

Terms and Conditions of Ticketing

These terms and conditions apply to the purchase and use of tickets for events held at:

- Wyndham Cultural Centre, 177 Watton Street, Werribee, VIC 3030, where all events must be ticketed by Wyndham City Council; and
- Encore Events Centre, 80 Derrimut Road, Hoppers Crossing, VIC 3028, for events where ticketing services are provided by Wyndham City Council.

(**excluding** tickets purchased for either venue via School Bookings)

By purchasing a ticket, patrons agree to abide by these terms and conditions.

1. TICKETING AND PAYMENT

1.1 Tickets may be purchased in person at the box office, online, or by phone.

1.2 Payment must be made at the time of booking, using EFTPOS or a valid credit card.

1.3 Tickets attract booking and transaction fees, which may vary and are subject to change without notice.

1.4 The venue reserves the right to cancel any ticket it reasonably believes has been purchased or sold by an unauthorised seller.

2. PRICING AND CONCESSIONS

2.1 Concession pricing may be available to individuals ages 15 and under, full pensioners, Seniors Card holders, Healthcare Card holders and full-time students.

2.2 Proof of eligibility for concession pricing must be presented upon request at the time of purchase, ticket collection, and/or entry to the venue.

2.3 The venue supports the Companion Card scheme, allowing free entry for a carer accompanying a person with a disability. The companion must be seated near the cardholder.

2.4 A valid Companion Card must be presented at the time of purchase, ticket collection, and/or on entry.

2.5 For events that include meals or other additional benefits, the Companion Card scheme covers only the seat for the cardholder. Companion Card holders receive complimentary entry but are not entitled to additional benefits such as meals, unless otherwise stated.

3. REFUNDS AND EXCHANGES

3.1 Ticket purchases are final, and refunds are not provided except as required under Australian Consumer Law.

3.2 Ticket exchanges may be permitted between performances in the same season, at the venue's discretion and subject to availability. Each request is reviewed case-by-case.

4. DELIVERY AND COLLECTION OF TICKETS

4.1 Tickets can be delivered electronically via email or printed in person at the box office.

4.2 Tickets collected at the box office may require presentation of valid ID and proof of purchase.

5. TICKET RESALE AND USE RESTRICTIONS

5.1 Tickets must not be resold at a premium, combined with other goods or services, offered as prizes, or used for advertising, promotional, or commercial purposes without the venue's prior written consent.

5.2 Tickets found in breach of this condition may be cancelled without refund, and entry may be refused.

6. EVENT CANCELLATIONS AND CHANGES

6.1 In the event of an event cancellation, a refund will be provided to the original ticket purchaser.

6.2 The venue reserves the right to modify event details, including performers, schedules, and seating arrangements. Where possible, patrons will be notified of any significant changes.

7. SEATING AND VIEWING RESTRICTIONS

7.1 Seats with restricted viewing or other impairments will be clearly marked before purchase, where known.

7.2 Patrons must occupy the seats indicated on their tickets, and standing in aisles, doorways, or other restricted areas is prohibited.

8. FAIR ACCESS POLICY

8.1 Limits may be placed on the number of tickets available per transaction to ensure fair access.

8.2 Purchases exceeding set limits may be cancelled without refund.

9. LOST OR MISPLACED TICKETS

9.1 For allocated seating events, lost tickets may be reprinted or replaced with a voucher upon verification of purchase.

9.2 For general admission events, lost tickets will not be replaced unless approved by the promoter.

10. ADMISSION OF CHILDREN

10.1 Children aged 2 years and older require a ticket for entry. Children under 2 may attend without a ticket but must sit on an adult's lap and not occupy a seat.

10.2 Children, aged 15 or under, must be accompanied by an adult at all times.

10.3 For specific children's events, all attendees, including infants, may require a ticket. This requirement will be stated at the point of sale.

11. LATE ARRIVALS

11.1 Performances begin at the advertised time, and latecomers may only be admitted at a suitable break, at the discretion of the venue.

11.2 The venue reserves the right to relocate latecomers to avoid disruption.

12. ACCESSIBILITY

12.1 Wheelchair seating is available. Hearing loops and other accommodations can be arranged by contacting the box office in advance.

13. PHOTOGRAPHY AND RECORDING

13.1 Photography, filming, and audio recording are prohibited unless the presenter has permitted it, which will be indicated by signage at the venue.

13.2 If a patron is observed making and unauthorised recording, they may be asked to leave the venue.

14. CONDITIONS OF ENTRY

14.1 The venue reserves the right to refuse admission or remove patrons who are disruptive to the performance or other attendees.

14.2 Patrons agree to comply with all venue terms, conditions, and policies as a condition of entry.

14.3 The venue reserves the right to amend terms, conditions and policies from time to time.

15. DIGITAL TICKETING

15.1 In cases of duplicate digital tickets, only the first ticket scanned will grant entry, and additional copies will be invalid.

16. PRICING AND FEES

16.1 All ticket prices are quoted in Australian dollars and include GST, where applicable.

16.2 The venue reserves the right to modify prices without notice. All applicable fees and charges will be disclosed at the time of purchase.

17. ONLINE USER ACCOUNTS

17.1 Online ticket purchases may require registration of a user account with a valid email address and password. Any personal information collected through this process will be stored in accordance with the privacy policy.

17.2 Patrons are responsible for safeguarding their account information and must notify the venue immediately of any unauthorised access.

18. PRIVACY POLICY

18.1 Any personal information collected by the venue, will be in accordance with its privacy policy, available [online here](#)

Date of next review: January 2026