

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 KCAC's ticketing website <https://knoxcc.sales.ticketsearch.com/sales/sales>
- 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

*There is no additional fee for any booking methods listed above.

Do I need to create an account to buy a ticket?

Yes, you will need to create an account on our ticketing platform TicketSearch. If you are purchasing online, please follow the prompts on the website. If you are purchasing on phone or in-person, the Box Office staff will guide you through the process. We will gather personal information including name, contact information and address. We do not save your credit card information.

For more information, please refer to [TicketSearch](#) and [Knox City Council](#) privacy policies.

What if I have credit (voucher) from past performances?

Credits are stored in patron's TicketSearch account as gift vouchers and won't expire. They can be redeemed when checking out for tickets on the ticketing website. Our Box Office staff will also be able to assist through the process.

What are the ticket delivery options?

Tickets can be emailed to you or can be collected in person before or on the day of the performance at the venue. Tickets can be mailed by request with minimum 4 week notice prior to

the performance.

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.

I can no longer use my ticket. Can I get a refund?

The ticket can be refunded, or a credit applied to the patron's account, at the discretion of Management. Patrons must inform the Box Office more than 24 hours 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.

How do I know if a show is suitable for children?

Some shows have specific age recommendation, which can be found on the event information pages on our website and in the program brochure. We work closely with the production team to determine a suitable age recommendation, and we strongly encourage you to follow the recommendation. However, it is ultimately the responsibility of the parent/guardian to make the final decision around suitability.

At what age does a child require a ticket?

Children 18 months of age and older must have a ticket, purchased at the appropriate rate. Children under the age of 18 months may be admitted to the theatre without a ticket, provided they sit on the lap of an adult and do not occupy a seat. We have spaces either side of the seating bank for people to park prams or strollers.

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. Bayswater Station is the nearest railway station to our centre and it's 500 metres walking distance away. Bus 664 stops in front of our centre at stop *Senior Citizens Centre/Mountain Hwy*.

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

phone and car GPS systems.

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. Please follow all signs in the carpark.

Event Information

What time should I arrive?

We open the doors to the venue an hour before the performance time. We recommend people arrive 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 or email arts@knox.vic.gov.au. You can download our Access Key on www.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 that will not disturb the performance. If it's not possible for you to be admitted/seated, the ticket will be forfeited, and you are not eligible for a refund.

Can I get a drink or food at the venue?

We have a candy bar available at selected performances before the show and during intervals serving drinks and snacks for you to enjoy. You are welcome to take drinks into the theatre if they are in cans or cups. No glass, hot food, or hot beverages are allowed into the theatre; these items must be consumed in the foyer.

Content warnings and show information?

We display information to audiences if the performance contains potentially sensitive content that people may find triggering or distressing. This enables people to make a decision whether they

feel able to proceed and engage with the show. We display content warnings and show information on the door leading into the theatre. If you feel you're unable to engage with the content, please speak to one of our staff members.

Can I take photos or videos during the performance?

Unless otherwise indicated, the use of photographic or recording equipment (including mobile phones) are strictly prohibited.

What will happen if there are changes to performances?

Sometimes it is necessary to adjust artists, programs, pricing and seating arrangements. We reserve the right to make these changes as required. Any change will be updated on the KCAC digital platforms, and the staff will endeavour to inform patrons who have purchased a ticket.

If a show is cancelled, ticket holders will be entitled for a full refund.

Can I bring my pet?

The venue does not permit animals; however, 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](#)

Instagram: [Knox Arts and Events](#)

Brochure: [Our season brochure](#) is available for download on the website, or at the Box Office.

Newsletter: [Sign up to our mailing list](#)