# Knox Community Arts Centre (KCAC) Live Shows and Performances

## Frequently Asked Questions and CovidSafe Venue Fact Sheet

## Ticket Information

### How can I purchase a ticket?

- Go online to knox.vic.gov.au/kcac or Facebook: Knox Arts and Events
- Call the KCAC Box Office on 9729 7287
- Visit the KCAC Box Office
  Location: Knox Community Arts Centre, Corner Mountain Highway and Scoresby Road, Bayswater.
  Opening hours: Monday-Friday, 10:00am – 4:00pm

### Can I purchase a ticket at the Box Office on the day of a performance?

No. In line with current Victoria Covid-19 restrictions and contact tracing requirements, patrons must pre-purchase a ticket.

### I am no longer able to attend (I have COVID-19 symptoms, am required to isolate, or will not be fully vaccinated in time for the event). How can I obtain a refund?

Please call the Box Office on 9729 7287 to receive a full refund on your ticket. You are not able to attend the venue if you have symptoms or been with another person showing symptoms of Covid-19.

### Can I be waitlisted for sold out Performances?

Yes. If a performance has sold out and you would like to be notified if tickets become available, please contact the Box Office on 9729 7287.

## Location Information

### How do I get to the Knox Community Arts Centre?

The Knox Community Arts Centre is located on the corner of Mountain Highway and Scoresby Road in Bayswater. You can access the car park by entering on Mountain Highway and following the road around to the rear of the building. The address is: 782 Mountain Highway, Bayswater – recommended for GPS settings of Google Maps.

### Where can I park?

There's plenty of free parking in our car park, which we share with the Bayswater Senior Citizens Centre and Bayswater CFA.

![knox your city logo]

# COVID-Safe Information

## Do I have to wear a face mask?

It is strongly recommended that face masks be worn if social distancing is not possible, including within the theatre. Please take note of signage on display when you arrive, or ask venue staff for clarification. Please carry a mask with you at all times.

## What COVID-Safe measures will be in place?

All events being held at the Knox Community Arts Centre will be operated in compliance with the current Victorian Government's COVID-19 restrictions. Physical distancing and COVID-Safe behaviours will be monitored.

Visitors are required to:

- check in with a QR code
- **show your proof of vaccination status** (unless under 12 years 2 months of age or medically exempt)
- carry a face mask and wear when required
- maintain social distancing
- remain in allocated seats for the duration of the performance
- not attend the event if experiencing symptoms or required to isolate.

Don't have a smartphone or can't check in? A staff member can help you.

As per the Victorian Government guidelines, acceptable proof of your vaccination status are:

- COVID-19 digital certificate via the Service Victoria app
- COVID-19 digital certificate saved you your smartphone
- a printed copy of your Covid-19 digital certificate, with photo ID
- a printed copy of your immunisation history statement with proof of full vaccination, with photo ID.

A vaccine appointment card and negative Covid-19 test results are not acceptable proof of vaccination status.
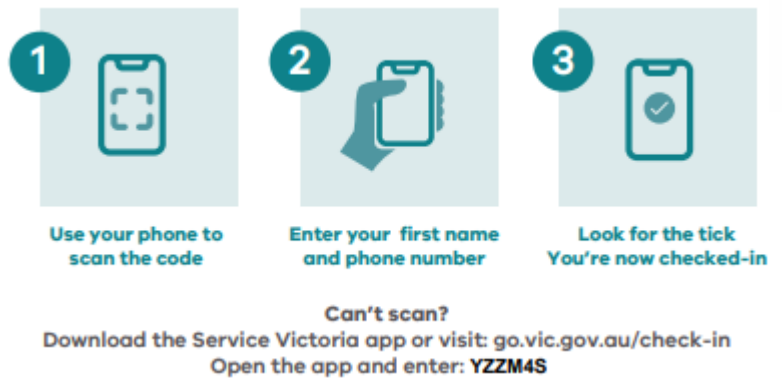
For further information go to knox.vic.gov.au/coronavirus

## QR Code

When attending the Knox Community Arts Centre for longer than 15 minutes, you are required to check-in via a QR code on your smartphone camera. Numerous QR code posters are displayed in the foyer of the Knox Community Arts Centre.  These records will help with any future contact tracing that may be necessary in slowing the spread of coronavirus (COVID-19). If you do not have a smart phone, or require assistance, staff are available to help you.

![knox your city logo]

Location code **YZZM4S**

Use your phone to scan the code
Enter your first name and phone number
Look for the tick You're now checked-in

**Can't scan?**
Download the Service Victoria app or visit: go.vic.gov.au/check-in
Open the app and enter: **YZZM4S**

## Event Information

### What time should I arrive?

It is recommended that you arrive no earlier than one hour, and no later than 15 minutes prior to the performance start time (the time displayed on your ticket).

### What will happen when I arrive?

- Upon arrival, you will be required to check in using a QR Code and your smart phone. If you are unfamiliar with QR codes, our friendly staff will be there to assist you. If you do not have a smart phone, venue staff will provide an alternative sign-in method.

- Once inside the foyer, we ask that you promptly make your way to the theatre entrance in order to allow for social distancing in the foyer.

### I use a wheelchair or have limited mobility. Is your venue accessible to me?

The Knox Community Arts Centre is accessible to people of all abilities. To book an accessible seat, or learn more about our facilities, please call 9729 7287. You can download our Access Key on knox.vic.gov.au/kcac

### What happens if I arrive late?

If you arrive after the performance has begun, you will be asked to wait at the theatre doors until venue staff deem it appropriate for you to enter (e.g. between songs).

### What happens when the performance finishes?

In order to keep person-to-person contact to a minimum, patrons will be encouraged to exit via the rear theatre door, which leads directly to the car park.

## Can I bring my pet?

No, the venue does not permit animals. Assistance animals are welcome.

## Is there a smoking area at the event?

No. The Knox Community Arts Centre is a smoke-free site.

## Who can I contact for more information?

Please call the Knox Community Arts Centre Box Office on 9729 7287 or email arts@knox.vic.gov.au

## How do I find out about future Performances?

Website: knox.vic.gov.au/kcac

Facebook: Knox Arts and Events

Brochure: Our season brochure is available for download on the website, or you can request a printed copy at the Box Office.