

KCAC Ticketing Terms and Conditions 2026

Terms and Conditions

1. Tickets sold or issued by Knox City Council are subject to the Live Performance Australia (LPA) Ticketing [Code of Practice](#) and to the Knox Community Arts Centre Ticketing Terms and Conditions. By purchasing or attending an event, the patron agrees to abide by the terms and conditions.
2. Knox City Council reserves the right to update, vary and replace these Terms and Conditions at any time. Any variations or amendments to the Terms and Conditions will be advised by the Council via Knox Community Arts Centre [website](#).

Ticket Purchasing and Collection

1. All ticket prices for performances, events and activities are stated in Australian Dollars (AUD) and include GST, your ticket or ticket confirmation email serve as tax invoice for the transaction.
2. **Methods of Purchase and Payment:**
 - The Knox Community Arts Centre in-house program tickets may be purchased in-person at the Box Office, via phone or online through Knox City Council authorised ticketing platform (TicketSearch).
 - Tickets may be purchased by cash, Visa, MasterCard, and electronic transfer as approved by Cultural Venues Management.
 - Knox City Council reserves the right to cancel any ticket, without refund, if it reasonably believes the ticket has been purchased or resold through an unauthorised channel.
3. **Ticket Reservation for Group Booking:**
 - Knox Community Arts Centre may offer ticket discounts for group bookings. The minimum number of tickets required for a group vary on a show-by-show basis. For details, please refer to the event information for the specific show.
 - Unless otherwise notified, group bookings may be reserved without payment up to 3 weeks prior to the performance. Reserved tickets that failed to be paid timely will be automatically released back on sale. Reserve-pay-later group bookings can be arranged by contacting the Box Office.
 - For group bookings, seating may be allocated in clusters across multiple rows to maintain accessibility for all patrons. Larger groups may be placed toward the back section if required.
 - Any alteration to payment dates for group reservations is at the discretion of management.
 - To reserve tickets for a group, please call the Box Office on 9729 7287, or email arts@knox.vic.gov.au.
4. **Gift Vouchers:**
 - Gift Vouchers can be purchased online or via the Box Office. Upon successful completion of the purchase, the Gift Voucher will be issued to the patron's TicketSearch account without an expiry date.
 - Gift Vouchers may be redeemed for eligible performances, programs, or services offered by Knox Community Arts Centre, subject to availability.

- Gift Voucher purchases are non-refundable and cannot be exchanged for cash, either in whole or in part.
5. **Ticket Resale:**
- Tickets for performances, events and activities at Knox Community Arts Centre are valid only when purchased from Knox City Council, or from an entity authorised by Council to sell or distribute tickets. Tickets must not be on-sold at a premium, packaged with other goods or services, offered as a prize or otherwise used for advertising, promotional or commercial purposes, without the written permission of Knox Community Arts Centre.
6. **Ticket Collection:**
- Tickets are issued electronically via email at the time of purchase. Alternatively, physical tickets can be kept at the box office for collection before or on the day of the performance. Upon request, printed tickets can also be mailed to the patron. At the time of ticket collection, patrons are required to present proof of purchase and/or identification. In the absence of identification, tickets will be issued at the discretion of the Box Office staff.

Concession & Companion Card Scheme

1. **Concession:**
- Concession priced tickets apply to the holder of one of the following concession cards:
 - i. Secondary and tertiary Student Cards
 - ii. Seniors and Pensioner Cards
 - iii. Health Care Card issued by the Commonwealth
 - Concessions must be Australian-issued and valid at the time of booking. Proof of concession must be provided at the time of booking upon request by the Box Office staff. Pricing varies according to specific events, and any concessions or discounts will be advised on the event page and marketing tiles. Proof of concession may be required at event entry for the patron to be admitted.
 - Full priced tickets apply to any person over 16 years old who does not hold an eligible concession card. Please see specific pricing conditions regarding Companion Card holders and early year children in the following sections.
2. **Companion Card:**
- Knox City Council is affiliated with the Companion Card Scheme and operates under the Companion Card Scheme Affiliate [Terms and Conditions](#).
 - A valid Companion Card or Companion Card Number must be presented at the time of booking. Knox Community Arts Centre offers one complimentary Companion ticket upon presentation of a Companion Card, while the Companion Card holder is required to purchase their own ticket.
 - To book via Companion Card Scheme, please call the Box Office on 9729 7287, or email arts@knox.vic.gov.au.

Refund & Change to Performances

1. **Refund**
- The ticket is non-refundable and not available for exchange, unless required by Australian Consumer Law or in accordance with the Live Performance Australia Code of Practice. In exceptional circumstances (such as medical reasons), requests for ticket changes may be

considered at the discretion of management, provided that notice is given no later than 24 hours prior to the scheduled performance. Requests for refunds submitted after the scheduled performance will not be accepted.

- Refunds will be finalised within 30 days of the request. Refunds will be processed using the original payment method to the original ticket purchaser. It may take up to 14 days for the funds to appear back to the patron's account. In the event a purchase was not made via credit card, patrons are required to fill in a refund request form that will be submitted to Knox City Council Finance Department to further process. Alternatively, patrons have the option of getting a voucher at the price paid for the tickets or exchanging the original tickets with other show(s) at Knox Community Arts Centre.

2. Performance Alterations and Cancellations:

- Knox City Council reserves the right to change dates, times, duration, seating arrangements, programming and artists, without notice. Alteration to performances will be updated on the Knox Community Arts Centre digital platforms as soon as possible. Box Office staff will make every effort to notify patrons who have purchased a ticket via available communication channels, where appropriate. Changes to performers, artists or program content do not constitute grounds for a refund. Any such changes will be made with the intention of maintaining the artistic integrity and overall quality of the performance.
- Knox City Council reserves the right to cancel or postpone a performance due to circumstances beyond its control, including but not limited to extreme weather, technical failure, artist illness, venue safety concerns, government restrictions or other unforeseen events.
- When performance date and/or time get altered, patrons who hold original tickets to the show will be automatically moved to the new session, with the original tickets remaining valid for entry. In the event that the new date and time are not available and/or suitable to the patron, a refund will be provided upon request by the original ticket purchaser.
- If a performance is cancelled by Knox City Council, ticket holders will be entitled to a full refund of the ticket price.

Children

1. Children under the age of 12, including but not limited to school children, must always be accompanied by a responsible adult when attending or using the venue.
2. Unless otherwise specified, children under the age of 18 months may be admitted into an event without a ticket. In these cases, children must be seated on the lap of a parent or guardian for the duration of the event. A limit of one child per adult applies in this circumstance.
3. Certain events/shows/performances, including those containing course language, adult themes and sexual references, will have specific age recommendations. It is the guardian's responsibility to ensure the production is appropriate for the minor(s) attending in their care.
4. When taking young children into the theatre, please be considerate of the possible safety concerns in the venue space, sensory concerns as a result of production elements, and the potential disturbance that might be caused to other patrons. Any person (regardless of age) interrupting the enjoyment of other visitors may be asked to leave an event and/or the venue.

Access and Inclusion

1. Knox City Council is committed to access and inclusion for all people. Knox Community Arts Centre, including the venue and adjacent parking areas, is fully wheelchair accessible. Please refer to the venue's [Access Key](#) for further information.
2. Two dedicated wheelchair/all-abilities seating positions are available in the venue. Please contact the Box Office for booking enquiries and assistance.
3. Knox Community Arts Centre welcomes assistance animals. Please notify Box Office staff when purchasing tickets. We recommend assistance animals to wear appropriate sensory protection during performances where sound levels may be high.
4. Patrons with specific access requirements are encouraged to contact the Box Office prior to the event so appropriate arrangements can be made.

Audience Codes of Conduct

1. By attending any event, performance or activity, you agree to comply with the following Audience Codes of Conduct.
2. **Latecomers** will be admitted only if/when there is a suitable break in the performance, and to re-allocate seating. Knox City Council reserves the right to refuse entry to prevent disruption to other patrons and the performance. In the case that a latecomer is not possible to be admitted/seated, the patron is not eligible for a refund.
3. **The use of mobile phones, cameras, and recorders** for filming purposes is prohibited. Please also be aware that light and ringing noise from digital devices could be disruptive to performers and patrons.
4. Knox Community Arts Centre is a **smoke-free** environment. Smoking (including cigarettes, cigars, vapes and e-cigarettes) and the use of illicit substances are not permitted anywhere within the venue, including indoor areas, the surrounding lawn and the venue car park.
5. **Alcohol** is available for sale at selected events. By attending the events, you agree to comply with Victorian liquor licensing laws and respect our adherence to Responsible Service of Alcohol principles. You may not bring your own alcohol into the venue. Consumption of alcohol outside the venue's designated licensed areas is strictly prohibited.
6. Please be aware that the event may be photographed, filmed or recorded for promotional purposes by Knox City Council. These materials will be owned and used exclusively by Council. If you do not wish to be recorded, please inform staff on entry.
7. Knox Community Arts Centre reserves the right to **remove any person** (regardless of age) interrupting the enjoyment of other patrons from an event and/or the venue. In this case the patron is not eligible for a refund.
8. Knox Community Arts Centre reserves the right to **refuse admission or evict a ticket holder** in accordance with the LPA Ticketing Code of Practice or if they compromise the health, safety or welfare of other patrons, performers, technical crew and Knox City Council staff with aggressive or abusive behaviour, including as a result of intoxication.
9. You enter the venue at your own risk. Knox City Council is not responsible for any loss, damage, harm or injury arising from a patron's entry within the venue premises.
10. In the event of an emergency, patrons must follow all instructions given by Knox Community Arts Centre staff and emergency services personnel, including any directions relating to evacuation or safety procedures.

Accounts and Privacy

1. Knox City Council collects, holds and manages personal information in accordance with the [Privacy and Data Protection Act 2014](#), [Health Records Act 2001](#), and any other applicable legislation. Personal and health information is stored in secure systems and may be shared with relevant internal departments and the Council's contracted ticketing platform (TicketSearch) for the purposes of ticketing, event access, and recording accessibility requirements, where applicable. For further details, please refer to Knox City Council [Privacy Policy](#).
2. To purchase or register a ticket for the Knox Community Arts Centre in-house programs, patrons are required to create an account within Knox City Council's contracted ticketing system provider and provide information including name, billing address, email and contact number. Information used for account registration will also be used for the following purposes:
 - contacting you regarding booking, reservation, event updates etc.
 - mailing tickets
 - sending marketing updates via email and/or mail if the patron has opted-in
 - internal reporting and event evaluation for strategic planning

For more information on account privacy and ticketing service, please refer to TicketSearch Terms and Conditions at <https://ticketsearch.com/assets/other/TicketSearchTermsConditions.pdf> and Privacy Policy at <https://helpticketsearch.com/please-read-this-privacy-policy-carefully-before-using-the-ticketsearch-website/>.

Further Queries

For any enquiries or clarification relating to these Terms and Conditions, please contact the Knox Community Arts Centre Box Office via email at arts@knox.vic.gov.au or by phone on 9729 7287. These Terms and Conditions should be read in conjunction with any additional information provided at the time of booking.