

Knox Community Arts Centre (KCAC) Live Shows and Performances Frequently Asked Questions

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 (03) 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

I have tested positive for an infectious illness, am exhibiting symptoms, or am isolating. Can I obtain a refund?

The ticket can be refunded or a credit applied to your account if you are unable to attend due to testing positive for an infectious illness, exhibiting symptoms, or isolating. You must inform the Box Office prior to the scheduled performance to be eligible for refund or credit. Requests for refund or credit after the scheduled performance will not be permitted.

I have purchased tickets and am no longer able to attend. Am I eligible for a refund?

Unless you are required to isolate due to an infectious illness as stated above, tickets are non-refundable. There may be an option to exchange your ticket with notice provided prior to the scheduled performance. Please contact the Box Office for more information.

I'd like to purchase a ticket for a show that has sold out. Is there a wait list?

Yes. If a performance has sold out and you would like to be notified if tickets become available, please contact the Box Office on (03) 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: 790 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. Alternatively, you can park in the Bayswater Hotel car park next door.

Health and Safety Information

Do I have to wear a face mask?

Wearing a face mask is recommended when in the theatre or when social distancing is not possible, however it is not mandatory.

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).

I use a wheelchair or have limited mobility. Is the 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, including outdoors.

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.