.
3. TBRT will issue one comp teacher ticket for every 10 students when booking schools.

In general, TBRT encourages artists to make their own decision whether they offer one or two comp tickets to invited patrons even when our spaces are at full capacity. If capacities are restricted due to State or Federal Government mandated restrictions, TBRT will work with producers to ensure that comps offered to media, sponsors and staff are reduced to only one per person.

Exchanges and refunds

Ticket purchasers will be advised in their booking confirmation that their ticket cannot be exchanged or refunded except as outlined in the LPA Ticketing Code of Practice.

A refund or exchange will be offered when:

1. A performance is cancelled.
2. A performance is relocated.
3. An incident out of the patron's control has significantly affected enjoyment of the performance.
4. A patron has had trouble with the ticketing system and inadvertently booked more tickets than intended.
5. A ticket has been booked for an incorrect performance by a Blue Room Theatre employee.

A refund or exchange will not be offered for:

1. Dislike or dissatisfaction with a performance.
2. Failure or inability to attend*
3. Late attendance.
4. Refused entry or eviction.
Use of an understudy.

*The LPA Ticketing Code of Practice and TBRT policy will continue to be flexible during the time of the pandemic and changing advice/industry guidelines on audience members not attending due to illness.

If a ticket has been booked for an incorrect performance by a patron an exchange will only be offered where this does not adversely affect the producer's income or ability to have their work seen by relevant industry peers. Discretionary exchanges may also be processed under extenuating circumstances on grounds of compassion.

Subscribers may exchange their tickets, subject to availability, up to 24 hours before a performance. These exchanges may be made to another patron or to another performance but not to another production.

Complaints

All complaints regarding ticketing must be referred to the Front of House and Ticketing Coordinator or Operations Manager. Complaints will be dealt with promptly via email where possible and the patron directed to LPA should they not be happy with any decision made by The Blue Room Theatre. A record of all complaints and resolutions shall be kept by the Front of House and Ticketing Coordinator.

Should something in this policy be in direct conflict with the LPA code of practice the LPA stipulations will apply. If any part, term or provision of this policy is declared or determined to be illegal or invalid by final determination of any court or tribunal of competent jurisdiction or as a result of legislative changes the validity of the remaining parts, terms or provisions of this policy will not be affected and the illegal or invalid part, term or provision shall be deemed not to be part of this policy.

Any tickets for TBRT performance and events that are not sold through TBRT's ticketing system will be subject to all terms and conditions of that organisation and not the responsibility of The Blue Room Theatre.

